

OFFICIAL NEWSLETTER OF THE NEW YORK CITY DEPARTMENT OF CORRECTION

# BOLD PRINT

MARCH/APRIL 2019

STAFF WELLNESS CENTER

*Now Open!*



Understanding Use of Force / Meet Sr. Cook Pierre / Behind DOC's K9 Unit  
Horizon on the Rise / Women's History / From the Pros to DOC

# See it. Hear it. Learn it. Use it.

A different way of training and understanding Use of Force

By Shaleem Thompson-Bush

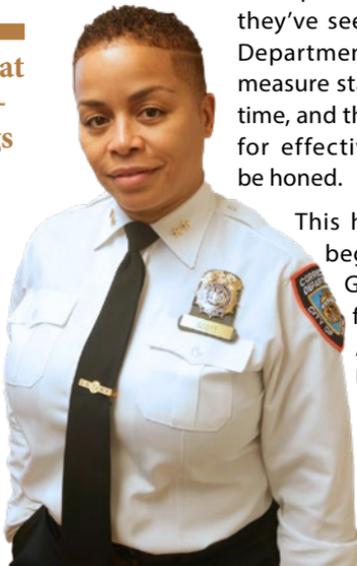


Acting Bureau Chief Scott at meeting with Mentor Captains

For many DOC officers, “Use of Force” (UoF) is not the easiest thing to understand. One of the biggest misconceptions: *you can’t use force at all, and if you do you will get in trouble.*

In reality, there is no such thing as a “no” use of force policy; there will always be situations when uses of force are permissible and necessary. But understanding exactly what those situations are isn’t always obvious, which is why COs have begun reviewing videos depicting UoF scenarios at roll call. Called the Transfer of Learning initiative, it is headed up by Acting Bureau Chief Becky Scott, and meant to support UoF reform and ensure the interpretation of the policy is consistent.

**“The goal is that these scenario-based trainings will teach you skills that can be applied wherever and whenever necessary,”**  
*says Chief Scott.*



“When faced with situations in your facilities, based on what you learned you will utilize the skills. See it. Learn it. Use it.”

While it is understood that every facility experiences different levels of situations and circumstances, the goal is for staff to react the same based on policy and training.

“My recommendation is that everyone read the policy for understanding and use this training to bolster your intuitiveness and conscious awareness when you are in a jail setting,” Scott added.

After the CO’s watch the videos of uses of force, they use handheld “clickers” to respond to questions about what they’ve seen. For the first time, the Department now has the ability to measure staff’s understanding in real time, and the content can be adjusted for effectiveness and training can be honed.

This hands-on training, which began in March with staff at GRVC, RNDC, BKDC and MDC, focuses on Painful Escorts, Alarms, Inmate Fights and Use of Force—all areas highlighted by Nunez as needing improvement.



# DOC Communication Ambassadors: Helping Spread the Word in a Whole New Way

By Malika L. Granville

**Staying in the know has just gotten easier at DOC thanks to a partnership with the Department of Public Information and officers and staff from our facilities.**

It's no secret that every day, our officers and staff are making remarkable strides and going above and beyond to show this City just what it means to be BOLD. But with separate facilities spread out over Rikers Island and throughout the five boroughs; with thousands of employees, it's almost impossible to know all things at all times.

Launched in February 2019, DCPI's Internal Communication unit is teaming up with frontline officers and staff from throughout the agency to rollout the Communication Ambassador Program.

**“Our goal as ambassadors is to help improve connections between officers and staff, as well as with other facilities and headquarters. I'm thrilled to be part of this first-of-its-kind venture”**

*—Says Communication Ambassador Officer Chappelle-Jones from EMTC.*

The Communication Ambassador program, comprised of officers from varying ranks, will keep their ears to the streets for the latest and greatest in facility news, staff updates and

events. Additionally, they will regularly check in with their facility Programs, Administration, Security offices and Wardens to obtain news and information that's relevant to uniformed and non-uniformed staff. This information will then be included on various internal communications outlets, such as Warden Newsletters, DOC's social media, monthly e-newsletter, BOLD Print magazines and internal TV screens.

This initiative has been a long time coming. Every day, our officers and staff are doing positive things and now DCPI staff can team up with these Ambassadors to help tell these stories. According to Assistant Commissioner of Public Information Kwame A. Patterson, "Whether it's something for social media, or BOLD Print, a heroic story, or a small victory, we want to know. This partnership will make this possible."

"It's our hope that together, we can strengthen communications agency-wide and continue to show the world just how incredible our officers and staff truly are," he added.

"There is so much happening in our facility and now it's nice to know that we have an innovative way to spread the word. We are committed to be champions of change and through this initiative, I can play my part in getting my facility the recognition we deserve," says Communication Ambassador Capt. Thompson from EMTC.



