



2008

Rikers Island

VISITORS GUIDE

NEW YORK CITY
DEPARTMENT
OF CORRECTION

WELCOME TO RIKERS ISLAND

On an average day, the New York City Department of Correction jails on Rikers Island house more than 12,000 people and receive about 1,500 visitors. We want your visit to be as pleasant as possible, so we are working to speed up the visit process, strengthen security, improve the Central Control Visit Building and provide information to help you plan your visits.

Our mission is to ensure the care, custody, and control of those in New York City's jails and to help them prepare for life after their release. We have undertaken several efforts to aid their return to the community.

Our "discharge planning" programs for supportive housing, employment and sobriety for those serving sentences are among the most comprehensive in the nation. DOC now assists people with identification documents and applications for assistance programs. We have expanded the capacity of education programs on Rikers Island and plan to replace some of the out-dated buildings on Rikers Island with a new jail in the Bronx and reopen an expanded Brooklyn jail that will make visiting more convenient. Please encourage the people you visit to take advantage of our programs while they are here.

Enjoy your visit.

*Martin F. Horn, Commissioner
NYC Department of Correction*



PLEASE NOTE THE ITEMS THAT ARE IMPORTANT TO
KNOW BEFORE YOU GET TO RIKERS ISLAND.

THE NYC DOC RESERVES THE RIGHT TO
PROHIBIT VISITS THAT POSE A THREAT TO
ITS STAFF, THOSE IN ITS CUSTODY, OR OTHER
VISITORS.

GENERAL INFORMATION

HOW OFTEN CAN I VISIT?

Detainees (people who have not been sentenced and are awaiting the outcome of a criminal justice proceeding) may receive visits three (3) times per week. **Sentenced inmates** may receive visits two (2) times per week.

EXCEPTION:

Visit policies may be subject to change based on specific circumstances such as emergencies and hardships. In the event of an extenuating circumstance such as lengthy travel time or anything determined to be an exceptional circumstance, please ask to speak with the Central Visit Control Supervisor.

HOW MANY VISITORS?

Individuals in DOC custody are permitted to visit with three (3) visitors at the same time.

Note: Individuals in DOC custody may have one visit session per day, regardless of the number of visitors present during that visit. If the person that you are visiting has already accepted a visit on the day that you are visiting, your visit will be denied.

Official visits of properly identified persons providing services or assistance, including attorneys, physicians, religious advisors, public officials, therapists, counselors and media representatives shall **not** count against the number of visits to which an inmate is entitled.

AGE:

Individuals 16 years of age and older are permitted to visit people in DOC custody, regardless of the relationship to the person in custody. Children under 16 years of age must be accompanied by an adult 18 years of age or older who has proper identification as described on page 2.

A **visitor** 16 or 17 years of age may act as an adult escort to a child under 16 **only** if **both** the escort **and** the inmate to be visited are the parents of that child.

 **IDENTIFICATION:**


Every adult visitor must present one form of valid identification containing a clear photograph and signature. A valid identification card must not be expired and must include the date of birth of the individual. Adults must also present identification in the form of a birth certificate or insurance card for all children accompanying them who are under age 16.

Acceptable forms of identification for an adult include the following:


- Driver's license from any state in the United States
- New York State Department of Motor Vehicles Non-Drivers' License identification card
- Alien photo identification card
- Passport from any nation
- Current school identification
- Employment identification card
- Food stamp EBT card
- New York State Benefits Card
- U.S. Armed Forces identification
- Government-issued identification containing a clear photograph and signature, date of birth, and valid expiration date may also be accepted.

Identification that has been altered or manipulated will not be accepted.

JAIL RELEASE SERVICES

-  If someone you know is about to get out of jail, or just got out, **call 311 today from any phone and ask for "Jail Release Services."** An operator will connect you with organizations that provide employment services, housing, drug treatment, domestic violence or legal services in your community. **You can also call from the yellow phones in the Central Visit Control Building.**

VISIT SCHEDULE

-  **The visit schedule is based on the first letter of an inmate's last name.** Visits are only allowed on the days of the week where the first letter of the inmate's last name appears. *The visit schedule for the current and coming months is enclosed within this brochure.* You can also

access the current visit schedule at nyc.gov/doc/visit, or by calling the DOC Information Line at 212-266-1500. If you require the use of a text telephone (TTY), please contact a relay operator to connect you with the DOC Information Line. Please review the following information carefully.

- **THERE ARE NO VISITS ON MONDAYS AND TUESDAYS.**
- **THE BEST TIMES FOR VISITING ARE FRIDAY, SATURDAY AND SUNDAY AT 8 AM.**

This is when the fewest visitors come, so you can get in to see your friend or loved one faster.

