

DOC Update: COVID-19 Preparedness & Response

PRESENTED BY THE DEPARTMENT OF CORRECTION
FOR THE BOARD OF CORRECTION MAY 2020 PUBLIC MEETING



Cleaning & Prevention

- Preventative sanitation and cleaning protocol include:
 - All DOC housing units, dayrooms, and common spaces once per day
 - Shower areas three times a day
 - Transport buses daily
 - Telephones every 30 minutes
 - Cleaning materials accessible during all lockout times to sanitize their own areas or equipment (e.g. phones) as needed
- Sanitation formula (Virex 256) is effective against COVID-19

Cleaning & Prevention (Continued)

- To date, DOC has distributed thousands of masks to individuals in custody and staff
- Gloves, eye protection, and N-95 masks for individuals interacting with persons in COVID-confirmed and symptomatic exposed housing
- Supplies of disinfectant, general cleaner, floor cleaner, soap, and gentle scrub are offered free of charge to people in custody. All supplies are effective against COVID-19.
- Access to individual bar of soap for every person in custody and bars in every bathrooms at every sink

The graphic features a green background with a white border. At the top, there is an illustration of cleaning supplies including a clipboard with a checklist, a cardboard box, a spray bottle, a mop, and a bucket. To the right is the logo of the Correction Department, City of New York. Below the illustration, the text "ATTENTION ALL STAFF" is written in large, bold, black letters.

**ATTENTION
ALL STAFF**

Help us prevent the spread of COVID-19 by ensuring all cleaning supplies are in full stock in the janitor's closet.

Daily inspections should be done on each tour.
Supplies include:

✓ Virex Disinfectant	✓ Gentle Scrub
✓ Stride Floor Cleaner	✓ Brooms, mops, mop buckets, dust pans, sponges, scrub brushes and green pads
✓ General Purpose Cleaner	✓ Hand soap
✓ Mold and Mildew Stain Remover	

Running low? Then immediately contact the area Captain, EHO Captain, Unit Manager or Tour Commander for assistance.

YOUR safety and the safety of all staff is important to us.

Cleaning & Prevention (Continued)

- Regular inspections to ensure sufficient stocks of personal hygiene products
 - Daily audits (Quality Assurance & Integrity, Bureau Chief of Facility Operations, Facility Captains and Area Supervisors)
 - Captains address any conditions observed or reported by the end of their tour
 - Auditors inspect for operable soap dispensers, functional sinks, and adequate cleaning supplies including soap
 - Additional CASC monitoring
- COVID-specific sanitation training for institutional aides and sanitation work details
 - January 1 – April 29 training numbers:
 - 340 staff members trained in updated procedures
 - 354 individuals in custody trained in updated procedures

Communication & Engagement

- Publicly available materials include:
 - March 17: DOC begins sending daily updates with COVID-19 data to BOC for use in their daily reports
 - March 18: COVID-19 Preparation and Action Plan available on website, updated periodically with developments
 - Recorded presentation of preparedness plan and response to questions at the March Board Meeting
- Maintaining close communication with criminal justice partners
- March 24: DCPI issues first daily End of Day Report to all staff

Communication & Engagement (Continued)

- Educational information on COVID-19 and how to prevent spread:
 - Informational posters in facilities, visitor areas, and court commands
 - Informational handouts distributed to all individuals in English and Spanish
 - Rotating PSA images on TVs in facilities, DOC headquarters, and on the internal intranet
 - One-pagers distributed by Inmate Council
 - Daily roll call updates
 - Departmental teletypes
 - Daily End of the Day Reports

— THE NEW YORK CITY DEPARTMENT OF CORRECTION —

WANT TO KNOW

WHAT THE DEPARTMENT IS DOING TO PROTECT OUR STAFF AND PEOPLE IN CUSTODY DURING THIS PANDEMIC?

Check out our COVID-19 Action Plan on our website www.Nyc.Gov/doc

DOC COVID-19 Action Plan

DOC IS TAKING ACTION TO PROTECT STAFF AND PEOPLE IN CUSTODY:

The Department is committed to protecting the health and safety of those living and working in our facilities. Since the outbreak began, we have been preparing our facilities and our staff to safely and effectively manage this extraordinary challenge. Working in conjunction with our medical service partner, Correctional Health Services (CHS), the Department has taken and will take the following steps to protect people in custody and our staff against COVID-19.

