

New York City
Department of Correction

Visit Guide

Welcome to New York City

Department of Correction

Each year, thousands of people are placed in the custody and care of the New York City Department of Correction. Most of the people detained in our facilities stay on Rikers Island where we also host hundreds of visitors per day.

We know your time is valuable and we recognize how important it is for those in our custody and their families and friends to stay connected with one another. Therefore, we want your visits to be as pleasant as possible. We are working hard to strengthen safety and security, improve the Benjamin Ward Visitor Center, reduce wait times, and provide adequate information to help you better plan your visits.

Our mission at every one of our locations is to ensure the humane care, custody, and control of everyone who is in a New York City jail and to support them in their preparation for discharge from our custody. We offer a variety of programs and services in each of our facilities, and partner with other city agencies and non-governmental organizations to sustain their successful transition. We are committed to the safety and wellbeing of all New Yorkers and urge you to encourage those you visit to take advantage of these opportunities.

Enjoy your visit.

Commissioner, NYC Department of Correction

The NYC DOC reserves the right to prohibit visits that pose a threat to its staff, those in its custody, or other visitors.

www.nyc.gov/doc

General Information

You can access the current visit schedule at www1.nyc.gov/site/doc/inmate-info/visit-inmate.page, or by calling the DOC Information Line at (718) 546-1500 between 9am and 5pm.

If you require the use of a text telephone (TTY), please contact a relay operator to connect you with the DOC Information Line.

HOW OFTEN CAN I VISIT?

Detainees (people who are awaiting the outcome of a criminal justice proceeding and have not been sentenced) may receive visits three times per week. Visits are one hour each.

Sentenced inmates may receive visits two times per week. Visits are one hour each.

EXCEPTION

Visit policies are subject to change based on specific circumstances such as emergencies and hardships. In the event of an extenuating circumstance such as lengthy travel time, please ask an Officer or Visit Greeter to speak to the Visit Center Supervisor. In such an event, please bring documentation to support such circumstances and we will do our best to accommodate an extended visit if space permits.

VISIT SCHEDULE

Please visit the New York City Department of Correction website at <http://www1.nyc.gov/site/doc/inmate-info/visit-schedule.page> for the most current schedule, including holiday schedules.

The visit schedule is based on the first letter of an inmate's last name. Visits are only allowed on the days of the week where the first letter of the inmate's last name appears.

- **There are no visits on Mondays and Tuesdays.**
- **The least busy times to visit are Friday, Saturday, and Sunday between 8am and 10am.**

This is when the fewest visitors come, so you may be able to get in to see your friend or loved one faster.

- **Wednesday and Thursday**

Registration hours for all facilities are from 1pm to 8pm. You must register by 8pm in order to visit.

- **Friday, Saturday, and Sunday**

Registration hours for all facilities are from 7am to 2pm. You must register by 2pm in order to visit.

- **We recommend that families with children under the age of 6 come at the following times:**

2:00pm - 5:00pm on Wednesday and Thursday

7:00am - 10:30am Friday - Sunday

During these suggested times, DOC staff will do their best to expedite families with young children through the line at the Benjamin Ward Visit Center. If you have a child under 6, please speak to the visit greeters located in the central visit area.

HOW MANY VISITORS?

Individuals in DOC custody are permitted to visit with three visitors at the same time. Young children do not count towards this limit.

Note: Individuals in DOC custody may have one visit session per day. If the person that you are visiting has already accepted a visit on the day that you are visiting, your visit will be denied.

Official visits of properly identified persons providing services or assistance, including attorneys, physicians, religious advisors, public officials, therapists, counselors, and media representatives, shall not count against the number of visits to which an inmate is entitled.

APPROVED VISITORS

Any properly identified person 16 years of age or older, with the inmate's consent, will be permitted to visit. Individuals 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.

A 16 or 17 year old with valid identification may accompany a child under the age of 16 if he/she is the parent of that child and the inmate being visited is also the parent of the same child. In this case, the 16 or 17 year old must produce a birth certificate for the child under the age of 16.

IDENTIFICATION

All visitors 16 years of age and older must present valid, current identification that contains a photograph and signature (*acceptable forms of identification are listed below*). **Children under the age of 16 who are accompanied by an adult over 18 years of age are NOT required to present any identification.** In this case, the adult must provide the name, date of birth, and gender of the child to the Visit Registration Officer and the child must remain with the adult for the duration of the visit.

