

NEW YORK CITY DEPARTMENT OF CORRECTION



**HANDBOOK FOR
INCARCERATED
INDIVIDUALS**

HB: B N^o

REVISED 06/24 V2

This handbook is available on your assigned tablet and print form

NEW YORK CITY DEPARTMENT OF CORRECTION



This handbook is available in:

Arabic: تبيير علا ةغلاب حاتم ليلدلا

Bengali: হ্যান্ডবুকটি বাংলায় উপলব্ধ।

Chinese (Mandarin): 手册有中文版本

French: Le manuel est disponible en français

Haitian Creole: Manyèl la disponib an kreyòl ayisyen

Italian: Il manuale è disponibile in Italiano

Korean: 핸드북은 한국어로 제공됩니다

Polish: Podręcznik jest dostępny w języku polskim

Russian: Руководство доступно на русском языке

Spanish: El manual está disponible en español

Urdu: ےہ ہایتسد نیم ودرا کب ڈنیہ ہی

Yiddish: שידיי קיוא אצמינב זיא טנעמוקאד רעד

You may request a copy of the handbook in Braille. Copies of the New York City Board of Correction and State Commission Minimum Standards are also available at all Facility Law Libraries

TABLE OF CONTENTS

ADDRESSES AND TELEPHONE NUMBERS	6
ATTORNEY VISITS.....	7
BAIL PAYMENT.....	7
CENTRALLY MONITORED CASES	9
FAMILY COURT MATTERS	10
COMMISSARY AND ACCOUNT DEPOSIT SERVICES	11
CONDITIONAL RELEASE.....	12
COUNSELING SERVICES.....	13
DISABILITY RIGHTS.....	15
EDUCATIONAL SERVICES	16
EMPLOYMENT WHILE INCARCERATED	16
ENHANCED RESTRAINT AND/OR RED ID STATUS.....	17
ENHANCED SUPERVISION HOUSING	18
FOOD SERVICES.....	19
GRIEVANCE PROCEDURE	19
HEALTH SERVICES.....	23
LAW LIBRARY	24
LGBTQ+ SERVICES.....	25
LOCK-IN AND LOCK-OUT	26
MAIL (CORRESPONDENCE).....	26
MARRIAGES.....	29
MEDIA/PRESS CONTACTS	29
MENTAL HEALTH DISCHARGE PLANNING.....	31
NON-DISCRIMINATORY TREATMENT.....	32
NURSERY PROGRAM	32
PERMISSIBLE ITEMS.....	32
PERSONAL HYGIENE.....	35
PROGRAMS & DISCHARGE PLANNING	36
PROPERTY.....	37
PROTECTIVE CUSTODY HOUSING	37
RADIO AND TELEVISION USE	38
RECREATION.....	38
RELIGIOUS RIGHTS.....	38
REPORTING EMPLOYEE CORRUPTION/MISCONDUCT	39
SAFETY & VICTIMS' SERVICES	40
SANITATION.....	43
SMOKING BAN	44
SUICIDE PREVENTION.....	44
TABLETS	45
TELEPHONE CALLS.....	45
VISITS.....	46
VOTING.....	48

INTRODUCTION

This handbook will inform you about many of the programs and services available to you while incarcerated at the Department of Correction (DOC or the Department). The rules that you must follow are published in the "Incarcerated Individual Rulebook," which you should have received along with this handbook. If you have not received a Rulebook, notify a staff member as soon as possible.

During the new admissions process you will be given a DOC ID number, called a "Book and Case" number. This will be your reference number while you are in DOC custody.

You have the right to be safe in the facility. If you are the victim of any threat, or violence, or you feel unsafe, or if you are having thoughts of possibly hurting yourself, the Department has ways to help. For more information read the section entitled "**Safety & Victims' Services.**"

Although safety and security always come first in DOC facilities, the Department does offer many valuable programs and services, including health, educational, vocational, and counseling programs as well as employment opportunities. Please note, not all programs are offered in every facility and not everyone qualifies for every program. If you are interested in a program, please notify your Housing Area Officer or Programs staff.

We hope that this handbook will support you in connecting with the Department's services and programs. We believe it contains valuable information, which will support your safety as well as the safety of those around you. Please read the handbook carefully and if you have any questions ask a staff member.

DOC PROGRAMS AND SERVICES OVERVIEW

This introduction is a brief overview of some of the programs and services that DOC offers. A more detailed explanation is included in the pages that follow. You can also learn more by asking a Counselor or other Programs Staff.

Education

If you are or are under the age of 21, educational services are available to you. Some facilities also have adult education programs for individuals over 21. To learn more, read the "**Educational Services**" section of this handbook.

Family Events

If there is an important event in your family (like a death or very serious illness), if you wish to get married, or if you want to visit with a child in foster care, you may contact the Counselor in your facility. To learn more read the "**Family Events**" section of this handbook. To learn more about the services that the Counselors provide read the "**Counseling Services**" section.

Medical/Mental Health Services

You can see a doctor or physician's assistant, a mental health professional, or a dentist by signing up for sick call. In an emergency, ask your Housing Area Officer to help you get to a doctor immediately. If you are HIV positive or want to take a voluntary HIV test, your facility has an HIV Counselor who can help you arrange for a test or get medications. For more information, read the "**Health Services**" section of this handbook.

Religious Services

Chaplains from the Jewish, Muslim, Catholic, and Protestant faiths work for the Department in each facility. Each facility has regular services for all four faiths. If your faith is not represented, ask to speak with your facility Chaplain and they will address any requests you may have. For more information read the "**Religious Rights**" section of this handbook.

Law Library

You have the opportunity to conduct legal research while in DOC custody. Every facility has a Law Library that you are entitled to use for a minimum of two (2) hours a day, five (5) days a week, Tuesday through Saturday. Please note that access may be restricted, conducted remotely, or rescheduled due to safety, security, facility need, or other related concern. Please request a Law Library sign-up sheet or speak to a Legal Coordinator for Law Library services. The Law Library also has copies of the rules and court orders that describe your rights in custody, including the New York City Board of Correction Minimum Standards, the New York State Commission of Correction Minimum Standards, and select DOC directives. Details about the Law Library, including how to get there and when you can go, are in the "**Law Library**" section of this handbook.

Grievance Process

If you have an issue that cannot be resolved after you have spoken with your Housing Officer, area Captain, Counselor, or Legal Coordinator, you may present a complaint in writing to the Grievance Investigator at your facility who will guide you through the steps to a formal resolution. You may submit a complaint about things that directly affect you, such as Department policies, how the policies are carried out or someone else's actions, including those of an Officer. For more information see the "**Grievance Procedures**" section of this handbook.

Programs and Discharge Planning

The Department offers a variety of programming, as well as one-on-one support to prepare you for your discharge from custody. The goal is that these programs, services, and supports will help you build new skills, explore new interests, and connect you with useful resources within your community. You should have received a copy of the *Re-entry Brochure* when you were admitted to the Department. This resource contains a list of organizations, by borough, which can assist you with employment, housing, benefits, and other potential areas of need upon release. Upon discharge, you will also receive the *Connections* book, which is a helpful guide to community-based resources. If you did not receive the *Re-entry Brochure*, ask your Counselor for a copy. To find out more see the "**Discharge Planning**" section of this handbook.

Frequently Asked Questions

Here are some questions that are often asked, and the page where you can find the answers within the handbook.

1. How can my family or friends put money into my account? (11)
2. How often can I use the phone? (45)
3. What can I do if I don't feel safe? (40)
4. What clothes am I allowed to wear? What can't I wear? (32)
5. What items am I allowed to have with me? (32-35)
6. What kind of packages and mail am I allowed to receive? (26-29)
7. Does anyone read my mail before I open it? (28)
8. What help can I get and whom do I contact if I have a disability? (15)
9. Is there a program available to help me prepare for life after incarceration? (36)
10. How many visits can I have in a week? (46)
11. Am I locked in my cell the whole day? (26)
12. Can I work on my case while I'm in the facility? (24-25)
13. Is smoking allowed in the facility? (44)
14. What is considered contraband? (See *Incarcerated Individual Rulebook*)
15. What happens if I get caught with contraband? (See *Incarcerated Individual Rulebook*)
16. What happens if I get caught with a weapon? (17)
17. Why does someone get written up for an infraction (violating Department rule)? (See *Incarcerated Individual Rulebook*)
18. What happens if I receive an infraction? (See *Incarcerated Individual Rulebook*)
19. Where and how often can I buy food, deodorant or other items? (11)
20. Is it possible to receive a special diet? (19)
21. What should I do if I feel sick? (23)
22. How often is outside recreation? (38)
23. Can my children visit me in the facility? Can my children who are in Foster Care visit me while I'm at DOC? (10 & 13)
24. How do I apply to get married while at DOC? (29)
25. Can I attend a funeral of a family member or visit a very ill relative? (13)
26. Whom do I talk to if I have a complaint? (19-23)
27. How do I report Employee Corruption/Misconduct? (39)
28. After I get out, how do I pick up my money and property? (37)
29. Can I attend regular worship services while at DOC? (38-39)
30. Can I work on getting my G.E.D. while I'm at DOC? (16)
31. How do I apply for release before I complete my sentence? (12)
32. How can I vote while I'm at DOC? (48)
33. How do I sign up to work while I'm at DOC? (16)

ADDRESSES AND TELEPHONE NUMBERS

Listed below are the addresses and telephone numbers of agencies and organizations you may wish to contact during your incarceration.

- **311 NYC Call Center**
 - 311 or (212) 639-9675

- **Administration for Children's Services (ACS)**
 - **Office of Advocacy's Parents' and Children's Rights Helpline**
 - (212) 676-9421 (General Services)
 - **Children of Incarcerated Individuals (CHIP)**
 - (212) 341-3322 (Active Cases Related to Visits)

- **PREA (Sexual Abuse and Sexual Harassment) Hotline**
 - (718) 204-0378

- **New York State Hotline for Sexual Assault and Domestic Violence**
 - (800) 942-6906

- **Disability Rights Coordinator (DRCI)**
 - 75-20 Astoria Boulevard, East Elmhurst, N.Y. 11370
 - (718) 255-6475

- **Legal Aid Society Prisoners' Rights Project ***
 - 199 Water Street, New York, NY 10038
 - (212) 577-3300 or (212) 577-3530

- **New York City Board of Correction ***
 - 2 Lafayette Street, Suite 1221, New York, NY 10007
 - (212) 669-7900

- **New York City Department of Correction Investigations Anonymous Hotline**
 - (718) 204-0378

- **New York City Department of Investigations (Inspector General)**
 - (212) 825-5959

- **New York City Department of Correction LGBTQ+ Hotline**
 - Dial 1010# (Leave a message with your name and Book & Case number and an LGBTQ+ Project Coordinator will meet with you)

- **New York State Commission on Correction**
 - Alfred E. Smith State Office Building, 80 South Swan Street, 12th Floor, Albany, NY 12210
 - (518) 485-2346

- **Office of Compliance Consultants (Trailer) ***
 - 15 West 5th Street, High Impact Compound, Mercado Trailer East Elmhurst, NY 11370
 - (718) 546-5374

ATTORNEY VISITS

Your attorney, paralegal, or social worker who works with your attorney may visit you seven (7) days a week from 8 am to 8 pm in the facility where you are housed. Your attorney may also ask that you be produced in a courthouse for an attorney visit or request a video teleconference meeting with you. A video teleconference allows you to see and talk to your attorney on a television screen in a facility, remotely. If you wish to see your attorney in person, you must speak with them and request that they visit you. These visits do not count against the number of personal visits you are allowed. Please note, your attorney visits may be delayed or rescheduled in the event of a facility emergency or if you are unavailable due to other conflicting need.

