



**BOARD OF CORRECTION
CITY OF NEW YORK**

Board of Correction Accessibility Progress Report 2024-2025

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General

The New York City Board of Correction (“BOC” or “Board”) is a nine-person, non-judicial oversight board that regulates, monitors, and inspects the correctional facilities of the City of New York. BOC carries out independent oversight and enacts regulations to support safer, fairer, smaller, and more humane NYC jails. It is one of the earliest independent oversight boards of custodial and detention settings in the United States.

The City Charter mandates BOC’s five functions:

- Establish and ensure compliance with minimum standards "for the care, custody, correction, treatment, supervision, and discipline of all persons held or confined under the jurisdiction of the Department of Correction" (“DOC”);
- Investigate any matter within the jurisdiction of DOC;
- Review grievances from person in custody and staff;
- Evaluate DOC’s performance; and
- Make recommendations on areas of key correctional planning.

The Board issued our initial 5-year Accessibility Plan pursuant to Local Law 12 of 2023 in June 2024. This report is the Board’s first annual progress report. The Board is committed to fulfilling our stated accessibility goals and has convened our accessibility planning team every two months to measure the plan’s progress and adjust as necessary.

The Board completed our sole physical and programmatic access goal by ensuring our staff use more accessible areas in our agency’s waiting room when addressing members of the public. Further, the Board has either completed or made significant progress in other 1-year goals as described below. On the other hand, the Board has encountered challenges in transitioning away from the use of WebEx to Microsoft Teams to host its virtual meetings. However, in collaboration with staff and vendors, the Board expects to successfully transition to Microsoft Teams, which offers enhanced accessibility features, in the coming months.

It is the policy of BOC to comply with all applicable laws including, but not limited to, the Americans with Disabilities Act (“ADA”), Rehabilitation Act,

the New York State Human Rights Law and the New York City Human Rights Law. The Board does not discriminate on the basis of disability in the operation of its programs, services and activities and strives to be welcoming to and inclusive of people with disabilities.

Disability Service Facilitator and Other Key Accessibility Information

Disability Service Facilitator

Danielle Ortega

2 Lafayette Street, Suite 1221

New York, NY 10007

212-266-4395 | dortega@boc.nyc.gov

Accessibility Office: Administration

The Board of Correction's notice of nondiscrimination/notice of rights, grievance procedure and website accessibility statement are available here: <https://www.nyc.gov/site/boc/about/accessibility.page>

Feedback Process

We welcome your feedback on the accessibility of our digital content. Please let us know if you encounter accessibility issues by using the Website Accessibility Feedback Form here: <https://www.nyc.gov/nyc-resources/website-accessibility-feedback-form.page>

If you need assistance accessing a particular program or service, please reach out to the Board of Correction's Disability Services Facilitator, Danielle Ortega, at (212) 266-4395 or dortega@boc.nyc.gov.

Progress Report

Physical and Programmatic Access

As of May 2025, we have ensured that staff who provide services to the public at our agency's service counter use the more accessible table already in place in the waiting area to host members of the public unable to use the service counter. Staff also provide clipboards to visitors for use. With this goal accomplished, BOC has addressed all physical and programmatic access issues identified in our 2024 5-year accessibility plan.

Digital Access

As of May 2025, the Board has done the following:

- Ensured that all employees who create digital content, specifically the agency's Intergovernmental Affairs and Communications staff (currently only the Assistant Executive Director of Intergovernmental Affairs and Communications or "AED of Intergovernmental Affairs"), are aware of laws and standards relating to digital accessibility relevant to the content they create. This includes Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, Local Law 26 of 2016, and ADA, Section 508. BOC's AED of Intergovernmental Affairs is our agency's dedicated Digital Inclusion Officer and attended multiple trainings held by the Mayor's Office for People with Disabilities ("MOPD") to learn about digital accessibility laws and standards. As more Intergovernmental Affairs and Communications staff are hired and onboarded, the agency will ensure that they are aware of these laws and standards.
- Avoided the use of American Standard Code for Information Interchange (ASCII) text on social media posts.
- Ensured those who run virtual, or hybrid, public meetings are aware of the accessibility best practices for virtual meetings. The AED of Intergovernmental Affairs runs our virtual/hybrid public meetings alongside BOC's videography vendor, and both are aware of the accessibility features of the WebEx platform currently used for virtual meetings. As BOC transitions to the use of Microsoft Teams for virtual public meetings, they will be trained on accessibility best practices specific to Microsoft Teams.