Valid identification must be unexpired, verifiable, and unaltered; must include a distinguishable photograph and signature; and may consist of one of the following:

- Current Driver's License (*from any state or territory in the United States*)
- Valid employment ID card with photo AND most recent employment paycheck/stub
- DMV Non-driver License Identification Card
- Resident Alien or Permanent Resident Card issued by the US Department of Justice
- Passport (from any country)

- NYS Benefits Identification Card (Medicaid/food stamp photo ID)
- US Armed Services Identification
- Consulate-issued or diplomatic identification
- IDNYC Card

VISITOR DRESS CODE POLICY

The Department of Correction encourages family members and friends to visit inmates. To provide for the safety and security of visitors, inmates, and Departmental personnel, visitors must wear appropriate clothing for a correctional setting. Under no circumstances will a visitor be allowed into any DOC facility while inappropriately dressed. Shirts and shoes are required at all times. Provocative attire is NOT acceptable. Excessively short skirts and shorts, excessively low-cut tops, see-through clothing and bathing suits are NOT acceptable. If in doubt, you should not wear a questionable item of clothing.

Visitors whose attire violates the dress code (*see prohibited attire listed below*) will be permitted a contact visit if they agree to wear a cover up garment provided by the Department. Visitors who refuse to wear the garment provided by the Department will be denied the visit.

To ensure everyone's safety, when meeting with an inmate, visitors are asked not to wear multiple layers of clothing or accessories that could be used in concealing contraband. Visitors will not be permitted onto any facility visit floor wearing the following:

- Clothing with holes or rips that are located more than three inches above the knee;
- Hooded garments;
- Hats and head coverings (*excluding religious head coverings*);
- Clothing identifying a specific gang by name or logo;
- Clothing that makes explicit reference to obscene language, drugs, sex, or violence;
- Swimming attire;
- See-through garments;

- Uniforms;
- Jewelry (*excluding a wedding ring and one religious medal no more than 2 inches in diameter and no longer than two feet or religious beaded necklaces*);
- Tops, including dresses, exposing the chest, stomach, or back;
- Shorts, skirts, or dresses with a hem more than three inches above the knee;
- Spandex leggings, unless covered by tops, shorts, skirts, or dresses with a hem no more than three inches above the knee;
- Outer garments including coats, shawls, ponchos, jackets, vests, gloves, or over boots or overshoes (*outer boots or shoes that slip over other shoes*).

Visitors must wear undergarments.

HOW CAN I GET TO DOC JAILS?

Public transportation to and from Rikers Island

Take the free Visitor Shuttle Bus to Rikers Island. The Visitor Shuttle Bus travels on two separate routes. The Harlem route originates from East 125th Street at 3rd Avenue and the Brooklyn route originates from Jay Street between Fulton Street and Willoughby Street. Both routes offer direct two-way service from each location directly to the Perry Center on Rikers Island during all registration and visit hours.

Take the MTA Q100 to Rikers Island. The Q100 originates on Jackson Avenue at 42nd Road and continues to the Visit Center.

Or take the Q101 to the entrance to Rikers Island. The Q101 originates in Manhattan, at East 59th Street and Second Avenue. It will take you to Hazen Street and 19th Avenue in Queens, which is the entrance to Rikers Island. You will have to transfer here to the Q100 bus to travel over the Rikers Island Bridge to the Visit Center.

Driving to Rikers

Parking is very limited. Public transportation is the best option. If absolutely necessary, please search for directions using the following destination address: 18-31 Hazen Street, East Elmhurst, NY 11370.

Once parked, visitors must take the Q100 bus, located immediately next to the parking area, to cross the bridge onto Rikers Island.

Public Transportation to Brooklyn Detention Complex (BKDC)

BKDC is located at 275 Atlantic Avenue, Brooklyn, NY 11201.

Take the 2 or 3 train to Hoyt Street; the 4 or 5 to Borough Hall; the A, C, or G to Hoyt Schermerhorn; or the N or R to Jay Street Metro Tech.

Public Transportation to Manhattan Detention Complex (MDC)

MDC is located at 125 White Street, New York, NY 10013.