# Meet Senior Cook Guerdy Pierre

By Alice See Kee Du

**Joined DOC:** 2009  
**Previous catering experience before DOC:** 20 Years  
**Places he has worked in:** TGI Fridays, Chili's Grill & Bar, Boulder Creek Steakhouse, and more

## Let's start with your background. Of all the places in the world, why did you come to work at DOC?

It was not my original intention. My sister was working at DOC as an accountant at that time, and she sent my resume to the Department without me knowing. I ended up receiving a call to interview. The rest is history.

## Do you have any regrets?

Absolutely not. I was working in both places to test the waters at first, but after a short while, I decided to quit my restaurant job and commit fully to DOC. I don't want to work for anyone else.

## Why?

You don't get to see the people you serve at a restaurant. Here, I can see my customers, whether they are detainees or officers. It's priceless when people

come back and tell me that they like my food.

## What are some of the lessons you've learned throughout your 10 years at DOC?

Industrial cooking was something new to me. I have never cooked for that many people before. The Department provided various trainings for us, and made sure we know all the procedures and cooking equipment before actually working in the kitchen.

Discipline is the most important principle here. We need to follow the recipe without making any changes. Some might argue that there's no creativity in here, but I see this differently. Today, I am proud to say that I can now distinguish and know how to cook a variety of cuisines, including Kosher, Halal, and Glatt Kosher.

March is National Nutrition Month. DOC dedicates this page to thank all the DOC cooks for keeping everyone healthy and happy.

**It's great to see you enjoy what you are doing. After all, we do not have many cooks who've been here 10 years.**

Yes, I still remember they told me when I first joined, 'Don't think you can only be a cook, push yourself and you can move up.' Here I am, the senior cook now. I am grateful for all the support I received along the way. Our supervisors spent

time to teach us beyond our standard tasks so that we are well prepared when the time comes.

## Last but not least, can you share your favorite healthy recipe with our staff?

Definitely, the classic lettuce salad and we have it on Rikers as well. I like to mix the fresh yet tasty ingredients together in a large bowl.

## Classic Lettuce Salad

(Serving 4 people)

- 1/2 lettuce, chopped
- 1 cucumber
- 1/4 onion, sliced up
- 1/8 pound of cherry tomatoes

**For the dressing:**

**Option 1:** Mix ketchup, radish, and salad dressing.

**Option 2:** Whisk together vinegar, oil, black pepper, and garlic.



# DID YOU KNOW?

*DOC's Nutritional Services Division makes about 33,000 meals a day for staff and inmates throughout our facilities and courts.*



- *The very first Rikers Island carrot cake was made back in 1948.*
- *A total of 16 different types of ingredients are used to make the famous Rikers Island carrot cake.*

# PREA WHAT YOU NEED TO KNOW

PRISON RAPE ELIMINATION ACT

By Shaleem Bush and Prechelle S. Shannon

National Sexual Awareness Month is in April and shines light on an issue that affects all of our communities. At the Department of Correction, the PREA Compliance Unit (PCU) is tasked with providing information, resources and recommendations to protect individuals from being assaulted while in custody. Made up of uniform and non-uniform staff, the Unit also ensures the agency becomes PREA compliant.

Starting this May, there will be a PREA Audit at the Rose M. Singer Center. The Audit not only determines the agency's level of compliance, but also highlights staffs' contribution to the development of a culture of zero tolerance of sexual harassment and abuse within the agency.

During the audit it will be business as usual in the facility, however, there is a possibility that any staff member could be randomly selected for an interview with the PREA Auditor.

"Although voluntary, it's important that staff participate in the interviews as opting out of the interview or refusing to respond to certain questions could impact compliance with certain standards," said Senior Institution Administrator Prechelle S. Shannon.

The standards, examine how the agency has prepared its staff to prevent, detect and respond to sexual abuse and harassment.

For more information about the Audit and the contact information of your PREA Ambassador or PREA Compliant Manager visit Intranet – Useful Links – PREA.

To prepare for the audit process you can review an interview guide at:

<https://bit.ly/2Fxdkqk>

Ways DOC is in the forefront of PREA Reforms across the Country:

1. Dedicated PREA Compliance Unit (PCU) inclusive of uniform and non-uniform staff who oversee and assist with agency-wide PREA compliance.
2. Supplementing standards based training with comprehensive leadership and team development with the agency executive team to ensure clarity and coordination in the implementation of PREA at all levels.
3. Development of specialized initiatives for facility leadership, the PCU, mid-level supervisors, and emerging women leaders.
4. Currently in the process of developing an inmate orientation model to support respectful interaction with LGBTI inmates as the NYC DOC transitions to housing by gender identity.
5. Continuous engagements in Mock PREA audits to measure progress, acknowledge successes, and support planning to close identified gaps agency wide.