By July 2025, the Board will:

- Create specific policies and procedures related to the creation of accessible digital content.
- Ensure that all creators of electronic records are aware of, and follow, the principles of accessible documentation as outlined by MOPD.
- Change the platform used for virtual meetings from WebEx to Microsoft Teams to make the meetings more accessible.

By May 2026, the Board will:

- Develop a process for the review of digital content to ensure its accessibility. The process will incorporate auditing mechanisms to ensure that it is consistently followed.
- Assess internal and external facing applications and digital products for compliance with the laws and standards relating to digital accessibility and identify replacements for applications as needed. BOC will ensure that newly acquired applications and digital products meet the relevant accessibility standards.
- Review all images posted on the website and social media to ensure they have been given meaningful alternative text descriptions which convey the information and purpose of the image using programmatic alt text.
- Explore the enhancement of all videos posted on the website and on social media going forward to include closed captioning that is not just auto generated and include indications of significant background sounds and the names of those speaking.
- Ensure that videos posted on the website and on social media to include audio descriptions, either as part of the original or as a separate version with a link to it from the original's page.
- Implement a review process to ensure electronic documents are accessible prior to public distribution and a remediation process for documents previously created that are not accessible.

Effective Communications

As of May 2025, the Board has done the following:

- Upon request, BOC can provide training to staff on assistive listening systems and devices. The Board determined that the agency has no need for such systems or devices at this time. If Board staffing or needs change, the Board will explore installation of assistive listening systems and train staff accordingly.
- Relevant employees were made aware that it is inappropriate to request that family members or friends of people who are D/deaf serve as interpreters via e-mail communication in November 2024.
- Following consultation with MOPD, the Board determined there is no current need to create communication cards to aid in-person interactions with people who are D/deaf or Hard of Hearing. If such a need arises, the Board will explore creating communication cards.

By July 2025, the Board will:

- Ensure that employees and officials know how to respond to telephone calls made through a Telecommunications Relay Service (TRS) so that the calls are responded to in the same manner as other telephone calls.
- Ensure that all public-facing communications (printed/electronic documents, webpages, videos, etc.) going forward are reviewed to ensure they are in plain, easy-to-understand language.
- When scheduling virtual or hybrid events, including those being arranged by contractors, BOC will make sure that the platform is accessible and that those responsible for running the event are familiar with its accessibility features and how to use them.
- Ensure that all promotional materials for public events (social media, flyers, invitations, etc.) comply with Local Law 28 of 2016.

Workplace Inclusion

As of May 2025, the Board has done the following:

- Included information for requesting accommodations in all interview confirmation letters/emails sent to candidates.

By July 2025, the Board will:

- Post open positions on the NYC: ATWORK job boards via the Job Submission Form.
- Share job postings with State Vocational Rehabilitation (VR) agencies and other organizations that work with people with disabilities, such as CUNY LEADS and Job Path.
- BOC staff stationed at Rikers Island will be trained on what to do in the event of a fire or other emergency with respect to staff and others with disabilities and functional needs.

By May 2026, the Board will:

- Ensure the agency participates in disability-inclusive recruitment events (e.g., DCAS and NYC: ATWORK recruitment events targeted to people with disabilities and/or Agency Spotlight Events).

Consultations and Feedback

The Board has consulted MOPD to achieve our accessibility plan goals. Board staff have received MOPD trainings and has discussed virtual meeting accessibility and communication card usage with MOPD staff.

The Board has welcomed from the public via our website (<https://www.nyc.gov/site/boc/about/website-accessibility-statement.page>).