Take the 6, N, Q, R, J, or Z train to Canal Street.

Public Transportation to Vernon C. Bain Center (VCBC)

VCBC is located at 1 Halleck Street, Bronx, NY 10474.

Take the 6 train to Hunts Point Avenue. Transfer to the Bx6 bus towards Hunts Point Market and get off at Halleck Street and Ryawa Avenue.

Security Guidelines

To ensure the safety and security of individuals in DOC custody as well as staff and visitors, drugs, weapons, and other prohibited items must not enter the facilities. To expedite the visit process, please bring as little as possible.

Before exiting the bus, you will be asked to leave all prohibited items (*listed below*) on the bus, no questions asked. Items will not be returned. Please inspect your wallets, bags, items, clothing, and footwear, as well as any item brought on behalf of or for the inmate, to make sure that you have not forgotten any prohibited items. A passive canine search will be conducted upon exiting the bus. These dogs are trained to safely locate prohibited items. **Continued possession of these items once you have entered the Visit Center will lead to arrest and prosecution for**

possession of prohibited items and for introduction of contraband into a jail.

Any visitor attempting to pass prohibited items to an inmate or bring prohibited items into DOC facilities will be arrested and prosecuted.

ITEMS NOT PERMITTED IN ANY FACILITY, INCLUDING THE VISIT CENTER

None of the following items may be brought into the Visit Center, jails on Rikers Island and borough facilities, or any other DOC facility including the hospital prison wards:

- Guns; bullets; and stun, zip, and imitation guns and bullets;
- Explosive devices;
- Illegal drugs;
- Syringes;
- Knives, imitation knives, box cutters, needles, razors, hobby blades, scalpels, scissors, other sharp objects, brass knuckles, and any other weapons;
- Tools;
- Metal or glass objects;
- Padlocks;
- Nail clippers and fingernail files;
- Tobacco products and related paraphernalia including cigarettes, e-cigarettes, cigars, rolling paper, chewing tobacco, and pipes;
- Matches and lighters;
- Electronic devices including cellular telephones, cellular telephone accessories, personal digital assistants, portable media players, pagers, beepers, laptops, cameras, recording devices, and radios;
- Tape and other adhesives of any kind;
- Law enforcement badges, equipment, and facsimiles;
- Liquids and beverages, including alcoholic beverages but excluding two clear plastic baby bottles;
- Gels;

- Metal hairclips and hairpins;
- Non-prescription medication;
- Non-prescription sunglasses;
- No more than a total of three books, newspapers, and/or magazines (*except when included in an inmate package*);
- Digital Media (*e.g. CDs, DVDs, etc.*);
- Photographs (*except when included in an inmate package*);
- Chewing gum;
- Ointments;
- Cosmetics.

ITEMS NOT PERMITTED ON THE FACILITY VISIT FLOOR

To ensure safety and security and to expedite access to the facility visit floor, unless specified above, visitors are not permitted to wear multiple layers of clothing or accessories that could be used in concealing contraband when meeting with inmates. Secure storage lockers are provided at both the Visit Center and the jail and each require one quarter for use. However, at Rikers Island, change to operate lockers can only be obtained at the Visit Center. You will get your quarters back as you exit. Visitors may not access the facility visit floor possessing any of the following:

- Pocketbooks, purses, backpacks, knapsacks, waist pouches, diaper bags, or wallets;
- Money and Metrocards;
- Identification;
- Keys (*except facility locker key*);
- Reading materials;
- Toys;
- Strollers;
- Diapers (*excluding the diaper worn by the baby*);
- Food and candy;
- Beverages (*excluding one clear plastic bottle for the baby*).

EXCEPTIONS

- Visitors with a baby are permitted to bring on to the facility floor one baby blanket, one clear plastic baby bottle containing the infant's beverage, and one baby bib for the baby. Extra diapers are not allowed on the visit floor and must be stored in a facility locker in the visit waiting area.
- Visitors **are permitted to bring life-saving prescription medication like an asthma pump or nitroglycerin, diabetic medications, and seizure medications.** Visit floor staff will secure all such prescription medication for the duration of the visit, give back the medication as requested by the visitor for medical reasons, and return the remainder of the medication to the visitor at the conclusion of the visit. **Other prescription medication** may be brought to the facility but must be stored in a facility locker and may not be brought to the facility visit floor.
- Visitors are permitted to bring mobility aids such as walkers, canes, and crutches to the facility visit floor. Visit floor staff will secure mobility aids for the duration of the visit and return the aid to the visitor at the conclusion of the visit.