The PREA Compliance Unit (PCU)

# DOC OFFICERS & STAFF SHOWCASED THEIR IRISH PRIDE AT THE ANNUAL ST. PATRICK'S DAY PARADE.





# A BREED APART: THE STORY BEHIND DOC'S DOGS

By Alice See Kee Du

Dogs are not only human's best friend, but when it comes to corrections, they are also highly-trained professionals. With their laser-focused sense of smell, even tiny contraband items hidden in multiple layers of wraps can be easily found. Between July 2018 and March 2019, DOC's K-9 unit detected 136 items of narcotics, making them indispensable when it comes to safety and security.

## Welcome to K-9 College

Canines are selected for training based on a variety of factors, including a strong retrieve and hunting drive, comfort in complex environments like crowds and stairs, a stable temperament, and a firm, tight build.



Rex

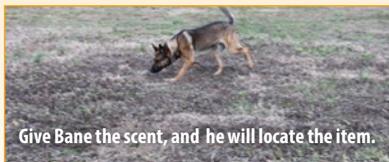


Cole and Casper

Once selected, the K-9 candidates undergo intensive training with their handlers for 4-16 weeks, beginning with a 540-hour-course that teaches canines to navigate and jump over obstacles and track by scent. After that, the dogs begin to specialize in either narcotic detection, search and patrol, and sometimes they can do both. The narcotics-sniffing K-9s tend to be labs and pointers, while the patrol dogs are often German Shepherd and Belgian Malinois.



Jumping over a wall is not an issue for Soca.



Give Bane the scent, and he will locate the item.

## On the Beat

Once the canines complete their training, they are deployed to facilities. Some of the narcotics-sniffing dogs are stationed at the Samuel L. Perry Center, where they screen visitors and buses for narcotics. Others are tasked to search the facility visit waiting area and visit floor, mailroom and package room, and amnesty box. They are also assigned to the Special Search Team to assist with facility searches.

Dual-purpose dogs patrol the facility corridors, housing, recreation, and



Rugby excels at searching for narcotics.

service areas. In the event of an emergency, they are the first to respond to the alarm and assist staff when needed.

The K-9 unit is required to keep up with their training. They spend 8 hours

a month reinforcing their disciplines. **Earning Their Retirement**

In dog years, canines work until they're about 70—in other words, it's ten years and out. Handlers have priority in keeping their canines. If they choose



Gunner is picking up a trail of scent.

not to, DOC staff can apply for adoption.

Executive Director of Canine Operations, Andre Cox, said the New York City Department of Correction is probably one of the biggest canine units in the country, with 35 canines and 35 handlers.



Bane

**“We are now planning to enhance the safety and security throughout the Department by expanding our unit to 50 staffers and canines in 2019, and further to 64 in 2020,” said Cox.**

## Canine and Handler Spotlight

**Most Narcotics Finds**

**Name:** Zoey **Age:** 5

**Gender:** Female

**First Joined DOC:** 2015

**Handler:** Officer McArdle

**Specialty:**

Narcotic Detection

**Work Highlight:** Over 50 narcotic finds in the last several months alone

**Personality:** Weird

**Favorite Snack:** Cheese

**Leisure Activity:** Chasing squirrels



## Longest Serving K-9 Team

**Name:** Roxie **Age:** 10

**Gender:** Female

**First Joined DOC:** 2010

**Handler:** Officer Allen

**Specialty:** Narcotic Detection

**Work Highlight:**

Responsible for a number of narcotic finds and visitor arrests

**Personality:** Laid Back

**Favorite Snack:** Peanut butter snacks

**Leisure Activity:** Chasing squirrels/Sleeping



## FUN FACTS:

1. There are always 2 handlers with their canines when patrolling the facilities
2. Our canines have 3 different types of certifications: Narcotics Detection, Patrol, and Explosives
3. 16 of our canines have 4 letter names



# Tips for a Heart Healthy Diet

Your heart is an organ that affects, and is affected by, nearly all aspects of your life – including diet. Healthy food choices can reduce your risk of heart disease, heart attack and stroke as well as specific risk factors like high blood cholesterol, high blood pressure, obesity and type 2 diabetes.

Making the right food choices can be challenging, but it doesn't have to be confusing. Healthy eating includes a variety of fruit, vegetables, whole grains, unsaturated vegetable oils like safflower or olive oil, low-fat dairy, unsalted nuts, legumes and fish or skinless poultry.