Note: Attorney visits will not be conducted during the afternoon count, which occurs at 3 pm.

BAIL PAYMENT

How to Pay Bail

Bail will be accepted in any of the following forms or combinations of one or more of the forms listed below and in the exact amount of the bail:

- Cash (USA Currency only);
- Cashier's/Teller's check, in any amount not exceeding the bail amount;
- Bank money orders, up to \$1,000 per money order;
- Federal Express money orders, up to \$1,000 per money order;
- U.S. Postal money orders, up to \$1,000 per money order;
- Travelers Express Company money orders, up to \$1,000 per money order;
- Western Union money orders, up to \$1,000 per money order;
- Checks issued by a DOC facility (e.g. from your account);
- Checks issued by NYC Department of Finance for a refund of bail;
- Checks issued by the Veteran's Administration, U.S. Government or NYS Government, up to \$1,000 per check;
- Credit or Debit Card.

If you or someone else is paying bail in person at the Rikers Island Central Cashier's Office or any of the borough Courts listed below, make checks or money orders payable to the "**New York City Department of Correction**" regardless of where you are housed. The person posting bail must present one (1) of the below forms of personal identification and provide your New York State Identification (NYSID) number. Acceptable forms of identification (***must be valid and current***) include, but are not limited to:

- Passport
- U.S. Government (Federal, State, Municipal) Issued ID
- U.S. Driver License
- Green Card
- Work Authorization paperwork

Credit or Debit Card payments can also be made in person via the company known as GovPay. A GovPay telephone can be found at each bail location next to the bail window. Upon accessing the telephone, you will be automatically connected to a GovPay representative who will take your credit or debit card information and process your bail transaction. Upon completion, return to the bail window to complete the bail process.

You or someone on your behalf may pay your bail with any needed number of money orders or cashier/teller checks as long as the total value of all forms of payment including cash equals the exact amount of your bail, and no single form of payment other than Cashier's/Teller's check is for more than \$1,000. The Department does NOT give change in bail transactions. (See section on "**Commissary and Account Deposit Services**")

For example, if a bail amount is \$2,500, at least three (3) forms of payment would be necessary: two (2) forms for \$1,000 each and one (1) form for \$500, totaling \$2,500.

Where to Pay Bail

Bail can be paid in person at any of the following locations where DOC accepts bail, regardless of where you are housed:

- **Rikers Island Central Cashier**
Open 24/7

- **Manhattan Court**
100 Centre Street New York, NY 10013 Open 24/7

- **Manhattan Business Center (CASH BAIL)**
66 John Street New York, NY 10038, 2nd FL
Open Monday through Friday from 9 AM to 4:30 PM

- **Bronx Criminal Court**
265 East 161 Street, Lower Level, Room M-05C Bronx, NY 10451
Open 7 days a week from 8 AM to 1 AM

- **Queens Criminal Court**
125-01 Queens Boulevard, Ground Floor Kew Gardens, NY 11415
Open Monday through Friday from 9 AM to 5 PM

- **Brooklyn Criminal Court**
120 Schermerhorn Street, 1st Floor, Room 101C
Brooklyn, NY 11201 Open 7 days a week from 8:30 AM and 1 AM

The Department will NOT accept personal and private company issued checks, whether certified or not, for any amount, and will not accept money orders for any amount over \$1,000.

Note: The information provided here is intended for general guidance and does not cover all the rules, regulations, laws, ordinances, and standards relating to posting bail for an individual in custody. Please ask your attorney if you have questions that are not answered here.

CENTRALLY MONITORED CASES

You may be identified as a Centrally Monitored Case (CMC) and require careful monitoring based on documented facts from a review of records and information, including but not limited to:

- Information submitted by Law Enforcement offices (e.g., information received by the NYC Terrorist Task Force, Law Enforcement Agencies/Officers);
- Verified disclosures by reliable informants;
- Reports from undercover agents regarding pending indictments/investigations;
- Admissions by the individual;
- The pre-sentence report;
- Court documents; and
- Prior history.

Your movement within the facility and during transportation outside the facility will be closely monitored. Additionally, you may be placed in additional restraints when moving inside or outside the facility.

When you are first identified as a CMC, the Department will inform you of that decision in writing within 72 hours. You will receive a "Notification of CMC Determination" form that will describe the reason you were identified as a CMC and the evidence used to make that decision. The form will also explain how you can appeal that decision if you choose. Your case will be automatically reviewed every 28 days.

You may appeal your CMC status in writing to the Commanding Officer. There is no form for this purpose. You will still be a CMC while you are appealing. You will receive a written decision within 15 business days after your written appeal is received. The decision will be on a "Notification of Appeal Review Decision" form.

FAMILY COURT MATTERS

Even though you are incarcerated, it is still possible for you to actively plan for your child's future by being involved.

If you have a case in Family Court, you have the right to:

- Be notified of any upcoming Family Court dates;
- Be produced for all Family Court proceedings;
- Have an attorney assigned to represent you in Family Court proceedings involving your case;
- Have visitation with your children unless the Court has ordered otherwise;
- Ask your Counselor to help you contact your caseworker if you are assigned one.

If you have an upcoming Family Court date:

It is very important to notify your attorney and the Court that you are incarcerated. The Family Court judge will then issue an "Order to Produce" to the Department so you can participate in your case. If your attorney or the Court is not aware that you are incarcerated, they will not be able to produce you to appear and the proceeding may continue without you.

As soon as possible, you can:

- Talk to your lawyer, your child's caseworker, and your Counselor to request that you be produced;
- Write to your Family Court Judge to request that you be present at all court dates involving your child (you can ask your Counselor for a sample letter);
- If an Order to Produce gets sent to you directly, it is legally useless. You can give the original order to your Counselor who will give it to the Chief Clerk of your facility. Upon verification, you will be produced to court.

For more information on child custody and foster care issues, you can contact through any of the following methods:

- ACS Office of Advocacy's Parents' and Children's Rights Helpline (Collect): (212) 676-9421;
- You may also call "Collect" for inquiries related to visits: (212) 619-1309;
- Text Telephone (TTY) for the hearing impaired: (212) 442-1447;
- Send a message to the Office:
150 William Street, New York, NY 10038, 1st Floor.
Monday to Friday from 9:00 AM to 4:00 PM (Appointments are strongly encouraged. *To schedule an appointment, call the helpline:(212) 676-9421*).

COMMISSARY AND ACCOUNT DEPOSIT SERVICES

Your facility has a service called a “Commissary,” where you may buy items like soap, toothpaste, deodorant, food, drinks, and stationery. The Department has partnered with a company called “Keefe Commissary Group” to provide you with commissary services. You will be given a chance once a week to place a commissary order via the telephone or your assigned tablet. A menu of the items available for purchase is located on your tablet and on the wall next to the telephone, along with a schedule of the days when your facility can place orders and when the orders will be delivered.

If you are scheduled for Court or were not at your facility at time of delivery, your commissary order will be delivered the following day.

If you are assigned to a special housing area, you can also order commissary by using the telephone or a tablet.

In addition to the facility commissary ordering process described above, there is a secondary commissary process also offered by Keefe known as Securepak. This service enables friends and family to send a commissary package containing items listed on the website, with a total value of \$25 or less. You are allowed to receive a Securepak commissary package every 21 days.

In order to pay for these items, you will have a commissary account which consists of funds in your possession at the time you are booked into the facility, funds deposited by friends or family members and funds earned through working an assigned job within the facility. Your account is kept under your Book and Case number in the Cashier’s Office at your facility. If you are transferred to another facility within the Department, your money will follow you to your new location. If your money is not in your account after your transfer, contact a member of the Counseling staff to follow up.

Your friends and family may deposit money into your commissary account, either when they come to visit, online through the Department’s Lookup Service, or through the mail. A visitor may deposit cash to your account when they visit you and those funds will be available for your use the next day. Money sent to you through the mail must be a money order, mailed to **(YOUR NAME)**. All types of money orders are accepted in all denominations up to \$1,000. Upon delivery, your mail will be opened and will be inspected in your presence. The mail officer will give you a receipt as proof that you received money, and it was deposited into your account. Money sent as a money order will be available five (5) business days after its receipt.

If you require assistance with placing an order through Keefe or have any inquiries regarding your order, you may contact Keefe at 718-546-8668.

Commissary privileges may be revoked if you are found guilty of committing an infraction and violating Department rules. For more information, please refer to the “**Incarcerated Individual Rulebook.**”

Account Information

Once per month, you have the right to request from the Office of Constituent and Grievance Services at the facility in which you are housed, a printout of your financial transactions, including an itemized list of all outstanding charges against, deductions from, and deposits into your account.

Deposit Services

Family and friends can use Western Union to make deposits for individuals in DOC custody. Deposits can be made online, by phone, or at a walk-in location. Depositors must provide the individual's first and last name, along with their Book and Case number to deposit funds.

Fees

There are fees for all deposit services. Contact the provider for more information.

Contact Information

You can contact Western Union at (800) 634-3422 or visit their website at www.westernunion.com.

CONDITIONAL RELEASE

If you are serving one or more definite sentence of imprisonment for a qualifying offense, with a term or an aggregate term of more than 90 days, you may upon request and after consideration and approval by the New York State Board of Parole be conditionally released to supervision within the community after service of at least 60 days of that term. You must serve a minimum period of 30 days before applying for a Local Conditional Release (LCR).

To be considered, you must fill out a written application for LCR and submit the completed application to the New York State Department of Corrections and Community Supervision (NYS DOCCS). An application can be obtained in the Law Library at your facility. Read the application carefully to ensure that you fully understand the conditions governing your release and your obligations under supervision after release.

Mail your application to:

New York State Department of Corrections and Community Supervision
Attention: Community Supervision Operations
The Harriman State Campus, Building #4
1220 Washington Avenue
Albany, NY 12206-2050

If you are eligible for consideration, an NYSDOCCS Officer will interview you at your facility. Be prepared to fully participate in the interview and provide court documentation, probation records, and criminal history information upon request. If the Officer approves your LCR application, it will be submitted for consideration to the New York State Board of Parole. You will be provided with a copy of the Parole Board's decision.

COUNSELING SERVICES

DOC Counselors can provide you with social service assistance, which includes help maintaining connections with your family, releasing your property at DOC to family or friends in the community, releasing funds from your DOC commissary account to family or friends in the community, completing an application form to be married, and providing counseling during times of crisis. Counselors can help you request a visit at the hospital with family members who are critically ill or attend the wake or funeral of family members.

If you or your family member is deaf, has a speech impairment, is visually impaired or blind, or has a mobility impairment and must use a cane, crutches, walker or wheelchair, Counselors can assist you in completing the Reasonable Accommodation Request and help you access the Text Telephone (TTY). (See section on **“Disability Rights”**)

If you have children in foster care, a Counselor can communicate with your assigned caseworker regarding visits with your children. Counselors can also inform you and your caseworker on the steps required in order to attend family court dates. (See section on **“Family Court Matters”**)

Counselors can also provide verification of incarceration letters, which you may need to give to rehabilitation programs, schools, and others who need proof of where you were when you missed an appointment.

Counselors will visit your housing area to provide individual and group counseling services as well as assist with your social service questions.

Counselors can provide you with referrals to community-based programs where you can get help after your release.

Significant Family Events

If you would like to attend either the funeral or wake of a family member or significant other (eligible family members include: parents, parents-in-law, grandparents, brothers, sisters, guardians and former guardians, children, grandchildren, children-in-law, ancestral aunt or ancestral uncle, spouses, including domestic partners if proof of relationship can be provided) or to visit a critically ill relative on that list, you may ask the Department to allow you an escorted visit. You must provide proof of your relationship to the ill or deceased relative.