Visit Process: What to Expect

To visit a person in custody on Rikers Island, you must complete registration and security procedures at both the Visit Center when you first arrive on the Island and also at the specific jail in which you will have your visit. For borough jails, registration and security procedures will all take place in one facility.

Please be aware that all DOC facilities are high security areas; please give the Correction Officers your cooperation. Although we try to get you to your visit as quickly as possible, please be prepared for delays due to the need for extensive security procedures and unforeseen circumstances. If you need assistance at any point during the visit process, just ask a Correction Officer or Visit Greeter.

Because we are continuously trying to reduce wait times, we strongly encourage you to notify the person you are visiting in advance. Advance knowledge of your arrival will enable the individual to prepare for the visit and decrease the length of your waiting period.

If visiting with children, please keep them close to you at all times in the visit process.

VISIT CENTER

- All visitors to Rikers Island must first go to the Visit Center for processing.
- You are not allowed to enter the Visit Center or any DOC facility while in possession of any of the prohibited items listed under the “Security Guidelines” on pages 7-8. Lockers are available outside of the Benjamin Ward Visit Center and in facility visit wait areas to secure your personal and/or prohibited items. These lockers require one quarter for use during your visit. You will need to have 2 quarters in your possession so that you may store your items in a locker at the Visit Center and any remaining items in a locker at the facility you are going to for your visit. Quarters will be refunded when you retrieve your items.
- If you appear to be under the influence of drugs or alcohol you will not be allowed into the facility.

LANGUAGE ASSISTANCE

If at any time during the visit process you need assistance in a language other than English, please let a Correction Officer or Visit Greeter know and the staff member will do his/her best to assist you.

SEARCH PROCESS

- **If you are found to be in possession of an illegal and/or impermissible item, you may be issued a visit limitation and/or face criminal charges.**
- Upon entering the Benjamin Ward Visit Center, you will pass through a scanner and all of your items (handbags, briefcases, inmate packages, etc.) will be searched. A metal detecting handheld transfrisker may be used if there is difficulty in clearing you via the walk-through scanner.
- If you do not clear the initial scan, correction staff may ask you to consent in writing to a pat search. If you decline to consent to a pat search, you may be offered a non-contact visit; however, your visit may be canceled at the discretion of the Commanding Officer if there is a safety or security concern.
- You may also be selected for an Ion Scan Test. This is a test to detect the presence of narcotics and explosives. When you are being tested, a handheld wand will be passed over you and will come in contact with your hands, clothing, and personal items.
- If an illegal substance is detected, you may be given the opportunity to remove the contaminated article of clothing or wash your hands before being re-tested. If the secondary test confirms the presence of an illegal substance, you will be limited to a non-contact visit.
- You may also be subject to a passive canine search. These dogs have been trained to safely locate narcotics. You may be subject to additional canine searches throughout the visit process.
- Safety and security are our highest priorities. During all search procedures, please follow all instructions given by the Correction Officers. You may be subject to additional searches throughout the visit process. We strive to complete the search process in a timely manner. Your cooperation will speed up the process.
- Failure to cooperate will result in your visit being denied.

LOCATING A PERSON IN CUSTODY

You are encouraged to find out where a person in custody is housed before you arrive. Call 311 and ask for the inmate's location, or use the online Inmate Lookup at www1.nyc.gov/site/doc/inmate-info/inmate-lookup.page. If upon arrival you do not know this information, use the information kiosk located inside the Visit Center.

REGISTRATION

Each jail has an assigned area within the Visit Center where you will be asked a series of questions by an officer, who will provide you with a Visitor ID. You must keep this ID with you until you exit the Visit Center after your visit, where it will be collected by a DOC Officer.

RESOURCES IN THE VISIT CENTER

- Please see pamphlets about the bail process and DOC programs offered in facilities.
- Partner organizations are often in the Visit Center to provide you with additional information such as health and educational information.

TRANSPORTATION TO FACILITY VISITING AREAS

There are 9 jails located on Rikers Island. Buses leave the Visit Center approximately every 20 minutes to transport visitors to the jail facilities where visits take place.

