



Justice Center for the
Protection of People
with Special Needs

Understanding the Code of Conduct for Custodians of People with Special Needs

Developed by NADSP and the New York State Justice Center

Topics

- The Justice Center
- What is the Code of Conduct?
- The 10 Provisions
- Skills Practice
- Scenarios
- Prevention
- Code of Conduct Pledge

The Justice Center for the Protection of People with Special Needs

The Justice Center

The Protection of People with Special Needs Act of 2012, established the Justice Center for the Protection of People with Special Needs as the agency responsible for protecting the safety and well-being of adults and children who receive services from New York State agencies.

State Oversight Agencies



Office for People With Developmental Disabilities

Office of Mental Health

Office of Alcoholism and Substance Abuse Services

Office of Children and Family Services

Department of Health

State Education Department

Justice Center's Vision

People with special needs shall be protected from abuse, neglect and mistreatment. This will be accomplished by assuring that the state maintains the nation's highest standards of health, safety and dignity; and by supporting the dedicated men and women who provide services.

What is the Code of Conduct?

Shift in Perspective

Institutionalization	➔	Community Services
Exclusion	➔	Inclusion
Dependence	➔	Self-Determination
Detention	➔	Treatment

Code of Conduct Purpose

- Framework of professional conduct
- Guide for daily interactions

Why the Code of Conduct?

- Behave in a moral and ethical manner
- Resolve ethical dilemmas
- Reach highest professional standards
- Establish appropriate relationships

10 Code of Conduct Provisions

1. Person-Centered Approach

- Focus on the individual receiving services
- Opportunity for self-direction
- Right to assume risk in a safe manner
- Lifelong learning and growth
- Requires flexibility, creativity and commitment

2. Physical, Personal & Emotional Well Being

- Promote the physical, emotional and personal well-being
- Protect from abuse and neglect
- Reduce risk of harm



3. Respect, Dignity and Choice

- Respect dignity and individuality
- Honoring choices and preferences
- Provide access to community opportunities and resources

4. Self-Determination

- Help individuals exercise their rights and responsibilities
- Support informed decision-making
- Provide options related to physical health and emotional well-being

5. Relationships

- Help individuals develop and maintain healthy relationships
- Support informed choices about safely expressing sexuality and other preferences

6. Advocacy

- Advocate for justice, inclusion and community participation
- Promote justice, fairness and equality
- Respect human, civil and legal rights

7. Personal Health Information and Confidentiality

- Respect the right to privacy and confidentiality
- Protect personal health information

8. Non-Discrimination

- Race
- Religion
- National origin
- Sex
- Age
- Sexual orientation
- Economic condition
- Disability

9. Integrity, Responsibility and Professional Competency

- Reinforce the values of your organization
- Maintain your skills and competency
- Seek advice of supervisors and colleagues
- Do not misrepresent your professional qualifications
- Demonstrate model behavior to all

10. Reporting Requirements

- Legal obligation to report all allegations of abuse, neglect or significant incidents
- Immediately upon discovery to the Justice Center

1-855-373-2122

Reporting Resources

Training and guidance for mandated reporters is available on the Justice Center Website

Skill Practice



Skills Practice Scenario 1

Janice, a teenager living in a residential program, wants to become a software designer. She asks Roger, who works in the residence, to help her find a class on software design.

Skill Practice: Janice and Roger

- What should Roger do?
- Which provision?

Skills Practice Scenario 2

Raquel has been a direct support professional for the past 3 years. Today, she is working with Byron and they are going to the store for groceries. Byron loves to wear bracelets and Raquel notices that he has a dozen colorful bangles on his wrist. Raquel thinks it is silly for a man to wear bracelets.

Skill Practice: Byron's Bracelet

- What should Raquel do?
- Which provision?

Skills Practice Scenario 3

Nikos lives in a residential facility with five other adults. He loves Elvis Presley and does a great Elvis impersonation. Nikos recently mentioned to Christie, one of his direct support professionals, that his dream is to go to Graceland. Christie discussed this with her residential manager, who said that the residence didn't have enough staff to support a trip.

Skill Practice: I'm Going to Graceland!

- What should Christie do?
- Which provision?

Group Discussions

What To Do: Physical and Sexual Abuse

- What would you specifically do if you witnessed physical or sexual abuse taking place?
- Refer to the Code of Conduct and exact steps
- Group report out

Creating a Culture of Respect

Write five specific tasks or ideas to create a culture where everyone is respected and protected.

You Can Prevent Abuse and Neglect

Discuss five preventative ideas to help stop abuse and neglect from occurring.

Preventing Abuse and Neglect

Spotlight on Prevention Tool Kits

- Dangers of Being Left Unattended in Vehicles
- Caregiver Fatigue
- Reducing the Use of Restraints

Prevention

- Do you have an idea about how to prevent abuse?
- Can you recommend a useful training, website or resource?

Submit your recommendations to:

prevention@justicecenter.ny.gov



The Code of Conduct Pledge

The Code of Conduct Pledge

- Commitment to prevent abuse, neglect or harm
- Kept on file by your employer
- Must be signed upon hiring and on an annual basis

Justice Center Contact Information

Report Abuse or Neglect:	1-855-373-2122
Information Line:	518-549-0200
Information Line: (Toll Free)	1-800-624-4143
Individual & Family Support Unit:	1-800-624-4143



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