The Deputy Commissioner of Security or their designee will review your request and make a determination based on security, medical and mental health, DOC resources, and other relevant circumstances.

Counselors in your facility can assist you with requesting to attend such events. You will wear civilian clothes when attending funerals or wakes or visiting sick relatives. If you do not have suitable clothing at the facility, you can make arrangements to receive clothing prior to the visit.

You are not permitted to attend both the funeral and wake of the same person. You must indicate your preference when submitting the request.

You may visit once with any of the above listed relatives in a hospital or similar institution when that person is critically ill, and if there is no medical reason for you not to go. The Deputy Commissioner of Security or their designee will determine if the circumstances justify your having a second visit.

You, a friend or relative, or the court that is preparing the orders to allow you to go to this event must give the Department the following information:

- Name of the person who is sick, deceased, or to be visited;
- That person's relationship to you and proof of the relationship (for example, a birth certificate, marriage license, and other legal documents verifying relationship);
- Verification of death, if applicable;
- Date and time of funeral, wake, or services, and address and telephone number of the funeral parlor, place of worship or other location;
- If your family cannot get the proof of your relationship to the sick or deceased relative directly to the facility where you are housed, they may bring the proof to any facility's General Office or to the Samuel Perry Control Building on Rikers Island. The General Office will forward the documents to the Counseling Unit of your facility.

If you are permitted to attend a wake or a funeral, your attendance is limited to a maximum of one (1) hour. If you are permitted a hospital visit, your visit is limited by the DOC to a maximum of one (1) hour; however, please be aware that your one (1) hour visit may be reduced by doctors or hospital staff, or other conditions which are beyond the DOC control.

You will be provided with an explanation for denials of requests to make any of the visits described in this section.

If the visit is within the State of New York, all documentation is in order, and approval is provided, then you will be escorted according to DOC's policies. Incarcerated individuals are not allowed to obtain food, beverages, gifts, or money from their family members or any member of the public during the visit. The facility staff overseeing the visit will monitor for any misconduct. If misconduct is observed, the visit will be promptly terminated, and the individual will be escorted back to the facility.

DISABILITY RIGHTS

If you have a disability, you may be entitled to reasonable accommodations, as stated in the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act of 1973. This federal law guarantees certain rights to people with disabilities. The law provides that no individual with a disability shall be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any service program, or activity.

Currently, the New York City Department of Correction provides Text Telephone (TTY) or the Video Relay Service (VRS) to ensure that individuals with hearing impairments have equal access to telephone calls. Assistance is also available for visually impaired and blind individuals including written materials in large print or Braille, audio tapes, as well as computers. Assistance is also available for individuals with other disabilities such as mobility impairments that may require the use of crutches, canes, wheelchairs, or other assistive devices once medically approved.

If you would like to learn more or to request an accommodation for a disability, you may:

- Tell the Officers at Intake that you have a disability and may be requesting an accommodation;
- Advise any Officer, Social Services or Grievance Investigator, or Programs staff, who will then refer you to the Disability Rights Coordinator for Individuals in Custody (DRCI);
- Contact the DRCI directly by calling (718) 255-6475 or by writing a letter to:
DRCI at Health Affairs
75-20 Astoria Boulevard East Elmhurst, NY 11370
Attn: Disability Rights Coordinator for Individuals in Custody
- Advise medical staff in the clinic that you may have a disability and need assistance while in DOC custody. Note, all medical information is protected for your privacy;
- Call 311 with a request or concerns regarding assistance with your disability.

Pursuant to Directive 3802R-A "Non-discrimination of Individuals in Custody with Disabilities," you will receive a response to your request within one (1) to seven (7) days following the DRCI's receipt of your request or concern. Your request or concern will be reviewed by the DRCI, and a determination will be made in writing or person. If you are not in agreement with the determination, you may file an appeal to the Deputy Commissioner of Health Affairs or their designee.

For more information, please see **Directive 3802R-B, *Non-Discrimination of Incarcerated Individuals with Disabilities*** or the Disability Rights posters with contact information posted throughout your facility. Copies of the Directive are also available at the Law Library.

Under the Prison Rape Elimination Act (PREA), you will also be afforded ways to understand all information necessary to prevent, detect and report sexual abuse and harassment. For more information, refer to the section titled "**Safety and Victims Services.**"

If you have any questions or concerns, please reach out to the Disability Rights Coordinator directly at (718) 255-6475.

EDUCATIONAL SERVICES

If you are 18 to 21 years old and do not have a high school diploma or a high school equivalency diploma (G.E.D), and you have been in facility or expect to be in facility for ten (10) or more calendar days, you are entitled to educational services, and you may attend school at your facility.

If you want to go to school, fill out the "Request for Educational Services Form" which you should have received during the new admissions process. You can also find this form at the "A" post in each housing area and at Counseling (Social Services), Law Library or Chaplain's areas within your facility. When completed, submit the form to a Program Counselor or a Programs staff member and they will process the form and deliver it to Department of Education staff. Additionally, you will be asked to complete a Dyslexia questionnaire. If diagnosed, you will be referred to the Department of Education (DOE) for further assessment and provided with appropriate services to meet your needs.

The DOE provides educational services for 18 to 21-year-olds that can lead to a high school diploma, a high school equivalency diploma (G.E.D), or a Regents diploma. The DOE also provides vocational training, counseling, and discharge planning. Some facilities have adult education programs for individuals over 21 years old that could lead to a high school equivalency diploma. Speak to your Housing Area Officer, Counselor, the Captain for Facility Programs, or the Executive Director of Facility Programs in your facility if you want to go to school, and they will provide you with the appropriate forms and information on what is available. The forms are also available in your housing area and your facility's Law Library and Programs areas.

EMPLOYMENT WHILE INCARCERATED

Individuals who are sentenced must work, while those who are not sentenced but wish to work may be eligible for employment. Job postings and application forms will be placed in your housing areas, Law Libraries, Social Service Offices, Grievance Offices, and where you receive orientation. You must complete "section one" of the "Incarcerated Individual Job Application" and give the completed form to your Housing Area Officer if you are interested in working. Your application will be reviewed by the appropriate staff and if you are approved for assignment, you will receive a copy of the approved application form, and you will be called for work. You may not be eligible for the particular job you apply for; if so, a staff member will direct you to apply for a different job. You will be paid according to the **set wage** for your particular assignment, and the funds will be applied to your commissary account. You will be reassigned to different tasks on a rotating basis. If for any reason, such as safety or security concerns it is determined that you are not suited to a particular assignment, you will be reassigned. Please note that employment opportunities may be restricted due to pending infractions, classification status, facility needs, or other related concerns. Your application will be evaluated, and a determination will be made accordingly.

ENHANCED RESTRAINT AND/OR RED ID STATUS

Red ID Status

If you are caught with a weapon or you use a weapon while you are in custody, or you used a weapon and injured someone in a DOC facility within the past five (5) years, you will be processed for placement in Red ID status, your ID will be changed to identify you as such and you will be placed in extra restraints when you travel outside the facility, for example, when you will be going to court. Extra restraints may include side or rear cuffs, mitts, a waist chain, and leg irons.

You may be placed in Enhanced Restraint Status if you:

- Assault or attack staff or another individual in custody;
- Are violent in a way that does substantial property damage and that places any person at risk of harm;
- Exhibit violent behavior and attempt to assault or attack staff or another individual in custody, placing that person at imminent risk of harm, either during this incarceration or when you were in a DOC custody in the past.

You will be placed into enhanced restraints when you are escorted from one place to another while outside your unit.

The initial decision to place you in Red ID and/or Enhanced Restraint Status must be made by a Supervising Officer.

Notice: You must be given a written notice when you are first placed in either Red ID or Enhanced Restraint status. The notice should say very clearly why you were placed in that status and inform you that you have a right to a hearing before an impartial Adjudication Captain within 72 hours, excluding weekends and holidays. The Adjudication Captain will determine if any evidence and witnesses you request are appropriate, that is, relevant and not repetitive of other evidence or witnesses. If you are placed in enhanced restraints, the notice will tell you what level of restraints are being applied. Levels of enhanced restraints may include waist chains or leg irons and may include restraint during a program service.

If you believe the decision to keep you in Red ID and/or Enhanced Restraint status is wrong, you have a right to appeal that decision to the Commanding Officer at your facility within 21 days after you receive the decision, or at any time if you have a good reason and supporting facts, including new evidence or a change in circumstances.

Appeal forms are kept in the Law Library. If you want to appeal, you must fill out the appeal form explaining why you believe you should not be in Red ID or Enhanced Restraint status. You must file the completed and stapled form(s) in the locked box marked "Red ID/Enhanced Restraint Appeals" in the Law Library. Facility staff will collect the contents of the locked box daily from Tuesday through Friday.

You may mention improved conduct on your part as a reason to remove you from Red ID or Enhanced Restraint status. The Commanding Officer at your facility will review the specifics of your appeal as well as all documented information and the circumstances surrounding your placement. The Commanding Officer has seven (7) days after receiving the appeal to render a written decision. Then you must receive the written decision within 24 hours excluding weekends and holidays. If you want to challenge the Commanding Officer's decision, you can bring an Article 78 proceeding in New York State Supreme Court.

Note: An Article 78 (Article 78 of the Civil Practice Law and Rules (CPLR)) proceeding is the method by which you request judicial review of administrative actions. The Forms are located in the Law Library where a Legal Coordinator will assist you.

You must retain a copy of the appeal for your records, and you must send a copy of the appeal to:

The Office of Compliance Consultants (O.C.C.) *
15 West 5th Street, High Impact Compound, Mercado Trailer
East Elmhurst, N.Y. 11370

You can make copies in the Law Library.

ENHANCED SUPERVISION HOUSING

Enhanced Supervision Housing (ESH) is a housing unit for incarcerated individuals who pose a credible threat to the safety, security, and good working order of the facility. An individual may be placed in ESH if they are found guilty of a qualifying offense or after a disciplinary hearing. Qualifying offenses are:

- Assault on Staff;
- Forcible sexual assault;
- Slashings, stabbings, or other violent acts;
- Possession of a scalpel, hobby blade, single-edge razor, or any weapon (including facility-made weapons), capable of causing serious physical injury;
- Any violent incident resulting in serious injury;
- Riot;
- Barricade incident;
- Gang assaults (three or more individuals acting in concert);
- Escape or attempted escape;
- Arson;
- Any other serious incident, or attempt, that threatens the safety and security of the Department as determined by the Deputy Commissioner of Custody Management and Facility Operations or designee.

Individuals housed in ESH shall have access to programming aimed at facilitating rehabilitation, addressing root causes of violence, and minimizing idleness. This includes creating incentives for good behavior within ESH, rehabilitating individuals who are assigned to ESH, and providing access to appropriate programs and necessary treatment.

FOOD SERVICES

The DOC's "Heart Healthy" menus are designed to meet the nutritional guidelines established by regulatory agencies. The menus also provide a variety of special diets including therapeutic diets, religious and vegan meals to meet the dietary and religious needs of incarcerated individuals. If you believe your medical condition warrants a therapeutic diet, you should sign up for sick call to be evaluated by medical staff. Medical staff will determine whether or not to prescribe the therapeutic diet based on your medical condition. If you are vegan or vegetarian, sign up for sick call, inform Medical Staff and your request will be forwarded to Nutritional Services. Please note that breakfast is an optional meal served in a group setting. However, lunch and dinner are mandatory for all incarcerated individuals, who will be escorted to a dining hall or will be provided with a meal within their assigned housing areas.

The DOC will provide reasonable accommodation for requests regarding adherence to religious dietary laws or fasts in accordance with established DOC Directives and Operational Orders. Chaplaincy Services will evaluate religious diet requests individually and if approved will forward the request to Nutritional Services to provide the appropriate religious meals.

