



# Memorandum

**TO:** Agency Implementation Network Liaisons  
**FROM:** Diane Ward, Director of Communications  
**DATE:** June 20, 2013  
**SUBJECT:** Distribution of VPCR Hotline Posters

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The purpose of this memo is to provide guidance on the distribution and display of two posters (English and Spanish) to publicize the Justice Center's Vulnerable Persons Central Register (VPCR) Hotline.

The posters provide individuals with special needs, their families, the public and Mandated Reporters with the telephone numbers of the VPCR Hotline to report suspected cases of abuse and neglect.

The Protection of People with Special Needs Act requires the Justice Center and State Oversight Agencies (SOAs) make information about the VPCR and its purpose available to the public. These posters are one of several communication tools being used to support the Justice Center's public education and outreach efforts.

The Justice Center has ordered 35,000 posters which will be available on Friday, June 21 for pick up by each SOA at our offices at 161 Delaware Avenue, Delmar. The posters are to be displayed at facilities and provider agencies covered under the statute. Effective, June 30, 2013 electronic copies of posters and wallet cards will be made available for download on the Justice Center's website at [www.justicecenter.ny.gov](http://www.justicecenter.ny.gov) under the "Resources" tab. We encourage SOAs and your providers to use electronic versions of the poster for display on websites, in newsletters and on social media outlets.

**When:** The VPCR Hotline begins operations on June 30, 2013. **VPCR Hotline posters should be displayed no later than July 1, 2013.**

**Where:** Posters should be hung or prominently displayed in high traffic areas (e.g., lobbies, waiting rooms, and registration sites) where they will be most visible to the public.

**Remove CQC Posters:** The VPCR Hotline replaces the previous reporting telephone numbers used by the Commission on Quality of Care (CQC). **All CQC Helpline posters must be removed to avoid any confusion about the correct telephone numbers to report an allegation of abuse and neglect.**

Contact Person(s): Diane Ward (518) 549-0242 [diane.ward@cqc.ny.gov](mailto:diane.ward@cqc.ny.gov)  
Bryan Jackson (518) 549-0221 [bryan.jackson@cqc.ny.gov](mailto:bryan.jackson@cqc.ny.gov)

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