FACILITY VISITING AREAS

- Upon entering the facility, you will be subject to the same search procedure used in the Visit Center. You will then be required to secure all of your remaining personal belongings including wallets, purses, briefcases, and jewelry in the available lockers in the waiting area before entering the visit floor. Please review list

entitled “Exceptions” on page 9. Lockers require one quarter each and will be refunded when you retrieve your items.

Please bring as few items as possible with you on your visit.

- Once all personal items are secured, you will again be subject to search and your registration and ID forms will be re-checked, after which you will be asked to wait in a designated section to be brought onto the visit floor.

RULES FOR THE VISIT FLOOR

- You must remain seated with hands above the table for the duration of the visit. You may hold hands over the partition.
- You are permitted to kiss and embrace the person you are visiting at the beginning and end of the visit.
- You are not permitted to exchange any items with the person you are visiting or anyone else.
- The person you are visiting may hold his/her children during the visit.
- At the completion of the visit, you must remain seated until the person you are visiting has departed the area.

INFANT CARE

If you need to change your infant during your visit hour, please inform a Correction Officer on the visit floor and your visit period will be temporarily stopped for you to exit the visit floor and access the diapers/supplies in your locker. Your visit period will resume after you complete the search procedure again. You will then be permitted to re-enter the visit floor. This time will not be deducted from your visit hour.

SERIOUS CONCERNS ABOUT THE HEALTH OR SAFETY OF A PERSON IN DOC CUSTODY

If you have a serious concern about the health or safety of a person in DOC custody, please ask to speak with a Captain in the jail you are visiting.

If you wish to express such a concern privately by phone at a later time, you may call:

- New York City Health + Hospitals (the Department's Correctional Health provider) at (347) 774-7000 / 24 hours a day
- The Department of Correction at (718) 546-1500 between 9am and 5pm Monday through Friday
- The Department of Investigation at (212) 825-5959 between 8am and 5pm Monday through Friday
- The Confidential Sexual Assault and Sexual Harassment Hotline at (718) 204-0378 / 24 hours a day
- The City of New York: 311 / 24 hours a day

From outside a DOC facility, in an emergency, call 911.

REPORTING SEXUAL ABUSE OR SEXUAL HARASSMENT

To report an allegation of physical abuse, sexual abuse, or sexual harassment on behalf of someone in our custody, you can do one of the following:

- Contact the City of New York by calling 311
- Contact the NYC Department of Correction:
 - By e-mail: ConstituentServices@doc.nyc.gov
 - By mail: New York City Department of Correction
75-20 Astoria Blvd.
East Elmhurst, NY 11370

You do not have to leave your name or contact information. All information reported will remain confidential and be given to the appropriate investigative body to handle accordingly.

VISITORS WITH DISABILITIES

Before your planned visit if you are concerned about any accessibility issue in the visit areas, please contact the Disability Rights Coordinator at (718) 546-0438 during weekday business hours.

Transportation to Rikers Island

- Parking – There are handicapped parking spaces in the parking area before the bridge to Rikers Island.
- Access-a-Ride brings visitors with disabilities directly onto Rikers Island.

Upon Arrival

- If you have a visual, hearing, mobility, or other impairment and need assistance, please inform a Correction Officer or Visit Greeter upon your arrival at the Visit Center and someone will assist you.
- A wheelchair-accessible vehicle is available to transport you and any companion with whom you are traveling between the Visit Center and the facility you are visiting.
- If you have a metal implant or if you are required to wear an item such as a knee or back brace that is constructed with metallic items, you will be screened by an Ion Scan Test. This is a test to detect the presence of narcotics and explosives.
- If you walk with a mobility aid, such as a cane, crutch, or walker, both you and your mobility aid will be searched. Please see section titled “Exceptions” on page 9 for additional information.
- If you are a wheelchair user who is able to stand and walk either with or without the assistance of a family member, companion, or aide, you will be asked to step out of the wheelchair and proceed through the initial scanner and be subject to all routine visit search procedures. If you are a wheelchair user who is unable to stand or walk through the initial scanner, you will be asked to sit on a designated bench or chair. The Officer will

search you and inspect the wheelchair. If you are not able to stand and not able to transfer out of the wheelchair, the Officer will allow you to remain in the wheelchair and conduct all reasonable search procedures.