GRIEVANCE PROCEDURE

The Department's Office of Constituent and Grievance Services (OCGS) is available to you if you have a complaint or concern about anything involving your incarceration. If you are unable to resolve issues of concern with the Housing Area Officer, Captain, or relevant Program Unit, you may submit a complaint to the OCGS. The grievance procedure is intended to address concerns fairly and equitably within existing regulations.

How to Submit a Grievance

Complete an "Individual in Custody Statement Form" (Form #7101R-A), which is available through Grievance staff, Housing Area Officers, Law Libraries, and the Facility Programs office.

All Grievance categories are listed below. You cannot file multiple issues on a grievance form. Each grievance must be filed individually which will help provide you a timely resolution.

You may submit the grievance form by giving it to a Grievance staff member during their visits to the housing area or dropping the grievance in the Grievance Box, which can be found in common areas throughout the facility, including the Law Library and corridors. You must sign the grievance form(s) to start an investigation into your complaint.

In the event you cannot access the Grievance form or Grievance staff, a complaint can be submitted by calling 311 or by using the Tablet, and your complaint will be sent electronically to OCGS.

If the issue is grievable as indicated on the Grievance form, Grievance staff will follow up to discuss your concern. If the issue you submitted is non-grievable, OCGS staff will forward your complaint directly to the appropriate unit for handling; you will be notified on the disposition form.

Retaliation

Retaliation by Department staff against anyone for participating in the grievance process is strictly prohibited. Behaviors that may be considered retaliatory include threats, reprimands, harassment, or denial of privileges.

You have the right to file a grievance. If you believe Department staff is retaliating against you **because of a grievance you submitted**, you can file a staff complaint through the grievance process. There must be some connection between the previous grievance you filed and the staff complaint to claim retaliation.

Return of Grievance

Your grievance will be returned to you and not processed if it falls under any of the categories listed on the Return of Grievance form. This includes refusing to sign the grievance form, submitting issues outside of DOC's jurisdiction, complaints about the disciplinary process etc. If your grievance is returned to you then you, you have five (5) business days to resubmit your grievance.

Deadline to Submit a Grievance

You must submit your grievance within ten (10) business days of the time the event or issue you are complaining about occurred, or when it came to your knowledge.

How the Grievance Process Works

Step 1: After you sign and submit your grievance in the grievance box or to Grievance staff, the grievance will be addressed in accordance with Departmental policy. Grievance staff have seven (7) business days to investigate and provide you a formal resolution. If you are not satisfied with the formal resolution, or do not receive a response to your grievance within seven (7) business days, you may request a Preliminary Review. If you are not satisfied with the formal resolution, you may appeal the resolution within Departmental policy.

Step 2- Preliminary Review Level: If you are not satisfied with the resolution from the Grievance staff, indicate your reason for appeal on the resolution form, sign and return it to the Grievance staff. The Grievance Manager has five (5) business days to affirm or reject the Grievance staff's resolution and provide you with the outcome of their decision.

Step 3 – Commanding Officer Level: If you are not satisfied with the resolution from the Grievance Manager, indicate your appeal on the resolution form, sign and return to the Grievance staff. The Commanding Officer at your facility has five (5) business days to affirm or reject the Grievance manager's resolution and provide you with the outcome of their decision.

Step 4: Central Office Review Committee (CORC): If you are not satisfied with the resolution from the Commanding Officer, indicate your selection on the resolution form from the Commanding Officer, sign and return it to the Grievance staff. The CORC has 15 business days to provide you with the outcome of their decision. The Board of Correction (BOC) will also be afforded the opportunity to issue a recommendation on the outcome of your grievance. The CORC has the final decision on an incarcerated individual's grievance and cannot be appealed.

If you do not receive a response to your grievance at any **level** of the grievance **process** within the period mentioned above, you may proceed to the next **level** of the grievance **process**.

- More detailed information on the time frames and process for all the steps in the procedure is included in **Directive 3376R-A, Inmate Grievance Procedures**. Copies of this Directive are available at the Grievance Office and the Law Library.

Confidentially and Accessibility

Grievance files are confidential and are kept in a locked area for use by OCGS staff. Those who do not speak or write in English and those with disabilities will be provided with necessary assistance to use the grievance procedure, as requested.

Non-Grievance Complaints

OCGS processes all complaints received by an incarcerated individual. This means OCGS will investigate complaints or forward them to the appropriate unit for further investigation. If you are unsure whether an issue is grievable, refer to the grievance form or speak with the Grievance staff. **You cannot file a grievance about the disciplinary process or receiving an infraction. You can appeal an infraction through the Department's appeal process.**

Grievance Categories	
Grievable Categories <i>You may only appeal grievable categories.</i>	Non-Grievable Categories <i>You cannot appeal non-grievable categories.</i>
1. CLASSIFICATION / SRG STATUS	1. ASSAULT ALLEGATION
2. CLOTHING	2. SEXUAL ABUSE/SEXUAL HARASSMENT (PREA)
3. COMMISSARY	3. HARASSMENT ALLEGATION
4. CORRESPONDENCE/MAIL	4. STAFF COMPLAINT
5. EMPLOYMENT	5. INCARCERATED INDIVIDUAL ALTERCATION
6. ENVIRONMENTAL	6. INCARCERATED INDIVIDUAL ON INCARCERATED INDIVIDUAL SEXUAL ABUSE/SEXUAL HARASSMENT ALLEGATION (PREA)
7. FOOD	7. INDIVIDUAL IN CUSTODY-ON- INCARCERATED INDIVIDUAL VERBAL HARASSMENT ALLEGATION

8. INMATE ACCOUNT	8. STATUS AS AN INTENDED CONTRABAND RECIPIENT, ENHANCED RESTRAINT STATUS, RED ID OR CMC)
9. FACILITY TIME	9. MEDICAL STAFF / MENTAL HEALTH STAFF
10. LAUNDRY	10. REQUEST FOR PROTECTIVE CUSTODY
11. LAW LIBRARY	11. REQUEST FOR ACCOMMODATION DUE TO DISABILITY
12. MEDICAL <i>(not subject to appeal)</i>	12. FREEDOM OF INFORMATION LAW REQUEST
13. MENTAL HEALTH <i>(not subject to appeal)</i>	13. HOUSING
14. PROGRAMS	14. GRIEVANCE PROCESS
15. PROPERTY	15. OTHER
16. RECREATION	
17. RELIGION	
18. RULES AND REGULATIONS	
19. SCHOOL	
20. SEARCH	
21. SOCIAL SERVICE	
22. TRANSPORTATION	
23. VISIT	
24. PERSONAL HYGIENE	
25. PHONE	
26. TABLET	
27. OTHER	

HEALTH SERVICES

Medical, mental health and dental services as well as specialty medicine are available to you while you are in the care of the Department. This includes Medication for Addiction Treatment (M.A.T.) – i.e., Methadone maintenance and other detoxification medications and substance abuse services. These services are available Monday through Friday; however, emergency services are available at any time, 24 hours per day, seven days a week. These services are provided by New York City Health + Hospitals (NYC H+H)/Correctional Health Services (CHS).

NARCAN: A Life-Saving Medication for Opioid Overdose

If you encounter someone experiencing an opioid overdose, immediately notify a Housing Area Officer. NARCAN is stored in the A-post “Control Room” of your housing area and can be accessed upon request. You may have received training on how to administer the NARCAN at intake; however, if you would like to learn more about its usage and how to administer it, please ask your Housing Area Officer or a CHS provider. They can assist you in registering for further training.

Requesting Health Services

You can request sick call or other medical, mental health, dental, or specialty medicine services by calling the CHS Health Triage Line at 614# from your tablet or a housing area phone.

- You can speak directly with a CHS nurse Monday through Friday, 05:00 a.m. to 12:00 p.m.;
- You can leave a message for CHS any other time;
- Please note that sick call is provided Monday through Friday (except for holidays); however, access to the clinic is available on Saturday and Sunday as needed.

Should you need assistance in completing a request for health services, you may seek assistance from a DOC staff member.

If you have not signed up for sick call but have a dental, medical, or mental health emergency, tell the Housing Area Officer who will ensure that you obtain emergency care.

If CHS determines your condition requires hospital level care, you will be transferred to an appropriate hospital or facility.

HIV Testing and Discharge Planning

If you require or wish to request HIV testing, please speak with a CHS health care provider. Individuals who have or may be at risk for HIV may contact the HIV counselor at their facility to talk about discharge planning by calling the Health Triage Line (614#). Testing is voluntary. An HIV counselor is available in all facilities. All sessions and results are completely confidential.

Re-entry and Continuity Services (RCS)

NYC Health + Hospitals/Correctional Health Services staff (Care Coordinators) are available to provide discharge planning for clients in City facilities prior to release and re-entry into the community. RCS provides additional services to their visitors at the Central Visit Center, including condom distribution, overdose prevention education and treatment (NARCAN), as well as health education/information, health insurance assistance/information and resource guides. RCS staff provide outreach assistance in the community to link clients to primary care, HIV services and HCV (Hepatitis C) medication adherence. RCS services can be accessed by contacting a clinic staff person or by asking an Officer to make that contact for you.

Substance Use Re-entry Enhancement Program (SURE)

Substance Use Re-entry Enhancement (SURE) is a program that provides court services, harm reduction counseling, facility-based referrals, Medicaid applications, and re-entry planning for individuals with a likely substance use disorder who are not already receiving these services from another program in Correctional Health Services (CHS).

LAW LIBRARY LEGAL REFERENCE MATERIALS AND SUPPLIES

An index of Law Library references will be provided to any incarcerated individual who is unable to go to the Law Library or access a kiosk. Unless you are in Elmhurst Hospital Prison Ward, your facility has a full Law Library that has updated research and reference materials, blank legal forms, a photocopy machine, paper, and typewriters. Elmhurst Hospital Prison Ward has a mini-Law Library. If you need material not contained in the mini-Law Library before your return to a facility with a full Law Library, ask the mini-Law Library Officer for assistance. In addition, a Legal Coordinator from one of the full Law Libraries can be scheduled to assist you if you require assistance.

In place of printed materials, DOC has installed kiosks that provide electronic access to the same required legal materials from a computer drive maintained in the Law Library.

The Law Library is run by a trained non-uniformed Legal Coordinator to help you find the legal materials you need. The Department will make every reasonable effort to provide a resource that is not available in the Law Library for any incarcerated individual who is representing themselves (Pro Se).

You may go to the Law Library for at least two (2) hours each day that the Law Library is open (Tuesday through Saturday). You will be called to the Law Library when your housing area is scheduled. A copy of the Law Library schedule is always posted in each facility's Law Library and in all housing areas.

All Law Library services are provided to you free of charge. You have access to a variety of legal references, frequently used legal forms, electric typewriters to prepare legal documents, and to unlimited copies of legal materials. In addition, your attorney can now coordinate with the DOC Legal Division to have your electronically stored discovery materials made available to you in the Law Library. You will be permitted to access this information on a Law Library laptop computer provided to you during your Law Library session.

You may ask for extra Law Library time. If you do, you will receive as much additional time as space allows, unless you are found to have misused the Law Library or caused disruption. Those with an immediate need for additional time, such as a court deadline coming up, will get preference for extra Law Library time.

To ask to go to the Law Library, you must sign up during lockout periods. When you put your name on the Law Library sign-up sheet, you are signing up for Law Library the next day that the Law Library is open.

If you miss your regularly scheduled Law Library period due to a legitimate conflict with another institutional activity, medical or legal proceeding, you will be able to go to the Law Library for the required two hours later that same day or at the next recall period.

