

**New York City Department of Correction**  
**Report on Annual Training Regarding**  
**the Treatment of Visitors**  
Calendar Year 2023

*Pursuant to Local Law 23 of 2019, the Department is required to implement annual training regarding the treatment of visitors for staff who interact regularly with visitors, and issue reports on these trainings. The following report provides an overview of the training and its methodology, descriptions of the training materials used, and the number of staff who received the training.*

On May 10, 2023, the Department returned to permitting in-person visits on a walk-in basis. After COVID, in-person visits were pre-scheduled to limit the number of persons entering the facilities at a given time. In-person visits are available on Wednesdays, Thursdays, Saturdays, and Sundays. Televisits are scheduled on Fridays only. All visits follow the Department's existing in-person visit schedule which organizes visit days based on the first letter of the person in custody's last name.

### **The Visit Process Training**

As of December of 2023, all staff members identified as having frequent interactions with visitors have completed the Visit Process course. There were 221 staff members who completed the Visitor Process training course which focuses on policies and procedures for ensuring safe, successful interactions between visitors and incarcerated individuals at New York City Department of Correction facilities. Below are the course modules and their descriptions.

#### **1. Visiting Incarcerated Individuals**

This course focuses on the benefits of visits for both incarcerated individuals and visitors while providing strategies for facilitating successful visits. Reduction in violence, motivation for incarcerated individuals to participate in programs, reduction of recidivism, and incentive for incarcerated individuals to work on issues that preceded incarceration are a few benefits visits provide.

#### **2. NYC DOC Visitor Rules and Guidelines**

This module addresses the rules and guidelines set by the Department which visitors and incarcerated individuals are expected to abide.

#### **3. Visitor Searches**

This module explores the variety of searches available which a visitor might undergo during the visit process.

#### **4. Visitor Screening Process**

This module covers the process for screening a person who is visiting an incarcerated individual at the Department to ensure that they are not carrying or concealing any unauthorized items that may impact the safety of staff, other visitors, incarcerated individuals, or the facility itself.

#### **5. Visitor Pat Frisk Search**

This module addresses the procedure leading to a visitor pat frisk search conducted by a Correction Officer. The circumstances which require an Officer to conduct a visitor pat frisk search, and consequences of a visitor refusing a pat frisk search are discussed in depth.

#### **6. Performing a Visitor Pat Frisk Search**

This module describes appropriate search practices and clearly identifies improper conduct. During this training staff review the policy and establish proper verbiage for instructing visitors while administering a Department

**New York City Department of Correction**  
**Report on Annual Training Regarding**  
**the Treatment of Visitors**  
Calendar Year 2023

visitor pat frisk search. Proper procedure for conducting a visitor pat frisk search of special populations, which includes children and transgender, gender non-binary, and intersex visitors are discussed.

**7. Discovery of Visitor Contraband**

This module addresses the proper course of action for handling contraband discovered during the visitor search process.

**8. Visitor Screening and Search Application**

This module provides an opportunity for learners to practice using the electronic screening equipment to screen a visitor. Learners also have an opportunity to practice performing a visitor pat frisk search. Demonstrations of the visitor electronic screening process using the line scan machine, magnetometer, transfrisker and L3 scanner are conducted.