- **WEDNESDAY & THURSDAY:**

Registration hours for all facilities are from 12:30 pm to 8:00 pm. Visits are permitted from 1:00 pm to 9:00 pm, but you must register by 8:00 pm.

- **FRIDAY, SATURDAY, & SUNDAY:**


Registration hours for all facilities are from 7:00 am to 2:00 pm. Visits will begin no earlier than 8:00 am and end at 4:00 pm, but you must register before 2:00 pm.

SECURITY GUIDELINES

To ensure the safety and security of individuals in DOC custody as well as staff and visitors, we must keep drugs, weapons, and other contraband out of the jails.

Any visitor attempting to pass money to an inmate or bring tobacco, alcoholic beverages, drugs, weapons or other contraband into NYC DOC facilities will be arrested and prosecuted. Prohibited items also include radios, walkmans, beepers, cellular phones, cameras, recording devices and electronic equipment.

BAIL AND COMMISSARY


-  A person in DOC custody can use funds placed in his or her account to make purchases at the commissary and to bail him or herself out. You can make a deposit into an inmate's commissary account using the following methods:

- **BY PHONE** - call 311 and ask for “Money for Inmates.” You will be provided with the names and phone numbers of those financial institutions that will complete transactions related to inmate accounts. The first and last name and book and case number of the individual must be provided in order to make a deposit. You can use a credit or debit card to deposit by phone.
- **BY INTERNET** - Log onto the DOC website at nyc.gov/doc/money for instructions and links to participating money transfer agents.
- **BY KIOSK** - At DOC cashier offices and self-serve kiosks located in the Central Visit Control Building, and at Borough jails. The Central Visit Control Building is open 24 hours a day for this purpose.
- **BAIL CAN ALSO BE PAID BY CREDIT CARD** - Ask the cashier clerk in the Central Visit Control Building for forms and instructions.

Cash for inmate fund accounts is no longer accepted by mail. Only money orders and cashier checks will be accepted by mail. Personal checks are never accepted.

You will need the following in order to obtain information on a person in custody: first/last name and book/case number.

PERMISSIBLE PACKAGE ITEMS

-  For a list of all permissible package items, call 311 and ask for “Items for Inmates” or go to the Department of Correction website: nyc.gov/doc/permissible.

NOTE: Toiletries and food items are prohibited; these items must be purchased by the inmate in the jail commissary.

Permissible items must be mailed or brought in an open shopping bag. If you would like to bring items to Rikers Island, you can either turn them in to the package room at the Central Visit Control Building or to the facility package room at the jail you are visiting prior to the start of your visit.

Note: You can drop off packages at the Central Visit Control Building if you are not visiting anyone on that day. Otherwise, all packages must be taken with you to the jail you are visiting.

Packages cannot exceed fifteen pounds (15 lbs.) and must be less than twenty-four inches (24”) wide, twelve inches (12”) high, and twenty-four inches (24”) deep.

All items will be thoroughly searched for contraband.

PROPERTY PICK-UP

Once released from jail, an individual must make a property pickup appointment by calling 311 and asking for “Property Pickup.” The appointment will be scheduled for two days after the call has been placed. **When calling 311 make sure to get a confirmation code.** This code must be provided in order to pick up your property. For more information go to nyc.gov/doc/property.

RESOURCES IN THE CENTRAL VISIT CONTROL BUILDING

Free yellow phones located in the Central Visit Control Building are available to assist you in obtaining information regarding visit policies and connecting to after-jail services. Please check videos for release services. You can also be connected directly to **311 (by dialing # 3)**, the city’s phone line for government information to find out where an inmate is housed, where to obtain information on permissible items, to arrange for property pickup, or to get information about **“Jail Release Services.”**

GETTING BENEFITS:


Kiosks located within the Central Visit Control Building are part of the ACCESS NYC benefits service which can help visitors determine whether they are eligible for city, state, and federal benefits. Visitors can begin to fill out benefits applications electronically, print them to take upon departure and find out how and where to submit them to the nearest office location. One kiosk is centrally located next to the Health Station. There are two Access NYC kiosks now available in the Central Visit Control Building for all visitors to use. Signs are posted to give you further information.

HEALTH STATION:

A Health Station in the Central Visit Control Building offers information on a variety of health topics including Medicaid enrollment and locations of community-based clinics. Representatives from the Department of Health and Mental Hygiene are also available on-site.

Anyone bringing contraband into the facilities will be arrested and prosecuted.