Your Housing Area Officer will alert you when it is time for Law Library. If you are present in your housing area when the announcement is made and do not answer or choose not to attend, you will not be entitled to a recall.

If you return to your housing area from court after the Law Library sign-up sheets have been removed (i.e., after midnight) and you ask your Housing Area Officer to go to Law Library the next day, you will be allowed to go the next day that the Law Library is open, as if you had signed the sign-up sheet.

Each Law Library has a trained legal assistant and typist; who are both individuals in custody and can help you prepare legal papers, some of whom speak Spanish.

You may also join legal research classes when they are scheduled. You will be provided a legal research certificate upon successful completion.

If you do not follow the Law Library rules, disrupt the orderly functioning of the Law Library, or use the Law Library for some purpose other than legal work, you may be removed from the Law Library for the rest of your Law Library period. You may also be restricted from the Law Library for a longer period of time.

LGBTQ+ SERVICES

Housing Process

DOC has a process for providing housing that most closely aligns with an individual's gender identity. Any individual who identifies as transgender, gender non-binary or intersex may request to be housed in the facility that most closely aligns with their gender identity or in the Special Consideration Unit (SCU) within the women's facility. To apply, request and complete the SCU application. If approved, you will be transferred to the appropriate facility/housing unit. If you are denied, you may submit an application for reconsideration.

You can request the SCU application through the Counselor, PREA Officer, or an LGBTQ+ Program Coordinator. If you would like to be housed based on your gender upon transfer to a State Prison Facility you can begin the process by speaking with an LGBTQ+ Program Coordinator.

If you do not identify as LGBTQ+ and are concerned about being housed with members of the LGBTQ+ community, please feel free to call the LGBTQ+ Hotline, 1010#, and an LGBTQ+ Program Coordinator will discuss your concerns and provide information.

Gender-Specific Clothing

If you identify as transgender, gender non-binary or Intersex, you have access to clothing and toiletries (e.g. face cream, cleaners, razor, or undergarments) in alignment with your gender identity and gender expression, regardless of which facility you are assigned. You can make your request to the officer on your unit. For other items, contact the LGBTQ+ Programs Team.

Name Change

If you would like more information on how to legally change your name, ask an LGBTQ+ Program Coordinator or contact the LGBTQ+ hotline directly by dialing 1010#.

Community Resources:

For information on LGBTQ+ affirming re-entry services regarding employment, healthcare, substance abuse services, housing, community connection, support, and religious services, contact the LGBTQ+ hotline by dialing 1010# and ask for the LGBTQ+ Community Resource guide. You may also request reading, creative writing, and arts materials related to your gender identity while you are in custody.

LOCK-IN AND LOCK-OUT

(Times when you are permitted to be in or out of your assigned cell)

Incarcerated individuals in general population will not be confined to their cells except during the following times in accordance with **Directive 4009R-C, Lock-In/Lock-Out**:

- Lock-ins at night will begin at 9pm and end at 5am;
- Lock-ins during the day will take place at 7am to 8am and at 3pm to 4pm for the institutional head count;
- Please Note: recounts will be taken whenever the institutional count cannot be verified and may prolong the lock-in time. This is necessary for the safety and security of the facility and the Department.

MAIL (CORRESPONDENCE)

You are allowed to send mail to anybody and to receive mail from anybody unless a court order limits your sending or receiving mail. You are allowed to send and receive as much mail as you want. You may write and receive mail in any language. If you have a visual impairment or are blind and need help reading or writing your mail, you may ask a volunteer or an assigned incarcerated individual to assist you or ask the Housing Officer to assign an incarcerated individual to assist you.

Mail that you send out and mail that is sent to you may not be opened or read if you are not present, unless that is specifically allowed by a lawful search warrant. However, the Department may inspect, feel, and bend your mail without opening the envelope, even though you are not there.

If contraband (**items not allowed in a facility; see checklist of contraband in your rule book**) is found in your mail, the Department will tell you what was found but will not allow you to have the item(s). If the item(s) is not dangerous or illegal, you may decide if you want to: have the item(s) destroyed, kept with your secured personal property, donated to an outside charity, or pay to have it returned to the person who sent it to you.

To send mail, you can order stamps through commissary, and money will be deducted from your account. If you have no money in your commissary account, the Department will provide you with free writing paper, envelopes, and regular first-class stamps for all letters to attorneys, courts, and public officials, as well as supplies for an additional two (2) letters each week. If money is deposited in your account within seven days of receiving the free stationery, the cost of these items will be deducted from your account.

You must pay to send certified mail. If you are required by a law or rule to send mail certified but you have no money in your account, the Department will pay for it. An Officer will collect and record your outgoing certified mail and then drop it in the outgoing safe, which will be picked up later for processing.

You must address and seal the mail you want to send out. You must include the following information on the upper left-hand corner of the envelope:

- Your name;
- Your Book and Case number;
- Either your facility's street address or your home address. If you do not know your facility's address, ask your Housing Area Officer.

If you do not include the information listed above on your envelope, the Department will return it to you.

To mail a letter, put it in one of the locked mailboxes at your facility. As mentioned above, you can order stamps through commissary.

Packages

These rules apply to all facilities except the hospital prison wards and outposts, where number of packages may be limited.

You are allowed to receive packages from and send packages to any person, including other incarcerated individuals, but not including Department employees or employees of any organization that works officially with the Department in the care, custody, and control of incarcerated individuals.

The Department will deliver your packages to you as soon as possible, but no later than 48 hours after receipt.

You must pay to send packages out. If you have a package you would like to send out, take it to the mailroom, where the mailroom officer will put the package in a box and weigh it. You must give the Officer the needed stamps based on the weight of the package.

The Department will not accept or let you send packages C.O.D. (Cash on Delivery).

The Department will examine packages to make sure that nothing illegal or dangerous enters or leaves a facility.

You are not allowed to send or receive any package whose contents are illegal or threaten the safety or security or welfare of the facility or anyone in it.

Package Specifications

No packages being sent or received may weigh more than 15 pounds. All packages must be less than 24" wide, 12" high and 24" deep (4 cubic feet).

If something is sent to you that is not allowed by Department rules, you may choose whether you want to donate it to a charity, have it destroyed, keep it with your secured personal property, or pay to return it to the sender. This applies except in the cases when the possession of an item is illegal or deemed a threat to the safety or security of the facility. You must sign a dated log to confirm how you want the Department to handle the package.

The following are not permitted in packages to or from persons in custody:

- Food, baking or cooking ingredients;
- Vitamins, pills, drugs or medication of any kind;
- Can-type containers with metal parts;
- Metal, ceramic or glass containers;
- Aerosol type containers;
- Trigger type apparatus;
- Pinhole squeezable containers;
- Any other items that the Department determines may by its contents or design threaten the safety of the facility or anyone in it.

Incoming Packages

All packages must be delivered via U.S. Mail or delivery service. Delivery of packages by visitors at the time of their visit is not permitted. With permission from your facility, you may also receive packages at other hours. To do so, you should write a letter to your facility's Commanding Officer and request delivery of the package.

If you need clothing for a court appearance, you may also ask your Housing Area Officer to try to find you clothing. It is important that you ask at least two (2) days before your court appearance.

All packages received at the facility for you must have the sender's name, address and your name and book and case number clearly marked on the outside.

If a package also includes mail, the mail will be delivered to you with the opened, inspected package. If the mail is sealed, it will be opened in your presence. However, including sealed or unsealed mail in packages sent by U.S. Mail is against U.S. Postal Service regulations and may be reported to the postal authorities.

When any item found in an incoming package involves a criminal offense, it will be confiscated, identified, and forwarded to the appropriate authority for possible criminal prosecution of those participating in the offense. These items will not be returned to you.

When a package is received after your release from custody, it will not be accepted, or it will be returned to the sender. When a package is received and you have been transferred to another facility within the Department, the package will be time stamped and forwarded promptly to the facility to which you were transferred.

Appeal

If you wish to appeal the removal of any item(s) from a package, you should address the matter via the Individual via the Office of Constituent and Grievance Services (OCGS). For more information about how to submit a grievance see section on “**Grievance Procedures.**”

MARRIAGES

If you want to get married while you are incarcerated, complete form 4012R-E entitled “**Intent to Marry.**” You can get this form from a Counselor in your facility. After you return the completed form to the Counseling staff, you will be scheduled to see the New York City Marriage Clerk to complete the Marriage License Application Form.

Once the Marriage License Application Form is submitted, your intended spouse must report to the Marriage Bureau, pay a license fee and sign the application. Your intended spouse will be responsible for securing a licensed officiant to perform the marriage ceremony. The licensed officiant will be required to provide three dates that they are available to perform the marriage ceremony. The marriage date is set up with ministerial and facility staff upon receipt of the marriage license and licensed officiant’s name and availability. You must make arrangements to pay any fee that is set by the minister or licensed officiant performing the marriage ceremony, **as DOC does not cover this fee.** You are permitted to release funds from your account for payment. A Counselor will also provide you with a “Release of Funds Form” for you to complete with the amount that will be transferred to the minister or officiant for their service.

MEDIA/PRESS CONTACTS

You are allowed to talk to reporters or the media, that is, any media representatives including newspapers, periodicals, books or other publications, licensed radio and television stations, news agencies, wire services, Internet-based news, journalistic organizations, and social media outlets.

You are allowed to be interviewed by a media representative who shows the Department the required media identification. Prior to any interview being conducted, you will be asked to sign a request and consent form, authorizing the interview. Media interviews shall not count against the number of visitors you are permitted to receive. If you consent to an interview, you must agree to the interview in writing and return your consent form to an officer in your Housing Unit for presentation to your facility’s Commanding Officer.

“Media representative” shall be defined as:

Credentialed representatives of a bona fide media organization and any assistants, crew members, or associates who accompany them, and who present valid credentials of their affiliation with the media to the Deputy Commissioner for Public Information (“DCPI”) in the Office of Public Information (OPI). Valid credentials may include those from NYPD, state law enforcement, or identification from the represented media organization.

Any incarcerated individual who requests an interview with a media representative, either filmed or oral, shall submit the request in writing to the Commanding Officer of the Facility and the Office of Public Information (OPI), along with the necessary signed statement of consent. Such consent shall also be signed by the incarcerated individual’s attorney of record and parent/legal guardian, if required (see below). You have the right to decline any interview request from members of the media or to decline to participate in a media visit and shall also have the right to terminate the interview or participation in a media visit at any point during the session. Media interviews will be scheduled and authorized by the OPI and shall be conducted in the Visit Area or any other area designated by the Commanding Officer of the Facility and OPI.

If you are a detainee and a court order requires you to be examined to decide if you are competent to stand trial, the Department will not schedule the media interview unless your attorney agrees.

Unless otherwise approved, interviews shall be held on non-visiting days (Mondays and Tuesdays) only, excluding holidays, and shall be no longer than one hour each between the hours of 9:00 a.m. and 5:00 p.m. There shall be no more than two media interviews per individual per week and no more than one per day per individual.

If the Department agrees to allow a media representative to interview you, the Department will take into consideration any mandated appearances or services you must attend and schedule your appointment so that you do not miss them.

Access may be denied, rescheduled, or limited if the Department determines that the visit will unreasonably: compromise privacy, safety, security, good order, disrupt operations, burden staff, or adversely affect incarcerated individuals. Anyone who has been interviewed by a media representative shall not be subjected to Departmental discipline or any other adverse action for participation in the interview, or views expressed therein.

If your interview or request for an interview has been limited, denied, or revoked, you may appeal to the Board of Correction. If you appeal, you must write to both the Board of Correction and the Commanding Officer of your Facility.

For additional detailed information regarding the Department’s media access policy, please review the “New York City Department of Correction Media Access Policy,” which is available on the Department’s website: <https://www.nyc.gov/doc>.