Click one of the icons below for more information

BOLD Action Plan

- Communications & Engagement Plan
- Cleaning & Prevention
- Screening & Health Care
- Social Distancing
- What is COVID-19?
- Keeping in Contact

THIS INFORMATION COMES TO YOU FROM THE OFFICE OF PUBLIC INFORMATION

Housing

- Since March 16, over 1,700 people have been released from custody
- As of May 7:
 - Department overall housing unit capacity at approximately 49%
 - Dorms at approximately 37% department-wide
 - Non-COVID housing dorms at approximately 36% capacity
 - COVID-related dorms are at approximately 40% capacity
- Symptomatic or COVID-confirmed individuals are housed in the Communicable Disease Unit (CDU) at West Facility as well as RMSC and NIC or in designated housing units at EMTC
- EMTC reopened March 22 to provide symptomatic-exposed and confirmed-positive housing

Housing (Continued)

- April 20 – April 24: Number of COVID-housing areas reduced by 20% from 104 to 83
- April 24 – May 1: Number of quarantine housing units decreased by 20% from 83 to 66
- As of May 1, there were approximately 1,200 fewer people designated as Asymptomatic Exposed (AE) than two weeks prior

Keeping in Touch

- April 2-30: DOC distributed 7,867 free stamps and 13,494 free pre-stamped envelopes to people in custody (3 per week)
- March 1 – May 1: DOC provided 1,565,943 free phone calls
- March 1 – May 6: DOC facilitated 1,735 video conferences between people in custody and their legal representatives
- Incoming and outgoing mail operations have not been impacted at any point or at any facility during the Department's COVID-19 response



Keeping in Touch (Continued)

- The Department instituted a Department-wide televisiting system on April 1, allowing families to connect to their loved ones from their own home devices
- DOC initiated this program in just two weeks from the suspension of in-person visits on March 18
 - DOC facilitated 3,407 televisits between April 1-28
 - DOC currently has 93 televisiting devices across all facility visit areas exclusively for family televisits
- DOC currently has 49 teleconferencing booths across all facilities; updated with Skype to expand connectivity access to courts, attorneys, and other criminal justice stakeholders

Personal Protective Equipment (PPE)

- March 11: Instituted protocols for N-95 masks distribution to staff at court commands and Transportation Division
 - Symptomatic persons in custody issued masks
- March 18: Expanded areas/posts requiring masks. Masks provided to staff working in “close contact” and medically isolated housing areas
- April 3: All staff issued and required to wear masks and masks are provided to all people in custody and available on an as-needed basis in every housing unit and intake area
 - DOC took this action ten days prior to the April 13 NY State guidance regarding face coverings in public



In response to recommendations made by the Mayor that everyone utilize a face covering at all times when in the vicinity of others, DOC shall issue masks to all staff as well as to all persons in custody.





- All staff regardless of post shall be required to wear a face mask**
- All staff shall be in possession of latex gloves**
- All persons in custody while locked out in a congregant setting shall be required to wear a mask**
- There will be no unnecessary assembly of staff**
- Roll-call assembly shall implement the practice of social distancing of 6 feet between staff**

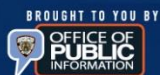


REMINDER

The Commanding Officer of each facility shall ensure that an adequate amount of Personal Protective Equipment (PPE) is available for all **uniformed and non-uniformed members of service**. The information below is to remind all personnel about our existing PPE policy and where to find PPE when you need it.

THE PPE SHALL BE DISTRIBUTED AT THE CONTROL ROOM TO ALL STAFF.

-  The commanding officer must also ensure that the current list of quarantined housing areas with positive COVID-19 and/or symptomatic people and the medically isolated housing areas with asymptomatic people is posted in the control room.
-  Surgical masks and gloves will be provided to ALL STAFF assigned to all areas.
-  Staff Assigned To EMTC, West Facility, symptomatic quarantined housing areas in RMSC and NIC annex, and those transporting symptomatic incarcerated person to these areas will receive an N-95 or KN95 masks, goggles/face shields and gloves.
-  Staff members shall report to the control room at **anytime** during their tour in order to request PPE. If a mask is damaged during the tour, a replacement mask shall be provided.



Enhanced Social Distancing & Protecting the Vulnerable Population

- March 13: Preliminary social distancing guidelines released
- April 14: Enhanced social distancing guidelines released
 - No more than four (4) individuals in the showers or bathroom at a time
 - No more than ten (10) individuals in dayrooms or intake areas at a time
 - Social distancing cues painted in dayrooms and intake areas
 - Over 1000 enhanced social distancing guideline posters put up throughout facilities in all housing areas
 - No infractions for violating guidelines and officers are not to use force to enforce the guidelines
- DOC limiting inter-facility transfers and making intra-facility transfers directly between housing areas whenever possible to mitigate risk of spread due to movement



THE NEW YORK CITY DEPARTMENT OF CORRECTION

How can I protect Myself from Covid-19?