## ESSENTIALLY, IT COMES DOWN TO EATING MORE...

- ✓ Healthy fats like unsalted nuts, olive oil, flax seed and avocados
- ✓ Fruit, vegetables and legumes like lentils and other beans
- ✓ High-fiber, low-sugar whole grain cereals, breads and pastas
- ✓ High-quality protein such as fish, skinless poultry and lean meats
- ✓ Low-fat dairy and natural cheese

## AND EATING LESS...

- ✗ Deep fried food, fast food and snack foods, packaged food, especially those high in sodium and sugar
- ✗ White bread, sugary cereals and refined pasta or rice
- ✗ Processed meat such as bacon, sausage, deli meats or fried chicken
- ✗ Yogurt with added sugar or processed cheese
- ✗ Sugar sweetened beverages, candy, cookies and grain based desserts

*For more heart healthy tips, please visit Northwestern Medicine website  
[www.nm.org/healthbeat/healthy-tips/nutrition/10-simple-rules-for-eating-heart-healthy](http://www.nm.org/healthbeat/healthy-tips/nutrition/10-simple-rules-for-eating-heart-healthy)*

# Horizon On the Rise

By Alice See Kee Du

**At one time, this place was in the news every day. Tensions were high. Millions of eyes were watching its every move and history was in the making.**

## THIS IS HORIZON JUVENILE CENTER

Decorated with colorful murals along the staircase and in some of the rooms, Horizon is run jointly by the Department of Correction and the Administration of Children's Services (ACS). It is currently housing around 60 adolescent offenders between the ages of 16 and 17 under the "Raise the Age" law. Accompanying them is an elite team of 280 uniformed staff transferred from Rikers Island.

Today, order is the norm and violence has dropped significantly as a result of the cooperation between the two agencies.

Horizon Warden Ada Pressley and her team have been conducting daily meetings with ACS since the day the facility opened last October. Together, they implemented a number of measures to improve safety. These included securing classroom furniture to the floor, frosting classroom windows to limit distractions during classes, adopting a new school schedule that minimizes unnecessary movement in the hallways, and increasing programming hours to keep the youth engaged.



Horizon Warden Ada Pressley and her team

## INCENTIVES ARE THE KEY

Incentives for good behavior have been effective as well. Back in February, the teens were allowed to stay up to watch the Super Bowl and had snacks when they were properly dressed and showed up on time for classes over an extended period. In March, the well-behaved were given the opportunity to view the NCAA tournament and participated in a basketball match against DOC and ACS staff.

"We need to be creative and think one step ahead of the residents to redirect their energy," says Warden Pressley. "That's why we have the cooking classes and skills competitions. After all, they are here for rehabilitation and preparing to rejoin the community."

## THE PLAN IS WORKING

Compared with the statistics in the first month of operation, as of March, there has been a 76% decline in assaults on staff, an 82% reduction in Uses of Force (UOF), and a 77% decrease in fights.

"I am proud to be a warden here," says Pressley. **"It's the beginning of something new at Horizon, and we are making history every day."**



# The Best S.E.A.T. in the House

Deb Stewart

Late last year, just a couple of days before Christmas, OBCC Captain Phillips responded to an officer's call for assistance. When he arrived to the housing area, an inmate was brandishing a hobby blade and threatening to attack anyone who came close. Captain Phillips bravely engaged the inmate with a permissible Use of Force (OC spray) technique, and he dropped the weapon. Without hesitation, Captain Phillips recovered the hobby blade from the ground, preventing it from being used to harm DOC staff or another inmate.

In January, OBCC had one of the lowest Use of Force (UoF) numbers, which Deputy Warden of Security Grima attributed in part to Officer Branch. "He has been the brains behind the creation, implementation and sustaining of OBCC's HEAT Map," said DW Grima.

And more recently, OBCC Captain Stokes was nominated for Employee of the Month by his command. "He's an officers' captain," said one correction officer. "He's always willing to teach." These stories have become the norm at OBCC, a facility that just a year ago was plagued with low attendance and high overtime. Now, a record number of staff

## The S.E.A.T. Method

- **Sustainability** – OBCC is consistently #1 in sustaining HEAT Map percentages
- **Expectation** – OBCC's leadership team boosts morale and supports staff in their daily duties
- **Accountability** – Avoidable Use of Force incidents are consistently low at OBCC
- **Teach/Tour/Train** – The leadership team believes that building a sound mind leads to better decision-making, so they use tours as way of observing staff in action and correcting behavior on the spot.

*"Writing someone up is a last resort, unless it is an extreme violation. Re-training staff to do things the correct way is far more effective."*

*-OBCC Leadership Philosophy*

is requesting transfers to the facility and attendance has drastically improved. OBCC's leadership team attribute the dramatic shift in culture to the S.E.A.T. method, which they began implementing in 2018. The method, which relies heavily on staff development and support, has reduced violence in the facility and improved employee engagement.

