

# **New York City Department of Correction**

## **Annual Accessibility Plan Report**

### **FY2025**

#### **Overview**

The New York City Department of Correction (“DOC” or “the Department”) is dedicated to creating a safe and supportive environment while providing individuals in our care with a path to successfully re-enter their communities. The Department provides for the care and custody of people who are ordered to be held by the courts and are awaiting trial as well as for those who are convicted and sentenced to one year or less of jail time. We are one of many partners at the frontline of criminal justice in New York City.

Local Law 12 of 2023, codified as Section 23-1004 of the NYC Administrative Code, requires each city agency to publish an annual report regarding the progress made towards the goals outlined in their Five-Year Accessibility Plan. This is the Department’s first report as required under the law. As a reminder, the Department’s five-year plan can be found on our [website](#).

#### **Statement of Commitment**

The Department believes in a diverse, equitable, and inclusive environment. DOC is committed to providing persons with disabilities with access to the Department’s services; to identifying, preventing, and removing barriers to accessibility; and to meeting accessibility requirements in a manner that respects the dignity and independence of persons with disabilities.

Consistent with the purpose of the legislation, the Department strives to ensure that its policies, practices, and procedures are consistent with the following principles:

- Department services are provided in a manner that respects the dignity and independence of persons with disabilities to enable them to obtain, use, or benefit from Department resources and/or services;
- Persons with disabilities are given an opportunity equal to that given to others to obtain, use, and benefit from Department resources and/or services;
- When communicating with a person with a disability, the Department will do so in a manner that considers the person’s disability and preferred method of communication.

#### **Disability Service Facilitator and Other Key Accessibility Information**

Under Local Law 27 of 2016, every city agency is required to appoint a Disability Service Facilitator (“DSF”). The DSF coordinates agency efforts to comply with and carry out the agency’s responsibilities under the Americans with Disabilities Act (“ADA”) along with other federal, state, and local laws and regulations concerning access to agency programs and services by persons with disabilities. DSF’s are liaisons to New Yorkers with disabilities, connecting them with their government. Employees and/or

members of the public who need assistance accessing a particular program or service can contact the Department's representative:

**Nancy Bleakley**  
**75-20 Astoria Boulevard**  
**Suite 390**  
**East Elmhurst, NY 11370**  
**Phone: (718) 546-0943/0861**  
**Email: [Nancy.Bleakley@doc.nyc.gov](mailto:Nancy.Bleakley@doc.nyc.gov)**

In addition to the five-year plan, the Department's website contains additional useful information regarding:

- Non-Discrimination Policy and Notice of Rights
- Grievance Procedures
- Website Accessibility Statement
- Language Accessibility

## **Feedback Process**

The Department welcomes feedback on accessibility initiatives and issues by both employees and members of the public. There are several pathways through which this feedback can be submitted, including direct outreach to the Department's DSF, via 311, and via the Department's grievance process.

## **Progress Report**

Regarding the five areas identified in section (b)(2) of Local Law 12 (NYC Admin Code § 23-1004(b)(2)), and as outlined in the Department's five-year plan:

- Physical Access
  - Due to the eventual expected closure of Rikers Island as part of the Borough-Based Jails Plan, there are no additional accessibility projects planned for the island. The Department's borough-based jail facilities and outposted therapeutic housing units will be fully ADA compliant upon completion.
- Digital Access
  - The Department will continue to strive to conform to Web Content Accessibility Guidelines for both our internal and public-facing websites to improve accessibility for people with disabilities.
- Programmatic Access
  - As required under the ADA, the Department, in conjunction with our partners at Correctional Health Services, continues to provide reasonable accommodations to people in custody and staff classified as being protected by ADA standards.
  - The Department is working with the Sign Language Center to train staff on basic American Sign Language ("ASL") to help facilitate communication with people in custody who are deaf or hard of hearing. The first cohort begins May 2025.

- Effective Communications
  - The Department has selected a document translation vendor capable of supporting translations for the ten designated citywide languages, and we hope to onboard them in fiscal year 2026.
  - The Department has procured nearly 70 digital translation devices to support in-person communication across facilities and is currently working to onboard the digital platform that will enable centralized monitoring of language accessibility using these devices across each of our facilities.
  - The Department is working with the Sign Language Center to train staff on basic American Sign Language (“ASL”) to help facilitate communication with people in custody who are deaf or hard of hearing. The first cohort begins May 2025.
  - Accessibility considerations are incorporated into the review and revision of all of the Department’s policies and procedures.
- Workplace Inclusion
  - The Department continues to work with the Department of Citywide Administrative Services to recruit 55-a candidates for certain positions. All eligible postings clearly indicate potential 55-a eligibility, and this information is also noted on the Department’s website.
  - The Department continues to provide reasonable accommodations to staff when feasible in order to assist with them performing their essential job functions.
  - When feasible, reasonable accommodations are also provided to applicants during the interview process.