PRACTICE THESE GOOD HABITS



WASH YOUR HANDS OFTEN



COVER COUGHS AND SNEEZES



CLEAN SURFACES FREQUENTLY



DON'T TOUCH EYES/NOSE/MOUTH



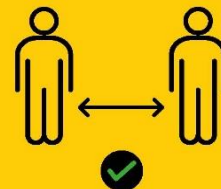
STAY HOME WHEN SICK



PRACTICE SOCIAL DISTANCING

NEW YORKERS CAN TEXT "COVID" TO 692-692 TO GET REGULAR UPDATES ON THE LATEST DEVELOPMENTS REGARDING COVID-19

THIS INFORMATION COMES TO YOU FROM THE



ATTENTION

IMPORTANT HEALTH SAFETY MESSAGE

THESE ARE THE RULES TO MAINTAIN SOCIAL DISTANCING DURING THE COVID-19 PANDEMIC.

YOU MUST COMPLY WITH THE NUMBER OF PEOPLE IN THE DAYROOM OR BATHROOM AREA AT ONE TIME.

- ▶ No more than **10** individuals will be allowed in the dayroom at any time. Dayroom access will be provided in **two-hour** blocks.
- ▶ No more than **4** individuals in the showers or bathroom area **at any time.**

REMINDERS:

- ▶ **Do not** sit on another individual's bed **and do not** go into another person's cell.
- ▶ You will be offered and urged to wear protective masks.
- ▶ If you are in a tiered housing unit you will be permitted to remain outside your cell on your tier to promote social distancing.

Failure to follow these guidelines will result in further restricted movement. We encourage you to comply to protect YOUR health and the health of all staff and people in custody.



COVID-19 HEALTH ADVISORY



➔ Maintain at least 6 feet between yourself and other people when possible.



➔ Sleep head to toe from the person next to you.



➔ Practice social distancing by not sitting on another person's bed.



➔ Please remember proper hygiene at all times. This includes washing hands often with soap and warm water.



➔ Avoid touching your face.



NO-ONE is allowed beyond this point without wearing a mask.

If you do not have one, go to the control room to request one or ask the Tour Commander.

Your safety is our #1 priority.

Enhanced Social Distancing & Protecting the Vulnerable Population (Continued)

- Dedicated housing units for cohorting individuals at higher risk
 - Allows increased level of separation from the general population
 - Allows for increased access to clinical attention
- Eric M. Taylor Center (EMTC) is housing:
 - Newly-admitted individuals showing symptoms
 - COVID-19 positive individuals
 - Rose M. Singer Center (RMSC) has housing areas for the same purpose dedicated for female individuals
- Manhattan Detention Center (MDC) dedicated as intake facility for individuals without symptoms on March 24

Screening & Healthcare

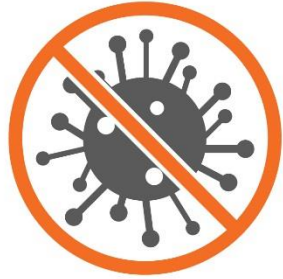
- April 7: Telephonic Sick Call Triage allows patients direct access to CHS nursing staff daily from 5am-10am
- Medical screening for people in custody is consistent with federal, state, and local guidelines
 - CHS screens at pre-arraignment and upon admission
- Working collaboratively with CHS partners on COVID-related housing determinations and all movements into or out of such housing units on an individual level
 - Asymptomatic Exposed Housing Area (AE): 14-day quarantine
 - Symptomatic Exposed, Test Pending Housing Area (SETP): COVID-like symptoms and undergoing assessment, testing, monitoring until COVID status confirmed
 - COVID-19 Confirmed (CC): Tested positive

Screening & Healthcare (Continued)

- Medically vulnerable populations (designated by CHS) are housed in dedicated housing units
- Patients that require observation and monitoring without being confirmed positive are prioritized for housing a cell environment to mitigate risk of infection spread
- Patients showing complications or who become symptomatic are produced for immediate medical attention

Screening & Healthcare (Continued)

- Staff Screening Procedures
 - All staff screened before entering facilities
 - Yes/No questions and infrared no-touch temperature screening
- Staff Access to COVID-19 Testing
 - Testing access at Northwell Health Urgent Care sites provided to symptomatic staff or those who have been exposed to symptomatic individual



NEW INITIATIVE TO PROTECT STAFF AGAINST COVID-19

**YOUR
SAFETY
IS OUR
#1 PRIORITY**



The Department is taking all possible steps to protect personnel and help prevent the spread of COVID-19, by testing and evaluating a new infrared camera that can detect body temperatures. The initiative launched on April 24th at NIC and it will be evaluated for approximately 30 days.