Acting Assistant Chief Williams and former warden of the facility says, "OBCC is successful because the entire team works collectively to create and implement innovative ideas and support staff."



Special recognition recipient CO Branch



Acting Assistant Chief Williams with special recognition recipient Captain Phillips

# A Garden Grows on Rikers Island

By Fabrice Armand

Over the centuries, Japanese and other Eastern cultures have used Zen gardens to aid in meditation and help people find deeper meanings. Would you believe me if I told you that Rikers is home to multiple gardens growing flowers, spices, vegetables and fruits? While this might be a shock to some, this is just one of the components of the Horticulture program.

The Horticulture program began at Rikers Island in 1986, although it has changed over the years; the current program follows on a curriculum that focuses on hands-on vocational training, relevant applicable classroom experience and Horticultural therapy.

**“In Horticulture therapy, plants are the vehicle but the focus is in people,”** said

*Greenhouse Program Director Krus.*

The participants learn techniques needed to grow plants, flowers and

vegetables; they learn the importance of landscaping and how environments and placement effect growth

The horticulture program has attained success because of the buy-in from the officers who are affiliated with the Education & Youth Advocacy Services (EYAS) under Assistant Commissioner Torres and Executive Director King. They actively participate and work as a team with the inmates and the Horticulture staff to grow the gardens.

In taking care of the plants, inmates learn to appreciate the different cycles of life and breakdown past barriers and defenses while reinforcing a new level of trust. Inmates participating in the garden show improvement in behavior, change in sleep patterns and in most cases demonstrate a more positive outlook.





# DOC Honors Their Bold Women

By Shaleem Thompson-Bush

The Department celebrated DOC's BOLD and talented staff during Women's History Month with a special recognition ceremony at the Bulova building on March 18. In an agency that was once staffed predominantly by men, now 42% of the personnel are women. And over 60% of the senior leaders are female, making DOC one of the agencies with the highest percentage of women in leadership positions. This accomplishment is inspiring, and something the Department is proud of.

The agency is home to a great number of women who work tirelessly to improve the lives of those in their care and to ensure our jails and City are safe. The women in this Department are leaders, caregivers, philanthropists, mentors, mothers, aunts, daughters, teachers and heroes who should be celebrated every day.

Commissioner Brann urged the women being honored to share the story of their journey.

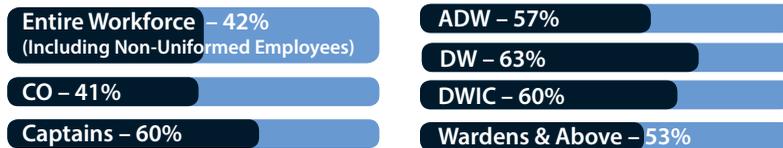
"Share your history. Write it down so that our sisters, aunts, daughters, granddaughters and nieces can be inspired and ready to follow in your footsteps, confident that it can be done," Brann said.

Brann who began her career in law enforcement as a police officer in 1981, remembered a time when women were not welcome, but she worked hard to prove she belonged. She said it motivated her to do her best and now as Commissioner, the results speak for themselves. She is also using her experiences to motivate staff.

"I ask that each of you here, become a mentor to another woman. When women support each other, incredible things happen and I thank all of the women who paved the way for us to be here in this room together," Brann said.

"Follow your passion, speak your mind, take risks and go beyond the boundaries. I look forward to seeing what else you will accomplish in the future," she added.

## Women in the Department



\* Data is current as of 1/7/2019





# EMPLOYEE SPOTLIGHT

By Fabrice Armand



**Correction Officer Gambardella** has been at the Department of Correction for two and half years. He is currently assigned to BKDC. According to Officers Guerrero & Floyd, while an inmate was attempting to hang himself on February 9th, Officer Gambardella used outstanding judgment and saved his life while ensuring DOC staff was safe.



**Correction Officer Hall** has been with the Department of Correction since June 2016. She is currently assigned to NIC. On February 10, 2019 in housing area 6 south an inmate was choking on food and CO Hall immediately acted by performing the Heimlich maneuver on the inmate, clearing his airway of a chicken bone. "Her quick reaction was spot on and helped save the inmate's life," said supervisor Captain Freeman.



**Ms. McCarty**, is currently the Assistant Director of the counseling services unit and she has been at the Department of Correction for 5 years. She is inspirational to her team, and her staff says that if they share their concerns, she works with them to find suitable solutions. She is described as having a great personality, humble and transparent. Karen Cumberbatch, who works under her, says: "In leadership, these are qualities that make your staff support you as well."