- If either the visitor or his/her wheelchair fails to clear the visit search procedures, the area supervisor will determine if a contact visit will compromise facility safety and be substituted with a non-contact visit.
- If you are a visitor with a disability and you use a service animal, please be prepared to state the purpose of the animal, be responsible for controlling its behavior, and inform the inmate you are visiting that he or she may not have any physical contact with the animal.
- If you are concerned about an accessibility issue in the visit areas, please contact the Disability Rights Coordinator at (718) 546-0438 during weekday business hours before the date of your planned visit.

Permissible Package Items

For a list of all permissible package items, call 311 and ask for “Items for Inmates” or go to the Department of Correction website:

<http://www1.nyc.gov/site/doc/inmate-info/deliver-permissible-items.page>

Note: Toiletries and food items are prohibited; these items must be purchased by the inmate in the jail commissary.

Permissible items must be mailed or brought in an open paper shopping bag, labeled with your name and address and the name and facility address of the inmate. If you would like to bring items to Rikers Island, you must do so during visiting hours. If you are not visiting anyone during that time, you can drop off packages at the Visit Center.

Exception: If necessary for a court appearance on the following day, clothing packages may be hand delivered at any time between 8am and

9pm and during any additional hours deemed appropriate by the Department. Packages containing clothing needed for a recall court appearance or other emergency may be delivered for an inmate provided the package is received at the housing facility at least 2 hours before the inmate is scheduled to depart the facility for his/her court appearance. The Department can not guarantee that property delivered after 3pm will be delivered to the inmate for a court appearance the next day.

Packages can not exceed fifteen pounds (15 lbs.) and must be less than twenty-four inches (24") wide, twelve inches (12") high, and twenty-four inches (24") deep.

All packages will be thoroughly searched for prohibited items. Please see section entitled "Search Process" on page 11 for further information.

Acceptable Items to Bring or Send to Inmates

Note: NO clothing, footwear, or accessory is permitted in the colors of red, blue, yellow, purple, or green. Inmates are required to be in DOC-provided uniforms; personal outerwear will only be provided for discharge, court appearances, or special family occasions.

The following is a list of the ONLY items that may be brought in for an inmate or sent by mail.

Personal Items

1. One pair of prescription eyeglasses (no metal frames)
2. *One coat (non-uniform; no camouflage, leather, "Carhartt," "Dickies," or bubble coats, etc.)
3. *One suit jacket (non-uniform; no camouflage, leather, or "Carhartt")
4. *One pair of gloves (for outdoor cold weather October-April, no work or leather gloves – knit type only)
5. *One hat/cap (non-uniform, no stocking type caps)
6. *One raincoat (non-uniform or reversible; no prohibited colors, black, camouflage, or hoods)

7. **One pair of shoes or sneakers (no hollow chambers, platform soles, Adidas, British Knights, Converse, Fila, New Balance, or Nike sneakers or boots)
8. **Two sets of shoelaces
9. Four sets of underclothing
10. Four pairs of socks
11. Combination of four pairs of stockings, panty hose, knee-high's
12. Two nightgowns or two pairs of pajamas
13. One bathrobe
14. *Combination of two sweaters/sweatshirts (no hoods or pockets)
15. *Two pairs of shorts or cut-off long pants
16. *Four pairs of pants (non-uniform, no camouflage)
17. *Four shirts/blouses (non-uniform; no white, prohibited colors, or camouflage)
18. *Four dresses
19. *Four skirts
20. *One belt (non-elastic, maximum 1 ½" wide, buckle maximum 2 ¼" x 2")
21. *One tie (no black or prohibited colors, not allowed for inmates housed in mental health observation)
22. Two handkerchiefs (white only)
23. Two ponytail holders

Items marked with an asterisk () are not allowed for any sentenced inmate unless he/she is scheduled for court or is going to attend a significant family event.

**Inmates are not permitted to wear personal footwear, except for scheduled court appearances or significant family events. Upon admission, all inmates are issued one pair of Department-issued footwear. All inmates are allowed to have one (1) pair of personal footwear in their property, which will only be re-issued for scheduled court appearances or significant family events.