VISIT PROCESS: WHAT TO EXPECT

 To visit a person in custody on Rikers Island, you must complete registration and security procedures at both the Central Visit Control Building when you first arrive on the Island and also at the specific jail you plan to visit. Please be aware that all DOC facilities are high security areas; please give the Correction Officers your cooperation. Although we try to get you to your visit as quickly as possible, please be prepared for delays due to the need for extensive security procedures and unforeseen circumstances. If you need assistance at any point during the visit process, just ask a Correction Officer. He or she will be happy to help you.

CENTRAL VISIT CONTROL BUILDING:

- All visitors must first go through the Central Visit Control Building for processing.
- You are not allowed to enter the Central Visit Control Building or any DOC facility while in possession of narcotics, weapons, tobacco products, cell phones, cell phone chargers, or any other electronic device. Lockers are available outside of the building to secure your personal and/or prohibited items. These lockers only accept quarters and cost fifty cents for use during your visit. There are also several “amnesty boxes” in which you may deposit any illegal substances or items you may have in your possession, no questions asked. All illegal substances or items must be deposited before you enter the first search station and will not be returned.
- If you appear to be under the influence of alcohol or drugs you will not be allowed into the facility.

LANGUAGE ASSISTANCE:



If at any time during the visit process you need assistance in a language other than English please let a Correction Officer know and you will be helped.

• **VISITORS WITH DISABILITIES:**

- If you have a visual, hearing, mobility or other impairment and need assistance, please inform a Correction Officer upon your arrival at the Central Visit Control Building and someone will assist you. A wheelchair-accessible vehicle is available to transport you and any companion with whom you are traveling to and from the facility you are visiting.
- If you have a metal implant or if you are required to wear an item such as a knee or back brace that is constructed with metallic items, you will be selected to be screened by an Ion Scan Test.
- If you walk with a mobility aid, such as a cane, crutch or walker, both you and your mobility aid will be searched. If either you or your mobility device do not pass security search procedures, you will be permitted only a non-contact visit. This visit will be restricted to a booth where there will be no physical contact with the person that you are visiting.
- If you are a wheelchair user who is able to stand and walk briefly, you will be asked to get out of the wheelchair and proceed through the security entrance metal detector and be subject to all routine visit search procedures. If you are a full-time wheelchair user who is unable to stand or walk, a thorough search procedure cannot be conducted, and you will be permitted only a non-contact visit.
- If you are a visitor with a disability and you use a service animal, please be prepared to state the purpose of the animal, be responsible for controlling its behavior, and inform the inmate you are visiting that he or she may not have any physical contact with the animal.
- If you are concerned about an accessibility issue in the visit areas, please contact the Disability Rights Coordinator at (212) 266-1405 before the date of your planned visit.

• **SEARCH PROCESS:**

- If you enter the facility with an impermissible item, you may be issued a visit limitation and/or face criminal charges.
- **If you are found to be in possession of illegal items, they will be confiscated and you will be arrested and prosecuted. Your visitation privileges may also be limited or suspended.**
- Upon entering the building, you will pass through a metal detector and all of your items (*handbags, briefcases, inmate clothing, packages, etc.*) will be searched. A metal-detecting handheld transfrisker may be used if there is difficulty in clearing you using the walk-through metal detector.
- If you do not clear the metal detection search, Correction staff may ask you to consent in writing to a pat-frisk search to locate hidden contraband. If you decline to consent to a pat-frisk search, you will not be permitted to proceed with your visit.
- You may also be selected for an Ion Scan Test. This is a test to detect the presence of narcotics and explosives. When you are being tested, a handheld wand will be passed over you and will come in contact with your hands, clothing, and personal items.
- If a substance is detected, you may be given the opportunity to remove the contaminated article of clothing or wash your hands before being re-tested. If the secondary test confirms the presence of an illegal substance, you will be limited to a non-contact visit.
- You may also be subjected to a canine search. This type of search involves a drug-sniffing dog that has been trained and certified in drug detection.
- During all search procedures, please follow all instructions given by the Correction Officers. The search process will be completed as quickly as possible; however, safety and security are our highest priorities. Your cooperation will speed up the process.
- Failure to cooperate will result in your visit being denied.