**Maria Sandoval** has been with the Department of Correction since 2014 as a purchasing agent in the Central Office of Procurement. She has excelled in the processing of procurements and is often called upon to handle the most challenging procurements. Because of her strong work ethic and sense of team in assisting other COP and agency staff, she was promoted to Intake Contract Manager. According to AC Rice, "Ms. Sandoval is diligent and the utmost professional in conducting quality assurance review of procurements."



**Captain Stokes** has been with the Department of Correction for 9 years and has been a captain for 3 years. He is currently stationed at OBCC. According to Correction Officer Knight "Captain Stokes is an officers' captain and there is no better in Seg 4". Officer Langley describes him as the consummate professional always willing to teach and the best ESH security Captain.



**Captain Walters** is currently assigned at the Academy and has been at the Department of correction for 20 years. According to Dallys Torres, Performance Management Specialist "Captain Walters does incredible work with the new officers in particular, a mentoring Captain before the term was even used. She always uses every situation as a learning experience for the new officers and always ensures their evaluations are done on time."

# STAFF WELLNESS CENTER

## *Now Open!*



The development of the staff Wellness Center has been a story of exploring how best to begin the work of meeting as many of the needs of our staff as possible in one location. As with ambitious projects like this, no one person alone can accomplish such goals. As such I am extremely grateful for the support and input from Commissioner Brann and Chief Jennings, members of the Executive staff, FMRD, as well as staff from various facilities representing a wide swath of rank and responsibilities. There have been so many who have contributed to this project.

Central to the Wellness Center is its ability to meet the 8 dimensions of wellness: emotional, environmental, financial, intellectual, occupational, physical, social and spiritual. I do believe that we have built a very strong foundation upon which the vital work of caring for our staff can begin in a meaningful way.



The fitness center and juice bar begin to address physical wellness. The welcoming environment generates a sense of pride and appreciation and addresses environmental wellness. The multi-faith chapel and dedicated mosque space – and the planned programming for these spaces – address spiritual wellness. The reading room and computer lab lay the basis for intellectual wellness.

Overall, the Wellness Center is meant to be a hub for staff, a place to meet, to exercise, to receive support from the CARE Unit, to observe your faith, to receive training, a place to de-stress, and a place to just be you.

We welcome you.

### **LOCATION:**

Rikers Island inside the former GMDC visit house

### **HOURS OF OPERATION**

**Sunday** 1300-2100 hrs

**Monday** 24 hours

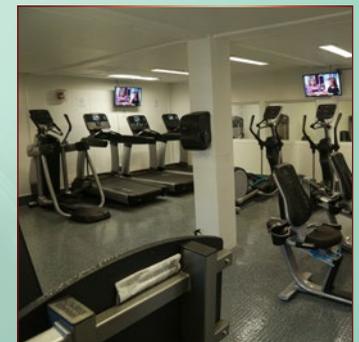
**Tuesday** 24 hours

**Wednesday** 24 hours

**Thursday** 24 hours

**Friday** 24 hours

**Saturday** 0900-1700 hrs



# Forgot Something? The CASC Has Your Back!

By Alice See Kee Du

**A newly assigned correction officer hears the gates close behind him—a sound he will never forget. Feelings of anxiety set in, as it might for any officer who has never walked a housing unit or cell block. He goes about his day performing his duties with uncertainty, doing the best he can in a new situation.**

Then the floor phone rings.

“Great work locking all the doors properly,” says a voice on the other end. “Double check cell 15. We have observed inmate is always looking to pop out of his cell. Pull really hard to make sure it’s secured.”

“Thanks, sis, got you,” the officer responds with a sigh of relief. He ends his tour proudly, with newfound confidence.

Calls like this go out every day from the Department’s Compliance and Safety Center (CASC), where a team of experienced captains and COs monitor live Genetec video in an effort to provide extra support and safety. Brimming with video monitors that can channel live feed from any DOC camera, the CASC looks like the bridge of Starship Enterprise, and its crew members have an average experience of 8-10 years.

“What we are doing here is basically a knowledge transferral process to create a more compliant facility,” says CASC Captain

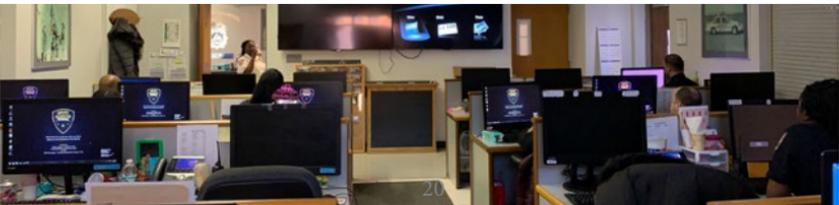
Cowen. “Since we have experienced similar situations before, we are able to provide solid recommendations and advice to captains and officers whenever they need additional situational advice.”