MENTAL HEALTH DISCHARGE PLANNING

All incarcerated individuals currently or formerly in receipt of mental health services during an incarceration are offered social work and re-entry services. If you are receiving mental health care while in DOC custody, you are eligible for discharge planning services and benefits under the Brad H court settlement. As a Brad H class member, you are eligible for a comprehensive treatment discharge plan.

As a Brad H class member, if you are released directly from court, you can visit the Community Re-Entry Assistance Network (CRAN) and Assistance Network Services (ANS) (formerly known as SPAN and Forensic Link), which are located within walking distance of each courthouse. The staff will help you complete your discharge plan, as well as provide you with any prescriptions or information you may need. These services are available up to 30 days from your release from DOC custody.

Office locations are:

- **Brooklyn**

175 Remsen Street, 5th FL
Brooklyn, NY 11201
(718) 975-0180
Subway: 2/3/N

- **Bronx**

1020 Grand Concourse, North Professional Wing
Bronx, NY 10451
(718) 538-7416
Subway: 4/B/D

- **Manhattan**

80 Centre Street, Rm. 200
New York, NY 10013
(718) 975-0180
Subway: 2/3/4/5/R

- **Queens**

120-34 Queens Boulevard, Suite 410
Kew Gardens, NY 11415
(718) 261-4202
Subway: E/F

- **Staten Island** (*Call in advance*)

120 Stuyvesant Place, Suite 410
Staten Island, NY 10301
(718) 727-9722
Ferry: St. George Terminal

The CRAN WALK IN OFFICES are open Monday through Friday between 9AM and 5PM.

NON-DISCRIMINATORY TREATMENT

The Department will not discriminate against you based on your race, religion, nationality, sexual orientation, gender identity, perceived gender, age, disability, or political belief.

The Department will give you equal opportunity when it makes decisions including work assignments, classification, and discipline, and when you are considered for available programs. The Department will take into account reasonable operational and security concerns in making those decisions.

The Department will provide publications and newspapers printed in English and Spanish, have Spanish-language books and materials available in your facility's library, and make it possible for you to hear radio and television programs broadcast in Spanish. A copy of this Handbook is available in Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Arabic, Urdu, French, Polish, Italian, Yiddish and Braille. For any additional document translation requests or needs in your preferred language, please notify an officer that you are requesting access to a "Language Line" telephone to communicate your request.

You may talk or write in any language to other individuals in custody and to those outside the facility, by mail, telephone, or in person, and you may read and receive written materials in any language. Other rules about mail, telephone, and personal communications still apply.

NURSERY PROGRAM

If you are pregnant, give birth or are an incarcerated individual with a child under one year of age, you may apply to the RMSC nursery to keep your child with you until the child is one year old. If you are accepted into the program, the child will be allowed to remain with you in the nursery until one year of age. Ask your Counselor for an application form.

PERMISSIBLE ITEMS

Incarcerated Individuals shall be provided with two sets of Departmental clothing: two shirts and two pants which shall be worn throughout their incarceration. Upon admission, each incarcerated individual shall be issued one pair of footwear.

An incarcerated individual who is making an on-trial court appearance or attending a significant family event shall be permitted to wear civilian clothing. Civilian clothing for incarcerated individuals will be securely stored by the facility at all other times.

All those who are housed in a Mental Observation (M.O.) Unit or those who are considered suicide risks (as determined by Mental Health/Medical Staff) shall not be allowed belts, ties, shoelaces, or other items that Mental Health/Medical Staff determine would pose a risk to the individual's well-being.

Personal Items that are allowed in the housing area:

- 1 Bathrobe
- 2 Pairs of pajamas
- 4 Pairs of socks
- 1 Pair of shower slippers (commissary purchase)
- 4 Sets of undergarments
- 1 Housecoat (Women only)
- 2 Nightgowns (Women only)
- 1 Pair of boots (Department issued only – limited to those assigned to construction, mess hall, or special work cadres.)
- 1 Pair of prescription eyeglasses (must be verified by the clinic, must be generic, no designer frames, individuals housed in a mental observation unit may be restricted by medical personnel)

Personal Items that will be secured in your property for on-trial court appearances or significant family events use only:

- 1 Belt (non-elastic, max 1 ½” wide, small buckle, 2 ¼” max)
Not allowed for individuals under Mental Observation
- 4 Blouses/shirts (non-uniform type, not white, dark blue or camouflage)
- 1 Suit Jacket/Blazer (non-uniform type, not white, dark blue or camouflage)
- 4 Pairs of pants/slacks (non-uniform type, not dark blue, camouflage)
- 1 Pair of shoes
- 1 Pair of sneakers
- 2 Pairs of shoelaces - Not allowed for individuals under Mental Observation
- 1 Tie (not black) – Not allowed for individuals under Mental Observation
- 4 Dresses
- 4 Skirts (non-uniform type, not dark blue)
- 4 Pairs of stockings, pantyhose, or knee-high (or combination of the four)

Upon admission to DOC, all other personal items will be secured and returned to you after you have been discharged from DOC custody, unless you elect to send the item(s) home or discard them entirely.

Toilet Articles – Must be purchased in commissary unless otherwise noted. Permissible quantities are shown below:

- 10 Chloraseptic lozenges
- 1 Deodorant
- 1 Lotion
- 1 Container of shampoo
- 1 Container of conditioner
- 7 Bars of soap (Issued by Department; additional may be purchased)
- 2 Boxes of feminine hygienics (RMSC ONLY – Issued by Department; additional may be purchased)
- 1 Denture adhesive
- 2 Tubes of toothpaste (Issued by Department; additional may be purchased)

Linen, Bedding, and other items issued by the Department.

- 1 Fire retardant covered mattress.
- Blankets (quantity sufficient to provide comfort and warmth)
- 1 Pillow (with fire retardant cover)
- 1 Pillowcase
- 2 Sheets
- 2 Towels
- 1 Washcloth

Educational Items (may be sent in packages)

- 6 Charcoal sketch pencils
- 3 Composition books
- 2 Erasers (gum, rubber or ink)
- 6 pads (drawing, legal or writing)
- 6 Pencils (without erasers, no metal parts)
- 1 Ruler (no metal or metal edge)
- 1 Pack Writing Paper

Publications

You may have up to 1 cubic foot (12" X 12" X 12") of non-legal printed materials including soft and hardcover books, magazines, newspapers, periodicals, pamphlets, advertisements, and other printed articles, in any combination. These items must be neatly stored to avoid constituting a health or fire hazard. There is no limit to the quantity of legal materials you may have. Where the space in a cell is limited, an alternative method of safely storing legal materials elsewhere in the institution is required, provided that an incarcerated individual shall have regular access to these materials.

Recreational Items

- Board games (Department issued only)
- Box of dominoes (Department issued only)
- Deck of non-laminated playing cards (commissary or Department issued)

Photographs

Photographs may be placed on the tops of desks, provided they are not held up with toothpaste or any material that could attract insects or rodents. Nude photographs may not be displayed in an area that is visible to persons passing by your cell or living area. Instant photographs are prohibited (polaroid type).

Food Items

The only food you may keep in your housing area are those items bought at the commissary. All food must be stored in your commissary bucket. Be very careful not to keep food items beyond their expiration date or opened too long, so that they do not spoil or attract insects or rodents.

Miscellaneous Items

MAY BE SENT IN PACKAGES:

- 1 Calendar

NOT ALLOWED IN PACKAGES:

- 1 Drinking cup (Department issued only)
- 10 Envelopes (commissary purchase only)
- 10 Greeting cards (commissary purchase only)
- Batteries (Not allowed, considered contraband)
- Radio/Headset (commissary purchase only)
- 1 Sponge (Department issued only)
- 3 Utility Tubs (2 storage, 1 cleaning, Department issued only)

Twine and laundry detergent shall be supplied by the Department for the purpose of washing and drying clothes. If you are found to misuse these supplies, they will be removed from your possession, and you may not be provided with them in the future. Please note, twine will not be provided to individuals housed in Mental Observation Units or considered a suicide risk.

Religious Articles

You may wear and possess religious articles including clothing and hats as long as the articles do not threaten the safety or security of the institution. Such articles can include: Tefilin, Kufi, Yarmulke, Tsalot-Kob, Fez and other religious head coverings, religious beads/pendants, and religious texts.

PERSONAL HYGIENE

Showers with hot and cold water will be made available to you daily. You may be required to shower periodically as consistent with institutional health requirements.

You will be provided with one (1) drinking cup, one (1) toothbrush, one (1) toothpaste, soap, toilet paper, and a towel when you are first incarcerated. You can buy additional personal hygiene items from the commissary. If you have no money in your commissary account, you will be provided DOC issued hygiene products for free at your assigned housing area.

You may shave daily in your housing area with Department-issued shaving items. You will not be allowed to use shaving items if the Department has decided that using those items threatens your own safety or the safety or security of the institution.

Your facility provides barber and beautician services Monday through Friday. Check the posted schedule to see which day and time your housing area receives these services. In addition to your regular schedule, you may request a haircut on the workday prior to any scheduled court appearance. Persons capable of using barber tools will cut your hair. Such persons include licensed barbers and individuals in custody, as consistent with the safety and security procedures of the institution. Barber tools will be maintained in a safe and sanitary condition.

PROGRAMS AND DISCHARGE PLANNING

The Department has various programs and services available to you while you are incarcerated. These include educational, vocational, recreational, and counseling programs and enrichment activities. Below is a list of some of the main programs available in most facilities. Keep in mind that different programs have different criteria and not every program is open to every individual or available in every facility. To learn more about these and other programs, reach out to the Counselor or Facility Programs staff in your facility.

- **Counseling and Social Services:** During your time in DOC custody, you will have an opportunity to meet with a counselor. Counselors can provide support with social services requests you may have. They will also offer the opportunity to participate in group and individualized counseling. Read the section on “**Counseling Services**” to learn more.
- **Enhanced Recreation:** In addition to having access to one (1) hour of daily recreation, DOC recreation staff facilitate structured activities inside and outside of the housing areas, in the gym, and outside recreation areas. Enhanced Recreation includes basketball tournaments, chess games, spades tournaments, Uno, and various exercises.
- **Creative Arts:** DOC staff and community-based artists offer a variety of activities such as performances and art competitions. Join these classes to pursue your interests and relieve stress.
- **Interest-Based Services:** DOC offers a variety of programs that enable individuals to pursue their unique interests. Depending on the facility, these programs include public library services, debate groups, yoga classes, creative writing workshops, and more.
- **Veteran’s Services:** If you are a veteran, you may be eligible to receive specialized services from the Veterans Administration and other organizations that support veterans. To learn more, please ask a DOC staff member.
- **Re-entry Services:** Designed to support you during your incarceration and beyond, re-entry programs offer a variety of discharge planning services and connections to community-based organizations that can assist you with employment, housing, and other needs that you may have upon release.

Additional Re-entry Resources

There are also two resource guidebooks available in DOC facilities with listings of agencies that provide information to help people returning from facility to their communities. The “*Beyond the Bridge*” brochure should have been given to you upon your admission. If you did not receive a copy, ask your Counselor for a copy, which you may take with you when you are discharged or transferred. The Connections Guide can be borrowed from the Law Library or the Counselor’s office. You will also receive a copy upon release.

If you have been released and did not receive discharge planning help while you were in custody, you may still get assistance by calling 311 and asking for “Facility Release Services.” You will be asked some questions to allow the operator to refer you to the appropriate service.

PROPERTY

When you first come into a facility, all non-permissible property will be taken from you. You are allowed to keep certain things, as listed in the “**Permissible Items**” section of this handbook. You will get a receipt for property taken from you, and the Department will store it and return it to you when you are discharged.