-  • **DRESS CODE POLICY:** Under no circumstances will a visitor be allowed into any DOC facility while inappropriately dressed. Shirts and shoes are required at all times. Provocative attire is NOT acceptable. Excessively short skirts and shorts, excessively low-cut tops, see-through clothing, and bathing suits are NOT acceptable and will result in your visit being denied. If in doubt, you should not wear a questionable item of clothing.
- **REGISTRATION:** Each jail has an assigned area within the Central Visit Control Building where you will complete registration forms and wait to be transported by bus to the jail that you are visiting. You will need to present ID (see pages 1-2).
-  • **LOCATING A PERSON IN CUSTODY:** You are encouraged to find out where a person in custody is housed before you arrive. Call 311 and ask for the inmate's location, or use the online Inmate Lookup at nyc.gov/doc/lookup. If upon arrival you do not know this information, use the yellow phones or go to the information booth.
- **TRANSPORTATION TO FACILITY VISIT AREAS:** There are nine jails located on Rikers Island. Buses leave the Central Visit Control Building approximately every 20 minutes to transport visitors to the facilities where visits take place.
- **FACILITY VISITING AREAS:**

ITEMS FOR INFANTS:

If you are visiting with an infant, you are permitted to bring one clear plastic bottle, one blanket, and one bib with you onto the visit floor. If you need to change your infant during your visit hour, please inform a Correction Officer on the visit floor and your visit period will be temporarily stopped for you to exit the visit floor and access the diapers/ supplies in your locker. Your visit period will resume after you complete the search procedure again. You will then be permitted to re-enter the visit floor. This time will not be deducted from your visit hour.

- Upon entering the facility, you may also be subject to the same search that is used in the Central Visit Control Building (*previously outlined*).
- Securing all Personal Items: Unlike the Central Visit Control Building, where you are only required to lock impermissible

items (*tobacco products and electronic devices*), at the jail you will be required to secure all of your remaining personal belongings including wallets, purses, briefcases, and jewelry, for fifty cents (*in quarters*) in the available lockers in the waiting area before entering the visit floor.



For this reason, please bring as few items as possible with you on your visit.

- Once all personal items are secured, you will again be subject to search and your registration and ID forms may be re-checked. The same search process that is used in the Central Visit Control Building (*outlined above*) will be repeated, after which you will be asked to wait in a designated section to be brought onto the visit floor.

• **RULES FOR THE VISIT FLOOR:**

During visits:

- You must remain seated with hands above the table.
 - You are permitted to kiss and hold hands with the person you are visiting.
 - You are not permitted to exchange any items with the person you are visiting or anyone else.
 - The person you are visiting may hold children who are visiting throughout the visit.
 - At the completion of the visit, you must remain seated until the person you are visiting has departed the area.
- Your visit will be at least one hour in duration, after which you will be transported by bus back to the Central Visit Control Building.

SERIOUS CONCERNS ABOUT THE HEALTH OR SAFETY OF A PERSON IN DOC CUSTODY

If you have a serious concern about the health or safety of a person in DOC custody, please ask to speak with a Captain in the jail you are visiting.

If you wish to express such a concern from a location other than a DOC facility, you may call the Department of Correction at (212) 266-1500. Select option #1 for Inmate Status Information, and then press 2 to speak to an operator.

From outside a DOC facility, in an emergency call 911.

VISITOR COMPLAINTS:

If you wish to file a complaint during a visit, ask to see the Visit Captain in the Central Visit Control Building or in the jail being visited. If you are still not satisfied, you may file an official complaint in standard letter form, describing the incident including date, time, place, name(s) of person(s) involved, and any other documentation of the claim.

Complaints related to incidents in the **Central Visit Control Building** should be sent to:

Warden Special Operations Division
16-16 Hazen Street
East Elmhurst, NY 11370

Complaints regarding incidents in a jail visit area, should be sent to the Warden of that specific facility (at the following addresses):

- 1. Warden/Anna M. Kross Center (AMKC)**
18-18 Hazen Street
East Elmhurst, NY 11370
- 2. Warden/Eric M. Taylor Center (EMTC)** *Formerly known as CIFM*
10-10 Hazen Street
East Elmhurst, NY 11370
- 3. Warden/George Motchan Detention Center (GMDC)**
15-15 Hazen Street
East Elmhurst, NY 11370
- 4. Warden/George R. Vierno Center (GRVC)**
09-09 Hazen Street
East Elmhurst, NY 11370
- 5. Warden/North Infirmery Command (NIC)**
15-00 Hazen Street
East Elmhurst, NY 11370
- 6. Warden/Otis Bantum Correctional Center (OBCC)**
16-00 Hazen Street
East Elmhurst, NY 11370
- 7. Warden/Robert N. Davoren Complex (RNDC)**
Formerly known as ARDC
11-11 Hazen Street
East Elmhurst, NY 11370
- 8. Warden/Rose M. Singer Center (RMSC)**
19-19 Hazen Street
East Elmhurst, NY 11370
- 9. Warden/West Facility (WF)**
16-06 Hazen Street
East Elmhurst, NY 11370

Visit Schedule - OCTOBER 2008

SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT
			1 A-L	2 M-Z	3 A-Z	4 A-L
5 M-Z	6 ---	7 ---	8 M-Z	9 A-L	10 A-Z	11 M-Z
12 A-L	13 ---	14 ---	15 A-L	16 M-Z	17 A-Z	18 A-L
19 M-Z	20 ---	21 ---	22 M-Z	23 A-L	24 A-Z	25 M-Z
26 A-L	27 ---	28 ---	29 A-L	30 M-Z	31 A-Z	

A-L
Visits open to inmates whose last name begins with any letter between A and L, inclusive.