The CASC unit is in constant contact with front-line staff, providing them with the knowledge of Department policy, and observing whether it is being practiced. Through understanding the reasons and benefits behind the actions, officers are more confident to perform the tasks required. This transfer of learning provides a unique look into solving matters inside the facilities.

While mentoring, guiding and building up personnel is one of CASC’s main focuses, it also serves as an additional set of eyes for other units. It works in conjunction with the Correction Intelligence Bureau and Special Search Team on many ops to stem the flow of contraband.

Looking forward, CASC continues to strive for total compliance.

“When I see the officers did a good job in following the pat-frisk protocols, I will ring them up and praise them for the good work,” says Officer Chandler, who first joined DOC in 2009 and has been working at CASC since March of last year. “I feel like I made a difference whenever I get a call back asking for other work advice.”



# DOC HOSTS 3<sup>RD</sup> ANNUAL MINORITY & WOMEN-OWNED BUSINESS VENDOR EVENT

By Latima Johnson

The New York City Department of Correction's (DOC) Minority & Women-Owned Business Enterprise (M/WBE) unit hosted its third annual M/WBE vendor event to connect over 700 local minority and women-owned businesses with DOC, other New York City agencies, M/WBE program assistance providers, and elected officials that support M/WBE efforts. Attendees had the opportunity to network and learn more about the City's M/WBE certification program.

**“DOC has long been a champion for diversity and inclusiveness and the M/WBE program is an extension of my commitment to remain one of the most diverse agencies in the city”, –said DOC Commissioner Cynthia Brann.**

Guest speakers included DOC Commissioner Cynthia Brann, Senior Advisor & Director with the Mayor's Office of M/WBEs Jonnel Doris, Small Business Services Commissioner Gregg Bishop, Representatives from State Senator Leroy Comrie and NYC Council Member Donovan Richards offices, and Deputy Queens Borough President Sharon Lee. This year, DOC's Assistant Commissioner of Contracts and



Procurement/Agency Chief Contracting Officer Ava B. Rice led the event.

DOC is committed to meeting Mayor Bill de Blasio's goal of awarding at least 30 percent of the value of City contracts to M/WBEs by 2021. Annually, DOC's Central Office of Procurement purchases approximately \$140 million in goods, services, construction and construction related materials to operate and maintain the facilities under its management.

The agency is proud to partner with 73 M/WBE certified vendors on department-wide projects (FY '19), marking a significant increase of 40 vendors compared to last year and has awarded approximately \$1.93 million in contracts since March 2018 exclusively to M/WBEs using the M/WBE Non-competitive Small Purchase Method (\$20,000 or less).



Queens Borough Hall

# A DAY OF HEALING & REMEMBRANCE

By Fabrice Armand

Dozens of active and retired members of service participated in DOC's "Day of Healing and Remembrance" event at the 9/11 Memorial and Museum on March 7th, 2019. These bold men and women began their day with a reunion full of embrace and camaraderie while they caught up over breakfast with their fellow members of service. Before heading to the 9/11 Memorial and Museum, they received a gift bag from the Department, a small token for their service and selfless courage during and after the 9/11 rescue, recovery and support efforts.

At the museum's auditorium, the day continued with a warm welcome by Michael Frazier, the museum's Executive Vice President and Deputy Director for External Affairs, who recognized the DOC contingent for their service. Attendees were then greeted by Commissioner Brann,

Chief S. Jones, ADW Mitton, and Chaplain von Bujdoss, all of whom shared heartfelt stories about their experience and dedication to making sure that the stories of members of the Department are highlighted and never forgotten.



Once the speakers finished, the agency's 9/11 "We were there, We remember" video was shown for the first time at the museum, bringing tears to some of the attendees. After the viewing, members of service took a tour of the museum and memorial. The event provided an opportunity to heal and have a moment of closure, according to some of the attendees.

"I had steered away from going anywhere near that area for many years, but being with coworkers who were there allowed me a substantial amount of peace and security while there," said Beverly Wilson, who worked at the procurement office and organized the supplies needed by ESU, and worked firsthand with responders on getting money for goods and services.

This event was just one part of DOC's ongoing efforts to tell its story. In addition, the agency plans on producing and publishing a book documenting the experience and involvement of the Department of Correction at Ground Zero on 9/11 and our vital contributions to the recovery efforts following the attacks.