If you want to retrieve an item from your property or want someone to pick up your property, ask the Counselor in your facility for a “Property Release” form and follow the instructions.

Tobacco or tobacco-related products found during intake will be destroyed if they are not preserved as evidence in a criminal proceeding. After you have been processed as a new admission, any money found will be taken away from you and will become the property of the City of New York. Whenever the Department takes your property from you, you will receive a “Property Receipt form #111R B 92” which explains how you can appeal that removal.

If property is removed from an incoming package or piece of mail because you are not allowed to have it while you are in custody, and it does not involve a crime, it will be put in your stored property, and you will be told about the removal within 24 hours. (More information about packages is provided in the “**Packages**” section.) If an incoming publication is censored or its delivery is held up because it contains prohibited material, you will be notified within 24 hours of that decision. If you have a complaint regarding the receipt of your package, you may either file a grievance or a written complaint with the Board of Correction. If you choose to contact the Board of Correction, you will no longer be able to file a grievance. For more information read the Section on “**Grievance Procedures**.”

Property stored in bags is only allowed to be mailed out or picked up by your designee. Property Release Forms are utilized for both mail-out and pickup of property.

PROTECTIVE CUSTODY HOUSING

The Department maintains Protective Custody Housing Units to house individuals for their own protection, or for the safety and security of others.

Those who are housed in Protective Custody Housing Units shall receive all services separate from other general population units. Protective Custody housing units are afforded the same services as general population housing units, including one (1) hour outside recreation, Law Library, sick call, visits, religious services, medication, and lock-in/lock-out times, etc. If you or the Department thinks you may need housing in protective custody, you will be transferred to a Protective Custody Housing Unit while the Department evaluates your housing needs. A decision will be made within two (2) business days as to whether or not this placement should continue. If the Department decides that Protective Custody Housing is necessary, you will be asked whether you consent to that housing. If you do not consent, you will have a hearing. Based on the results of this hearing, you may be assigned to involuntary Protective Custody and housed accordingly.

If it is determined that your placement should continue, the Operations Security and Intelligence Unit (OSIU) will review your protective custody assignment 30 days after you are assigned to Protective Custody, and then every 60 days thereafter.

RADIO AND TELEVISION USE

The Department is required to maintain an environment where the typical noise level does not interfere with normal human activities or present a threat to health or hearing. You may be asked to lower the volume of a radio or television.

Televisions are accessible in the dayroom during all lockout periods. If you are watching television in the day room, you will decide among yourselves what programs to watch. If you cannot decide and there is a problem, the Officer will make the decision.

RECREATION

You will be permitted to have one (1) hour of recreation daily. Recreation is available seven (7) days per week. You will have recreation outdoors except in extremely bad weather. When necessary for the safety and security of the institution, you may be given recreation by yourself and not with other individuals in custody.

Your exercise period may be limited when it is determined that letting you exercise would cause a threat to the safety, security, or the good order of the facility, or any person's safety, security, or health.

Any decision to limit your exercise period will be made by the Commanding Officer of the facility in writing and will state the specific facts and reasons underlying such decision. A copy of this determination will be provided to you.

You will receive a copy of the written determination and a copy will be forwarded to the Board of Correction within one (1) business day.

RELIGIOUS RIGHTS

You are allowed to hold any religious belief and to be a member of any religious group or organization.

You are **not** allowed to:

- Try to compel another incarcerated individual to become part of a religious group or organization;
- Try to convince another incarcerated individual not to exercise their religious;
- Influence another incarcerated individual to stop being a member of any religious group or organization.

During lock-out, you are permitted to meet with facility Chaplains in accordance with institutional procedures. Chaplains in your facility represent four main faith groups: Catholicism, Judaism, Islam, and Protestantism. If your particular faith is not listed, speak to a Chaplain who will assist you. Chaplains are available for religious instruction, spiritual counseling, referrals to transitional services and discharge planning. A posting with the times of each religious service is available in your housing area.

When you first come into the Department, you will be asked what religion you belong to so the Department can make it easier for you to observe your religion. Once you have identified yourself as belonging to a particular religion, you will be allowed to only attend religious services for that specific religion. If you want to change or establish a new religious affiliation, you must submit an interview slip or have the Housing Area Officer contact the Chaplain of the desired faith. Requests for a change in religion will only be considered only after a period of three (3) months from the time of declaring your religion during intake. Each time you request to change your religion, it will be considered after the Three (3) month period. The Chaplain will interview you and either approve or disapprove the request. If the request is disapproved, you will be given the reason for the denial in writing.

In the event your religious preference is not represented by the four faith groups offered (Catholicism, Judaism, Islam, and Protestantism), make a request to the Administrative Chaplain in your facility to receive a pastoral counsel visit with the clergy of your faith and the Administrative Chaplain will obtain the necessary approval. All clergy visits shall last one (1) hour in duration. You will be permitted to attend religious services with persons housed in general population units unless you are found to pose a threat to the safety and security of the facility, including the likelihood that you will disrupt the service. If you did not indicate your faith group when you were admitted, you will not be allowed to attend religious services until you establish a religion through the above-mentioned process.

If the Department decides that you may not attend religious services with individuals in general population, you will be told the reason at least 48 hours before the scheduled service if time permits. You may appeal the decision to the Board of Correction.

You have the right to request reconsideration each week and to submit a written statement in support of your position. Your request will be considered by the Commanding Officer, and you will receive a written reply.

REPORTING EMPLOYEE CORRUPTION/MISCONDUCT

We hold our employees to the highest ethical standards. If you believe a staff member has engaged in corruption or acted unethically, you can report it by calling 311 or speaking to any DOC supervisor to make a confidential allegation. Investigators from the Investigation Division (ID) or the Special Investigation Unit (SIU) will be dispatched to address your allegation or complaint.

SAFETY & VICTIMS' SERVICES

General Safety Issues

You have the right to be safe while incarcerated. When you came into the Department's custody, you were asked whether you know any reason why you may be at risk or need special security or protection from the general population, such as:

- Having been assaulted, harassed, or coerced, sexually or otherwise, while in custody or during prior custodial time;
- Having been perceived as being gay, transgender, a cross dresser, or visibly feminine (if housed in the male population);
- Any other reason.

Even if you did not say anything when you first came into custody, it is never too late to ask for help. If you feel unsafe for any reason at any time, be sure to tell your Housing Area Officer. You can also tell a Chaplain, counselor, or any other staff.

The Department has many different ways to address your safety needs in general population. This can include separating you from a specific person or persons who are threatening you or moving you to a different housing area or facility. Those in Protective Custody are escorted whenever they leave their housing area.

Help keep yourself safe by:

- Carrying yourself in a confident manner;
- Never accepting gifts or favors from others including food, drugs, tobacco, or other contraband;
- NEVER accepting offers from another incarcerated individual who suggests they will be your protector;
- Not participating in Gang activities;
- Refraining from participating in illicit activities;
- Finding a counselor, member of the clergy or medical or mental health staff with whom you feel comfortable discussing your fears and concerns;
- Being direct and firm if others ask you to do something you don't want to do;
- Staying in assigned areas of the facility;
- Trusting your instincts. If you sense that a situation may be dangerous, it probably is. Help keep yourself safe by:
 - Carrying yourself in a confident manner;
 - Never accepting gifts or favors from others including food, drugs, tobacco, or other contraband;
 - Never accepting offers from another incarcerated individual who suggests they will be your protector;
 - Not participating in Gang activities;
 - Refraining from participating in illicit activities;
 - Finding a counselor, member of the clergy or medical or mental health staff with whom you feel comfortable discussing your fears and concerns;
 - Being direct and firm if others ask you to do something you don't want to do;
 - Staying in assigned areas of the facility;
 - Trusting your instincts. If you sense that a situation may be dangerous, it probably is.

Housing by Gender Identity

The Department has a process to consider on a case-by-case basis housing by gender identity for those who identify as transgender, gender non-binary or intersex. For further information on how to apply please see the “**LGBTQ+ Services**” section.

If you do not identify as LGBTQ+ and are concerned about being housed with members of the LGBTQ+ community, please feel free to call the LGBTQ+ Hotline, 1010#, and an LGBTQ+ Program Coordinator will discuss your concerns and provide information.

Sexual Abuse

In compliance with the Prison Rape Elimination Act (PREA) guidelines, the Department has established policies and procedures to assist those who may be particularly vulnerable to sexual abuse and to supervise those who may be sexually aggressive. PREA requires the Department to take affirmative steps to prevent, detect, respond to, report, and investigate sexual abuse and harassment and retaliation against anyone who reports sexual abuse or sexual harassment.

The Department has zero-tolerance for all sexual encounters, even that of a consensual nature, while you are in custody. Any type of sexual conduct or behavior is against the Department’s rules.

What Is Sexual Abuse?

Sexual abuse is defined as any type of unwanted sexual contact. This includes:

- Contact or penetration of the anus or vagina with the penis, finger, or other object;
- unwanted intentional touching of any private area either directly or through clothing;
- Sex with a staff person (even if you agree to it) is considered sexual abuse;
- Such contact excludes contact incidental to a physical altercation. For example, if two individuals are involved in a fight, their physical contact may not constitute sexual abuse.

What Is Sexual Harassment?

- Repeated sexual advances, requests for sexual favors verbal comments, gestures, or actions of a sexual nature to an incarcerated individual by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.
- Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by an incarcerated individual directed towards another.

What Is Staff Sexual Misconduct?

- Any solicitation from a staff member to engage an incarcerated individual in any type of behavior or act of a sexual nature. This includes sexual touching and attempts, threatened, or requested sexual acts or voyeurism.
- Voyeurism by a staff member, contractor, or volunteer means an invasion of an individual in custody's privacy for reasons unrelated to their official duties, such as peering at an incarcerated individual as they are using the toilet in their cell to perform bodily functions; requiring an incarcerated individual to expose their buttocks, genitals, or breast; or taking images of all or part of an incarcerated individual's naked body or of an incarcerated individual performing bodily functions.

How To Prevent Sexual Abuse

- If you see someone being sexually harassed or assaulted, report it immediately to a staff member. All staff members are mandatory reporters.
- Anyone offering you favors, lending you things, or providing you protection may be setting you up for an assault or targeting you as a potential victim.
- Be aware of situations that make you feel uncomfortable. Trust your instincts. If it feels wrong, leave, or call out for a staff member. It's your right to say **"NO"** **"STOP IT,"** or **"DON'T TOUCH ME!"**
- If you or someone else is being pressured for sex, tell a staff member immediately. You don't need to wait for an assault to happen to ask for help.
- Be aware of areas where it may be hard to be seen by staff or where you would have trouble getting help if you needed it.
- Avoid going into other individuals' cells and having others enter your cell.
- Be alert – contraband such as drugs and alcohol will make it hard for you to stay alert, make decisions, or seek help.

What to do if you are the Victim of Sexual Abuse

If you have been or are being sexually abused or harassed in any way by other incarcerated individual or a staff member, there are a number of ways you can receive help:

- Tell your Housing Area Officer, medical or mental health service provider, a Chaplain, Counselor, or any other staff;
- File a grievance;
- Contact the Department's Investigation Division at (212) 266-1900;
- Call the confidential PREA hotline at (718) 204-0378;
- Contact a victim crisis counselor at Safe Horizon by calling (718) 834-6688 / (855) 234-1042 or write to: Safe Horizon Inc., Brooklyn Community Program, 41 Flatbush Avenue, 6th Floor, Brooklyn, NY 11217. **All calls are free and confidential.** *
- Your family or friends can report the abuse or harassment to 311. They can also make a report online at the DOC website.