M-Z
Visits open to inmates whose last name begins with any letter between M and Z, inclusive.

A-Z
Visits open to all inmates.

Closed, No visits today.

Visit Schedule - NOVEMBER 2008

SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT
						1 A-L
2 M-Z	3 ---	4 ---	5 A-L	6 M-Z	7 A-Z	8 M-Z
9 A-L	10 ---	11 ---	12 M-Z	13 A-L	14 A-Z	15 A-L
16 M-Z	17 ---	18 ---	19 A-L	20 M-Z	21 A-Z	22 M-Z
23 A-L	24 ---	25 ---	26 M-Z	27 A-L	28 A-Z	29 A-L
30 M-Z						

A-L
Visits open to inmates whose last name begins with any letter between A and L, inclusive.

M-Z
Visits open to inmates whose last name begins with any letter between M and Z, inclusive.

A-Z
Visits open to all inmates.

Closed, No visits today.

Visit Schedule - DECEMBER 2008

SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT
	1 ---	2 ---	3 A-L	4 M-Z	5 A-Z	6 A-L
7 M-Z	8 ---	9 ---	10 M-Z	11 A-L	12 A-Z	13 M-Z
14 A-L	15 ---	16 ---	17 A-L	18 M-Z	19 A-Z	20 A-L
21 M-Z	22 ---	23 ---	24 M-Z	25* A-L Christmas Day	26 A-Z	27 M-Z
28 A-L	29 ---	30 ---	31 A-L			

A-L
Visits open to inmates whose last name begins with any letter between A and L, inclusive.

M-Z
Visits open to inmates whose last name begins with any letter between M and Z, inclusive.

A-Z
Visits open to all inmates.

Closed, No visits today.

*
Christmas Day
Registration 7AM-2PM
Visits 8AM-4PM

Visit Schedule - JANUARY 2009

SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT
				1 M-Z	2 A-Z	3 A-L
4 M-Z	5 ---	6 ---	7 M-Z	8 A-L	9 A-Z	10 M-Z
11 A-L	12 ---	13 ---	14 A-L	15 M-Z	16 A-Z	17 A-L
18 M-Z	19 ---	20 ---	21 M-Z	22 A-L	23 A-Z	24 M-Z
25 A-L	26 ---	27 ---	28 A-L	29 M-Z	30 A-Z	31 A-L

A-L
Visits open to inmates whose last name begins with any letter between A and L, inclusive.

M-Z
Visits open to inmates whose last name begins with any letter between M and Z, inclusive.

A-Z
Visits open to all inmates.

Closed, No visits today.

Visit Schedule - FEBRUARY 2009

SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT
1 M-Z	2 ---	3 ---	4 A-L	5 M-Z	6 A-Z	7 M-Z
8 A-L	9 ---	10 ---	11 M-Z	12 A-L	13 A-Z	14 A-L
15 M-Z	16 ---	17 ---	18 A-L	19 M-Z	20 A-Z	21 M-Z
22 A-L	23 ---	24 ---	25 M-Z	26 A-L	27 A-Z	28 A-L

A-L
Visits open to inmates whose last name begins with any letter between A and L, inclusive.

M-Z
Visits open to inmates whose last name begins with any letter between M and Z, inclusive.

A-Z
Visits open to all inmates.

Closed, No visits today.

Visit Schedule - MARCH 2009

SUN.	MON.	TUE.	WED.	THU.	FRI.	SAT
1 M-Z	2 ---	3 ---	4 A-L	5 M-Z	6 A-Z	7 M-Z
8 A-L	9 ---	10 ---	11 M-Z	12 A-L	13 A-Z	14 A-L
15 M-Z	16 ---	17 ---	18 A-L	19 M-Z	20 A-Z	21 M-Z
22 A-L	23 ---	24 ---	25 M-Z	26 A-L	27 A-Z	28 A-L
29 M-Z	30 ---	31 ---				

A-L
Visits open to inmates whose last name begins with any letter between A and L, inclusive.

M-Z
Visits open to inmates whose last name begins with any letter between M and Z, inclusive.

A-Z
Visits open to all inmates.

Closed, No visits today.