Printed Material

There is no limit on the amount of legal material, law books, or legal publications an inmate may receive, provided that, as stated above, no package may exceed fifteen pounds (15 lbs.) and each package must be less than twenty-four inches (24") wide, twelve inches (12") high, and twenty-four inches (24") deep. Inmates may receive one cubic foot (12 inches x 12 inches x 12 inches) of non-legal printed materials, including soft and hardcover books, magazines, newspapers, periodicals, pamphlets, advertisements, and other printed articles, in any combination. Inmates may receive publications from any source, except when there is substantial belief that limitation is necessary to protect public safety or maintain facility order and security.

Photographs

Inmates may not receive any photograph that contains a photo of themselves in it. Photographs must not be Polaroids and also can not contain any whole or partial nudity, pornography, gang-related signs or activities, depictions of crime or weapons, and must be appropriate for a jail environment.

Jewelry

Although we discourage inmates from receiving and possessing jewelry, inmates may receive the following items of jewelry.

1. One watch (date and time functions only – maximum value \$50)
2. One wedding band (no stones or protrusions – maximum value \$150)
3. One religious medal (no stones, pins, or protrusions) if worn around neck, a thin chain no longer than 26 inches may be worn (maximum value \$50)

Miscellaneous

1. One calendar
2. Six pencils (no erasers, no metal parts)

3. Six charcoal sketch pencils
4. Two erasers (gum, rubber, ink)
5. Three composition books
6. Six pads (drawing, legal, and writing)
7. One pack of writing paper
8. Ten envelopes
9. One ruler (no metal or metal edge)
10. One portfolio (legal size, cardboard only)

Property Pick-up

Former Inmates

All valuable property for individuals released from Rikers Island can be picked up at the Samuel L. Perry Center on Rikers Island 24/7 without an appointment.

Individuals released from Rikers Island must schedule an appointment to pick up their bulk property at the Samuel L. Perry Center. You must request a property pickup appointment within 30 days of your release or property will be forfeited.

Call 311 to schedule the appointment. You will need to provide your Book & Case number or New York State Identification number (NYSID). You will be given a three-day period during which you can pick up the property after you schedule the appointment. The Samuel L. Perry Center Pick-up Area is always open.

Inmates discharged from the Brooklyn Detention Complex (BKDC), the Manhattan Detention Complex (MDC), or the Vernon C. Bain Center (VCBC) do not need an appointment to pick up their property but may do so anytime the facility's cashier office is open.

BKDC (718) 797-8317
Mon-Fri 8:00am – 8:00pm
Sat-Sun 8:00am – 4:00pm

MDC (212) 225-7414

Mon-Fri 8:00am – 6:00pm

Sat-Sun 8:00am – 1:00pm

VCBC (718) 579-8311

Mon-Fri 8:00am – 8:00pm

Sat-Sun 8:00am – 4:00pm

As these hours may change, please call the facility's cashier office before visiting to verify the hours of operation.

Friends and Family

Friends and family of inmates may pick up property belonging to a former or current inmate, but must have prior authorization.

If the inmate is still incarcerated, the inmate must complete an Inmate Property Release Form at the facility, authorizing you to take the property. If the inmate is housed at MDC, BKDC, or VCBC, call the facility to check their hours and to verify that the inmate has completed the form. If the inmate is housed on Rikers Island, call 311 to schedule the appointment. You should also call the Samuel L. Perry Pick-up Area at 718-546-8811 (or alternate ext. 8812 or 8813) before going there, to verify that they have received the authorization form from the inmate.

If the individual has been discharged, you must bring a notarized letter from him/her, giving you permission to pick up the property. You will still need to check the hours for MDC, BKDC, or VCBC, or schedule an appointment with 311 for bulk property on Rikers Island.

For more information on property pick-up, go to:

<http://www1.nyc.gov/site/doc/inmate-info/property-pick-up.page>

Visitor Complaints

If you wish to file a complaint during a visit, ask to see the Visit Captain in the Visit Center or in the jail being visited. If you would like to further pursue your complaint, you may file an official complaint in standard letter form, describing the incident including date, time, place, name(s) of person(s) involved, and any other documentation of the claim.