All allegations of sexual abuse are reported to appropriate law enforcement officials and will be thoroughly investigated. Anyone who perpetrates sexual harassment or sexual assault will be disciplined and prosecuted.

You may report sexual abuse or sexual harassment in person or in writing and at any time after it occurs, no matter how much time has passed. However, the sooner you report the incident the easier it will be to investigate. Although you do not have to name your abuser(s), the more information you provide the easier it will be for staff to help. If you would like, a qualified victim advocate can accompany and support you through the forensic medical examination process and investigatory interviews.

If you report that you have been sexually assaulted, you will be offered immediate protection and referred for a forensic medical examination and mental health services. Medical staff, with your consent, will check you for the presence of physical injuries and evidence of sexual assault. The examination will be conducted privately and professionally. All precautions will be made to prevent sexually transmittal infections. **You can access all of these services even if you do not make a report of sexual abuse or identify your abuser(s).**

Please remember, although you may want to wash or clean your body after the assault, it is important to see medical staff **BEFORE** you shower, wash, drink, eat, change clothing, or use the bathroom. Do not shower, wash, destroy or discard the clothes and underwear you had on at the time of the assault, as these items may be used to collect evidence.

Report immediately if you have seen or heard about staff engaging in sexual acts with individuals in custody or if you have seen or heard about someone else being sexually assaulted or threatened by another incarcerated individual or staff.

Counseling for Victims of Sexual Abuse:

If you are a victim of sexual abuse while in facility or if you were victimized in the past, professional medical and mental health staff, trained counselors, and chaplains are available to provide support. If you are interested in any of these supports, ask your facility PREA team or program counselor for a referral.

SANITATION

You must keep your cell and housing area clean. The Department will provide each housing area with enough brooms, mops, general cleaner and disinfectant, and other materials to clean and maintain the housing area, as long as providing those materials does not threaten the safety and security of the facility. Everyone in the housing area is expected to participate in keeping it clean.

SMOKING BAN

Smoking and tobacco-related products including electronic nicotine delivery devices are prohibited in all Department facilities. If you are found with any tobacco or nicotine related product, you will be subject to discipline and possible arrest.

Tobacco related products include cigarettes, cigars, loose tobacco, chewing tobacco, and lighting materials such as matches or lighters.

If you experience nicotine withdrawal (sickness or discomfort because you are not able to smoke cigarettes), you can sign the daily sick call sheet in your housing area for medical services and/or counseling. You may be able to receive a nicotine patch from medical staff, which can help you with your nicotine withdrawals.

SUICIDE PREVENTION

If you feel like hurting yourself or you're feeling very depressed, ask to see Mental Health Services immediately.

If you believe that another incarcerated individual is thinking about committing suicide or injuring themselves, tell your Housing Area Officer or any medical staff member immediately.

Here are some ways that you can tell that someone might be thinking about committing suicide. The person may:

- Begin giving things away or saying goodbye;
- Try to hurt themselves;
- Make threats to kill themselves;
- Become depressed;
- Have recently experienced the loss of someone close;
- Had a romantic relationship end;
- Received bad news through a visit or a telephone call.

Individuals who may be at risk for suicide often show these signs after a visit, after court, after mail call, during the holidays, after phone calls, during a change of tour, on the midnight tour, or as a new admission. While signs that someone is considering committing suicide may appear at other times, it is particularly important to pay close attention at these times. Individuals who may be at risk for suicide often show these signs after a visit, after court, after mail call, during the holidays, after phone calls, during a change of tour, on the midnight tour, or as a new admission. While signs that someone is considering committing suicide may appear at other times, it is particularly important to pay close attention at these times.

TABLETS

Tablets are available for individuals in all housing classifications except for those awaiting housing in new admissions and select Centrally Monitored Cases (CMC). The tablet offers a range of educational and entertainment features. You will receive a tablet within 30 days of being assigned to a housing area. Please note, if tablets were misused during a prior incarceration, it may affect your eligibility to receive one during your current incarceration.

Once issued, you will be required to agree to and sign a contract for your assigned tablet, which will remain with you throughout your incarceration, even if you are transferred to a different unit or facility. While in possession of the tablet, you will be required to remain infraction free from Grade 1 offenses. Violation of a Grade 1 infraction will result in a 30-day freeze on the tablet's entertainment features. Once you complete 30 days without receiving another Grade 1 infraction, access to the entertainment features will be restored. See the “**Incarcerated Individual Rulebook**” for an explanation of the infraction grades.

The use of a tablet is a privilege, not a right. While tablets will not be removed as a disciplinary measure, tablet eligibility may be temporarily restricted or revoked if an individual in custody is found tampering with the tablet, using it for purposes other than education and entertainment, causing serious injury to staff or peers with the tablet, or intentionally breaking or damaging the tablet. Use the tablet to your advantage and make the most of it.

The Department does not guarantee that an individual will be able to receive a replacement tablet in the event that tablet is lost, stolen, or damaged (accidentally or intentionally). Requests for a replacement tablet will be reviewed on a case-by-case basis, requiring clearly justifiable circumstances for replacements.

Upon discharge, individuals in custody **MUST** return their assigned tablet in working and good condition to either the Housing Area Officer, a member of the Tablet Operations Team, or at the designated tablet drop-off area at Intake.

TELEPHONE CALLS

You may make telephone calls during all periods when you are not locked in your cell. Emergency calls may be made at any reasonable time. If you must make an emergency call to a number outside the United States, you may arrange with the facility's counseling staff to make that call. If staff are not available, you may arrange the call through the facility Chaplain.

If you receive an emergency telephone call, you will be allowed to take the call or a message will be taken for you, and you will be permitted to return the call as soon as possible.

You are permitted to receive incoming calls from your attorney(s) of record regarding pending civil or criminal proceedings (including court-ordered telephone calls) or a message will be taken for you and you will be permitted to return the call as soon as possible.

All incarcerated individuals shall be permitted at the Department's expense, a total of 21 minutes of calling time, every three hours during lock-out periods while in custody. Once you have exhausted all 21 minutes of calling time, the three-hour clock shall commence temporarily prohibiting telephone usage. All calls to 311 receive a six (6) minute calling time.

If you receive a decision limiting your telephone rights, you may appeal that decision to the NYC Board of Correction. You must write to the Board of Correction and the Commanding Officer of the facility to tell them of your intent to appeal the determination. Note that you may first file a grievance, but if you appeal to the Board of Correction, your grievance request will not be considered.

All calls, except for calls with your attorney or other privileged calls, may be monitored and recorded by the Department for security purposes. In order for your attorney and other privileged calls not to be monitored, you must provide the Department with the phone numbers to which calls should not be monitored, and the Department will check that those numbers belong to attorneys or other persons with privileged contact with you. Your use of the telephone in a facility constitutes your implied consent to such monitoring.

VISITS

If you are a detainee, you are entitled to three (3) visits per "visit week" (Wednesday through Sunday), including at least one (1) visit on an evening or weekend. If you are sentenced, you are entitled to two (2) visits per "visit week," including at least one (1) visit on an evening or weekend. Visits will last up to one (1) hour. Additional visits for detainees and sentenced persons in custody will be provided in cases involving special circumstances, including emergency situations and/or visits involving lengthy travel time.

Detainees and sentenced individuals are allowed to visit with up to three (3) visitors at the same time without getting the facility's approval, but the number can be limited by the facility for reasons such as lack of space. If there is a need, you may make a written request to the Commanding Officer to visit with more than three visitors during one visit.

With your consent, any person that has been properly identified by the Visit Officer by showing valid identification and who is 16 years of age or older will be permitted to visit.

Children under the age of 16 may visit, provided they are accompanied by a properly identified adult at least 18 years of age, who must remain with them for the duration of the visit. In addition, a visitor under 18 years of age must provide the name, address and telephone number of their parents or legal guardian. A person aged 16 or 17 may visit an incarcerated individual with their consent. However, they cannot accompany visitors under the age of 16 unless they are the parent of the child, and the incarcerated individual being visited is also the parent of the same child. Visitors with children may receive expedited security screening at the Control Building. There are coloring books and crayons available for children visitors in facility waiting areas upon request.

Visit schedules are posted in the visit rooms of each institution. Information is also available on the DOC website: www.nyc.gov/doc. Your family can also call 311 for more information. The Department offers free round-trip transportation for visitors visiting Rikers Island. The current bus locations are in Harlem and Downtown Brooklyn. Your family can also visit the Department's website for the bus schedules.

Visitors with disabilities will be provided with reasonable accommodations to support their visit. Para-Transit vehicles are available to transport a visitor from the Control Building to your facility. The Department operates free Visitor Shuttle Buses for visitors from two locations in the community to Rikers Island. The shuttle buses provide free transportation to and from Rikers Island from one location at 125th Street and 3rd Avenue in Manhattan and a second location on Jay Street between Fulton Street and Willoughby Street in Brooklyn during all visit times.

Your right to visit with a particular person may be denied, revoked, or limited if the Department determines that visiting with that person is a threat to the safety or security of visitors or the institution. You will be provided written notification and specific charges to you and your visitor.

Visitors are not permitted to bring into a facility any contraband, including illegal drugs, weapons, tobacco, and anything else that you are not permitted to have in the facility. Your visitors will be searched when they come to visit you, and they may be arrested if they are found with contraband. In addition, they may not bring beepers, cell phones, cameras, recording devices, or any other electronic devices, or chewing gum. Lockers are available in front of the main Visit House where visitors can store these items before entering a Departmental facility.

Your right to a contact visit may be denied, revoked, or limited when it has been determined that such visits constitute a serious threat to the safety or security of the facility. If the Department decides to deny, revoke, or limit your right to contact visits, you will have the opportunity to have the same number of visits in some other way, including non-contact visits. Before that decision is final, you will be provided with written notification of the specific charges and be afforded an opportunity to respond.

Contact visits between you and all of your visitors throughout the visiting period may include holding hands, holding young children, and kissing. For non-contact visits, you will speak with your visitor from a booth.

If either your privileges or your visitor's privileges have been denied, revoked, or limited, you may appeal to the Board of Correction. Any person doing so must give notice in writing to the Board of Correction and to the Commanding Officer of the facility. You may first file a grievance, but if you appeal to the Board of Correction as your first choice, you cannot go back and file a grievance.

VOTING

1. YOU MAY VOTE while you are in DOC Custody unless:

- You are currently serving time for a felony conviction.
 - Your right to vote will be returned when you are released from State prison, even if on parole.

2. TO VOTE while you are in DOC Custody, you must:

- Be a United States citizen;
- Be at least 18 years old;
- Live and can receive mail in New York.

3. HOW TO VOTE:

- Voter Registration Forms and Absentee Ballots are provided during the primary, general, and special elections. The form is available at the Law Library, accessible on your tablet, or can be requested from any counseling staff.
- You should put your permanent home address on the registration and absentee ballot applications, not the address of a correction facility. After you fill out the form, put it in the Outgoing Mailbox or return it to staff who coordinates with the Senior Program Liaison (SPL) for collection and delivery to the Board of Elections (BOE) offices.
- All voting in DOC custody is by absentee ballot. The Board of Elections will review their records and determine if you are eligible to vote. If you are eligible, they will issue an absentee ballot that will be delivered to you at the facility. You must complete the ballot and mail it back to the Board of Elections before the deadline or submit it to the SPL who will return it to the BOE.

Election information is uploaded to your tablets and signs are posted across the facility to let you know when there is an election and the date when voter registration forms, absentee ballot applications and voting ballots must be returned.

For any inquiries related to voting, please submit a request using the "Voter Registration Form" via the Tablet and add your request in the comments section. Your inquiry will be forwarded to the SPL, who will address your concern.

Note: All election information provided is non-partisan.