



# Patient Advocates Program

## JAN 27 - Webinar Teach in

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### The Role of the NYS Justice Center in Protecting Vulnerable Populations

**Date:** Monday, January 27, 2025 **Time:** 10:00 AM—11:00 AM

**Speakers:** Kara Clark, Advocacy Specialist, Justice Center for the Protection of People with Special Needs

**To register for the ZOOM Webinar event:** scan the QR code, click [HERE](#), or visit our website at [www.nysenior.org](http://www.nysenior.org)

**To connect via phone:** 646-558-8656, **Webinar ID:** 873 0793 7774#



#### Session Overview

The Justice Center for the Protection of People with Special Needs works in partnership with people receiving services, their families, direct care staff, and provider organizations to protect the health, safety, and dignity of people with special needs and disabilities. This is done in a variety of ways, including: developing abuse prevention tools, providing education to stakeholders on Justice Center operations, and ensuring high-quality investigations of all allegations of abuse and neglect.

The Justice Center operates the Vulnerable Persons' Central Register (VPCR), a hotline open 24 hours a day, seven days a week, 365 days a year. Anyone, including a parent or guardian, advocate, or person receiving services can make a report to the VPCR when they have knowledge or have reason to believe that a person receiving services has been abused, neglected, or mistreated. Once the allegation is assigned an incident number, it is then classified into one of the following categories: abuse/neglect, death, significant incident or non-NYJC.

It is important for human services and health professionals to become familiar with the jurisdiction and function of this important agency.

#### In this session you will learn about:

- The jurisdiction of the Justice Center including certain facilities or provider agencies that are licensed, operated, or certified by six state agencies
- How the agency investigates alleged abuse and/or neglect
- The functions of the Vulnerable Persons Central Register and how to access the hotline in cases of alleged abuse, neglect, or mistreatment
- Training and other resources available from the Justice Center



### Upcoming Teach ins:

- **January 27:** The Role of the NYS Justice Center in Protecting Vulnerable Populations
- **February 25:** Complaining about Hospital Care to the NYS Department of Health

If you would like to view a recording of our past webinars, visit our website at:

<https://www.nysenior.org/telephone-teach-ins/>

## Instructions and Other Information

- Sessions are in webinar mode, all attendees video and audio will be off. Attendees will be able to type in their questions during the Q&A portion of the meeting.
- Materials from Teach Ins are posted on our website [www.nysenior.org](http://www.nysenior.org)
- When on our website,
  1. On the navigation bar, click on **Our Helplines**
  2. In the drop down menu, click on **Patient's Rights Helpline**
  3. Under "**Information for Hospital Patients**", click on **Telephone Teach-in**. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

# Call 800-333-4374 to reserve your spot!

### **NY STATEWIDE SENIOR ACTION COUNCIL**

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

*Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging*

**STATE WIDE**

New York StateWide Senior Action Council, Inc  
275 State Street, Albany, NY 12210 • 800-333-4374 • Fax 518-436-7642  
[www.nysenior.org](http://www.nysenior.org)

The **Helpline** is toll free at  
**800-333-4374**

Information is also available on the StateWide website at  
**[www.nysenior.org](http://www.nysenior.org)**

**E-mail questions to:**  
[patientsrights@nysenior.org](mailto:patientsrights@nysenior.org)