Complaints related to incidents in the Visit Center should be sent to:

Warden, Special Operations Division
16-16 Hazen Street
East Elmhurst, NY 11370

Complaints regarding incidents in a jail visit area should be sent to the Warden of that specific facility (at the following addresses):

1. Warden, Anna M. Kross Center (AMKC)
18-18 Hazen Street
East Elmhurst, NY 11370
2. Warden, Eric M. Taylor Center (EMTC)
10-10 Hazen Street
East Elmhurst, NY 11370
3. Warden, George Motchan Detention Center (GMDC)
15-15 Hazen Street
East Elmhurst, NY 11370
4. Warden, George R. Vierno Center (GRVC)
09-09 Hazen Street
East Elmhurst, NY 11370
5. Warden, North Infirmary Command (NIC)
15-00 Hazen Street
East Elmhurst, NY 11370

6. Warden, Otis Bantum Correctional Center (OBCC)
16-00 Hazen Street
East Elmhurst, NY 11370
7. Warden, Robert N. Davoran Complex (RNDC)
11-11 Hazen Street
East Elmhurst, NY 11370
8. Warden, Rose M. Singer Center (RMSC)
19-19 Hazen Street
East Elmhurst, NY 11370
9. Warden, West Facility
16-06 Hazen Street
East Elmhurst, NY 11370

Borough Facilities

1. Warden, Bellevue Hospital Prison Ward (BHPW)
462 1st Avenue
New York, NY 10016
2. Warden, Elmhurst Hospital Prison Ward (EHPW)
79-01 Broadway
Queens, NY 11370
3. Warden, Brooklyn Detention Complex (BKDC)
275 Atlantic Avenue
Brooklyn, NY 11201
4. Warden, Manhattan Detention Complex (MDC)
125 White Street
New York, NY 10013
5. Warden, Vernon C. Bain Center (VCBC)
1 Halleck Street
Bronx, NY 10474

Any visit-related complaints may also be directed to the New York City Board of Correction by mail at 1 Centre Street, Rm. 2213, New York, NY 10007 or by phone at 212-669-7900.

Bail and Commissary

Bail

Bail is an amount of money or bond set by a judge at court to make sure the defendant will appear at future court dates.

- If the defendant or his/her friends and family are able to provide the cash or bond to the court, the defendant is released before trial and must attend all court dates.
 - If the defendant appears at all court dates, bail is refunded (but a 3% fee will be charged if defendant is found guilty).
 - If the defendant misses a court date, the court keeps the bail.
- If no one is able to pay bail, the defendant is held at a DOC facility while waiting for trial.

More questions about paying bail? Call the NYC Criminal Justice Agency:

Manhattan: (212) 577-8710

Brooklyn: (718) 330-1508

Queens: (929) 396-0017 or (929) 396-0018

Bronx: (718) 681-0406 or (718) 681-0408

Placing funds in an inmate's account

A person in DOC custody can use funds placed in his or her account to make purchases at the commissary and to bail him or herself out. You can make a deposit into an inmate's commissary account using the following methods:

- By phone – Call 311 and ask for “Money for Inmates.” You will be provided with the names and phone numbers of financial

institutions that will complete transactions related to inmate accounts. The first and last name and Book & Case number of the individual must be provided in order to make a deposit. You can use a credit or debit card to deposit funds by phone.

- By internet – Log onto the DOC website at www1.nyc.gov/site/doc/inmate-info/send-money.page for instructions and links to participating money transfer agents.
- By kiosk – At DOC bail offices and self-serve kiosks located in the Visit Center and at Borough jails. The Rikers Island Central Cashier and Borough jail bail offices are open 24 hours a day for this purpose.
- Bail can also be paid by credit card – Ask the cashier clerk in the Rikers Island Central Cashier or borough jail bail offices for forms and instructions.

Cash for inmate fund accounts are not accepted by mail. Only money orders and cashier checks will be accepted by mail. Personal checks are never accepted.

You will need the first and last name and Book & Case number of the inmate in order to complete the above transactions. Book & Case numbers can be obtained by calling 311 or using our website:

www1.nyc.gov/site/doc/inmate-info/inmate-lookup.page.

Jail Release Services

If someone you know is about to be released or was recently released from jail, you can call 311 and ask for “Jail Release Services.” An operator will connect you with organizations that provide employment, housing, domestic violence, educational, legal, drug treatment, and case management services in your community.