Under the supervision of Assistant Chief Barnes and ADW Mitton, and their EMT colleagues, people entering NIC will be temperature checked with this new equipment and we will also train staff on how to use this hi-tech camera.



IF THIS INITIATIVE IS SUCCESSFUL THEN OUR GOAL WILL BE TO PLACE INFRARED CAMERAS AT FRONT GATES IN ALL FACILITIES.

ANNOUNCEMENT UPDATE



URGENT CARE

DEDICATED COVID-19 TESTING FOR DOC STAFF WITH SYMPTOMS

Northwell Health-GoHealth Urgent Care is proud to partner with the NYC DOC to offer COVID-19 testing to **symptomatic** active duty DOC members. Active members who are **symptomatic with symptoms matching COVID-19, and a potential exposure** can contact the dedicated **first responder call center at 718-987-4893** and schedule a visit at any Northwell Health-GoHealth urgent care location for evaluation and COVID-19 testing. This call center is open Monday through Friday 8am-8pm and 9am-5pm on weekends.

Please be sure to have your NYC DOC ID card with you and identify yourself to the staff at the center as a first responder. In addition to the dedicated call center, members of the Department can visit, please visit www.gohealthuc.com/nyc to obtain urgent care center locations and hours. Any member that presents for testing will need to be masked prior to entering the urgent care center. If you do not have a mask available to you, one will be provided by the urgent care center prior to entering. Please note that no visitors or family members are permitted to enter the urgent care center with you.



#Weareinthistogether

Staff Wellness

- March 1 – May 1:
 - 66 hospital calls and 41 hospital visits by DOC Chaplains
 - 23 members of service received care from C.A.R.E. Unit mental health clinicians
 - 71 staff been seen for bereavement support
 - 14 death services attended by Wellness staff in support of staff
- Support for staff:
 - Chaplains, psychologists, social workers, uniformed peer-counselors
- Wellness staff continue to monitor and check-in with uniform and non-uniform staff
- Wellness staff also collaborate with training and public information staff to provide supportive messaging and coping strategies for all staff

Release Program

- Release Data:
 - Census on March 16: 5,447
 - Census on April 29: 3,811
 - Number of admissions between March 16 – April 29: 975
 - Number of total releases between March 16 and April 29: 2639
- Individuals in DOC custody are held for a variety of reasons and require action and approval by different authorities and agencies for release
- DOC facilitates releases as directed. However, in many cases, DOC is not the deciding entity in determining eligibility or suitability for release.

Release Program (Continued)

- Pre-trial individuals charged with violent felony, non-violent felony or misdemeanor crimes require a judge's order initiated by a district attorney or a defense attorney
 - If individual has a warrant or hold, the issuing agency must also clear release
- State Technical Parole Violators require DOCCS to lift warrant or for State Parole Board to complete hearing on alleged violation
- State law authorizes Commissioner to permit people city sentenced to less than a year to serve remainder at home while still in custody
- Other reasons individuals held include sentenced to more than a year and are awaiting transfer to state prison, and held on warrants and court orders, which a judge or issuing jurisdiction must lift

Programming and Services

- Modified law library services via a request and delivery service system
 - Individuals complete research request form
 - Law Library staff completes and delivers request within 1-3 days
 - New system began on April 16 and during first full week completed over **1,000** requests
- Spiritual Care and Services
 - March 27: Dedicated hotline opened allowing individuals to reach chaplains directly
 - Hotline information and contact number placed in all housing areas
- DOC coordinated with external service providers in March to arrange discharge planning hotlines, which allow people in custody to connect to essential services
 - Hotline information is posted in each housing area

Programming and Services (Continued)

- Programming Services
 - Self-guided programming packets delivered weekly to housing areas
 - Packets include a variety of activities, including interactive journaling books, anger management exercises, goal setting and coping skills, reading materials and worksheets, and creative arts activities
- Entertainment Materials
 - Handheld gaming systems, radios, puzzles, books, movies, and DVD players
 - Redeployment and procurement of tablets
- Educational Services
 - DOC delivering individualized educational remote learning packets in collaboration with DOE
 - DOC working with DOE to utilize DOC tablets for remote learning