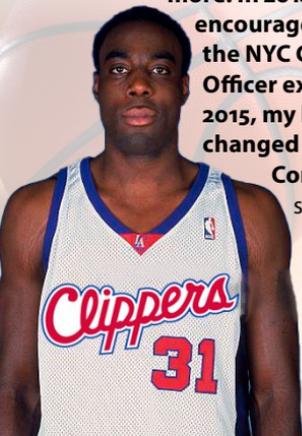
# STILL IN THE GAME FROM THE PROS TO DOC

By Malika L. Granville

**It's no secret that the NYC Department of Correction is an epicenter of dynamic New Yorkers with stories, tales, and backgrounds that would wow any audience. So it should come as no surprise that among those are two unique stories of uniform staff members, both from GRVC, who traded their major league sports jerseys for a crisp blue uniform with a DOC badge.**

At a statuesque 6'10, Correction Officer Edwards always aspired to make it to the NBA. As a young man and college athlete, his destiny (or so he thought) was already ordained and the road to success was a sure thing when he was drafted to the LA Clippers. But destiny had other plans, and the former NBA center found himself out of the league and looking for something more.

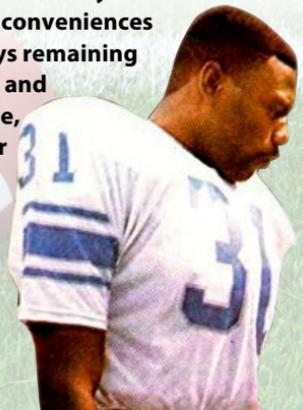
**"After leaving the NBA, I had an 8-year stint overseas. I played ball in China, Lebanon, Venezuela and Puerto Rico. But after returning home, I knew I wanted something more. In 2014, my friends encouraged me to take the NYC Correction Officer exam and in 2015, my life was forever changed as I became a Correction Officer,"** says Edwards.



Captain Mitchell had a similar story. A native Brooklynite who developed a love for football while he was a student in Tilden High School, the defensive back would later get drafted to the NFL's Detroit Lions while he was a college athlete at the University of Iowa.

"I sustained an injury while playing in the league that ultimately derailed my career," says Captain Mitchell. "I took another job after that, but I knew I was ready for something more stable. I took the NYC Correction Officer exam and the rest is history. Fourteen years later, I still feel like this was an excellent decision."

The two athletes-turned-officers both agree that there were invaluable lessons and skills they acquired as professional athletes that have easily transferred into their current careers. "Discipline, patience and teamwork have gotten me through my years as an athlete and now as an officer," says Officer Edwards. Captain Mitchell adds: **"If you format your life to allow for inconveniences while always remaining disciplined and accountable, you'll never go wrong."**



# PROBLEM SOLVED: A CLOSER LOOK AT DOC'S CLIENT SERVICE TEAM

By Deb Stewart

In every DOC facility, hidden in the maze of corridors and often behind a nondescript door, is a Grievance Office. But don't be fooled by the exteriors; the 37 employees who work in the Office of Constituent & Grievance Services (OCGS) provide a critical, sometimes lifesaving, service to staff and inmates.

The unit, comprised almost equally of uniform and non-uniform staff, works with every facility, division and unit within the Department to triage and resolve the litany of daily complaints the agency receives.

"We get a range of complaints from inmates and staff," says OCGS Director Boyd. "Some – suicidal complaints; threats to staff; and fear of safety complaints – are escalated immediately. Others can either be resolved on the spot or have to be investigated further."

To manage the hundreds of daily complaints, plus inmates who expect an immediate resolution, the team operates with an ongoing sense of urgency.

**"We know an unresolved complaint can escalate into an incident, so we try to minimize response times as much as we can," says OBCC Grievance Supervisor Hairston.**

"They just want to know someone is handling it."



Grievance Officer Byrne nods in agreement. "You see a difference in the inmate right away. They're less irritable and more compliant, two things that will help keep the peace in the facility. At the end of the day, everyone – my fellow officers and the inmates – just wants to have a good day."

But it's not all roses; sometimes the Grievance staff has to deliver unfavorable news. "That is the most challenging part of my job," admits AMKC Grievance Supervisor Gordon. "You never know what an inmate's reaction is going to be."

In his 33 years at AMKC, Grievance Coordinator Guerrant has seen some hostile reactions but he takes it in stride. "We've thwarted physical threats to staff through this process, and we also help to get the hot issues to the head of the facility."

In 2018, OCGS managed more than 78,000 grievances, 311 inquiries, correspondence and calls from the DOC information hotline.



In honor of Ash Wednesday, Cardinal Dolan visited Rikers Island to celebrate mass with officers, staff and those in DOC custody.



# CROSSWORD

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## CREDITS

**Managing Editor:** Shaleem Bush

**Copy Editor:** Jason Kersten

**Writers:** Malika L. Granville, Alice See Kee Du, Deborah Stewart, Fabrice Armand, Shaleem Bush

**Photography:** CO McCall, Dane Chong, CO Cange

**Graphic Designer:** Willy De Los Santos



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