

NEW YORK STATE SPECIAL COMMISSION ON ATTICA

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13<sup>th</sup>

In the Matter of the  
Public Hearings  
at  
ROCHESTER, NEW YORK

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*Carroll*

410 Alexander Street,  
Rochester, New York

April 13, 1972  
10:00 a.m.

Before:

- ROBERT B. McKAY, Chairman,
- MOST REV. EDWIN BRODERICK,
- ROBERT L. CARTER,
- MRS. AMALIA GUERRERO,
- AMOS HENIX,
- BURKE MARSHALL,
- WALTER N. ROTHSCHILD, JR.,
- MRS. DOROTHY WADSWORTH,
- WILLIAM WILBANKS,

Commission Members

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ARTHUR L. LIMAN,  
General Counsel

JUDGE CHARLES WILLIS,  
Deputy General Counsel

STEVEN B. ROSENFELD,  
Deputy General Counsel

DAVID ADDISON,  
Deputy General Counsel

ANDREW LIDDLE,  
Senior Investigator

JOHN CARTER,  
Deputy General Counsel

HENRY ROSSBACHER,  
Deputy General Counsel

PAUL ROLDAN,  
Deputy General Counsel

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MR. MCKAY: We are now prepared to  
begin the second day of the hearings of the  
New York State Special Commission on Attica.

The Commission has taken the unprecedented  
step, as we believe, of making a public presenta-  
tion on television and in a television studio  
because it is our belief that television can  
provide the widest possible public access to the  
testimony to be given and the data that the  
Commission's staff has gathered.

Television and other communications

3 1 media, of course, cover these pro-

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2 ceedings in any public auditorium but the Commission  
3 will not only hear witnesses who might appear  
4 before cameras and microphones at any location,  
5 but, in addition, much of what the Commission  
6 and the public will be shown consists of documen-  
7 tary, graphic and other visual materials that can  
8 be shown to a television audience only through  
9 the facilities of a fully equipped television  
10 studio.

11 The Commission is convinced that this  
12 new electronic approach to the public presenta-  
13 tion of a record of events will result in further  
14 public comprehension of the events at Attica  
15 that we have investigated.

16 We have simply recognized in doing this  
17 that in this communicative age there is no longer  
18 any point in presenting material to hearings as  
19 though only a few members of the public were  
20 watching.

21 There is an additional special purpose,  
22 we believe, to be served by the public hearings  
23 now held, to be held before the Commission has  
24 reached final conclusions about the content of  
25 the written report to be filed with the public

14 in the early summer of this year.

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2 As stated yesterday, we welcome addi-  
3 tional statements from individuals or groups  
4 about the events at Attica that will supplement  
5 or enlarge our understanding of those tragic days.

6 If there are those who wish to be heard  
7 in person, the Commission requests that they  
8 communicate to us that fact so that we can  
9 arrange further hearings before the Commission  
10 after the conclusion of the hearings now scheduled  
11 for today and the next two weeks.

12 Today is April 13th, seven months since  
13 the retaking of the institution at Attica. There  
14 has been a request, indeed couched in terms of a  
15 demand that no hearings be held today in memory  
16 of the inmates and guards who died in September.

17 We believe, on the other hand, that it  
18 is entirely appropriate to continue our inquiry  
19 on this anniversary date to make sure that no one  
20 forgets.

21 The proceedings today, as yesterday,  
22 will be conducted largely by the members of the  
23 Commission's staff with, of course, an opportunity  
24 for questions from members of the Commission.

25 I wish to remind at the beginning of the

5<sup>1</sup> testimony today of the ground rules 227

2 for those proceedings as stated in the beginning  
3 of the yearings yesterday.

4 The following procedures will be ob-  
5 served during the taking of testimony:

6 First: Witnesses will be questioned  
7 only by Commission counsel, members of the  
8 staff and by members of the Commission.

9 Second: Pursuant to law, each witness  
10 will be afforded the opportunity to make a brief  
11 statement in addition to responding to questions.

12 Third: Any person who, during the  
13 course of these hearings, may have inadvertently  
14 been mentioned in a derogatory manner shall be  
15 afforded a fair opportunity to respond prior to  
16 the adjournment of these hearings.

17 Fourth: The witnesses have been  
18 instructed that in order to protect the rights  
19 of each individual who may be connected with the  
20 events at Attica, witnesses shall not be permitted  
21 to identify any person in connection with any  
22 incident which might be deemed unlawful.

23 The conduct of the hearings today will  
24 be the responsibility, as yesterday, of Mr. Arthur  
25 Liman and members of his staff.

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MR. LIMAN: Thank you, Mr. Chairman.

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Today we will hear from two members of the correction staff at Attica as well as two civilian employees at Attica. In addition, we will hear from one ex-inmate of Attica, Mr. Swift and from Mr. Martinez, a young Puerto Rican inmate of Attica who was admitted to Attica just after he turned his 17th birthday.

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Mr. Martinez is on the Inmate Grievance Council, having been elected to it last month.

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12

We will begin the proceedings with the testimony of Sgt. James E. Cochrane and I would ask that the Chairman swear him in.

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J A M E S E. C O C H R A N E, called as a witness, being first duly sworn by Mr. McKay, testified as follows:

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EXAMINATION BY MR. LIMAN:

19

Q State your full name for the record.

20

A James E. Cochrane.

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Q And your age?

22

A Thirty-six.

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Q And your occupation?

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A Correction sergeant.

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Q And your level of education?

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A High school graduate with 229

college attendance.

Q Have you taken courses in Community College?

A Yes, I have.

Q In what areas?

A Penology, criminology, psychology. This type of thing.

Q Were you also in the service?

A I was in the Marines for three years.

Q How long have you been in the Department of Correction?

A About 14 and a half years.

Q How long have you been a sergeant?

A A little over two years.

Q How long have you worked at Attica over this period of 14 and a half years?

A About 13 and a half years.

Q Did your father also work at Attica?

A My father was the head corrections clerk for about ten years at Attica. He worked at Attica in several capacities for about 36 years.

Q And your father has now retired?

A My father has recently retired.

Q Would you state what tests you took in order to become a sergeant.

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A It was a civil service competitive 230  
exam.

Q And you became a sergeant when?

A In March 4, 1970.

Q After you became a sergeant, were you then  
assigned to an open position in another institution?

A Except the position I had to go to Woodburn  
facility which at the time was a narcotics facility.

Q How long did you work at Woodburn?

A A little over 11 months.

Q What other institutions have you worked at?

A When I was originally appointed as a correc-  
tion officer I went to Greenhaven Correctional Facility  
on November 7, 1957. I was there for approximately  
three and a half months and then I was transferred  
to Attica.

Q What training have you received from the  
Department of Corrections for your job?

A When I was originally appointed in 1957,  
there was no training out of the institutions.

The training I got was orientation and brief-  
ing in the institution when I originally arrived.

On several occasions I was sent to universitie  
One was St. Lawrence for about a week for lectures and  
this type of thing.



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Within the last year I was sent

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to Matawan for supervisors training.

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Q Was that before the uprising?

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A Yes. That was before the uprising. I think

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it was in April of '71. April or May of '71.

6

Q You say that you were sent to St. Lawrence

7

for a week of training?

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A Yes.

9

Q Were you sent by the Department of Corrections?

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A Yes.

11

Q Is every corrections officer sent to such a

12

program?

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A No, every correction officer is not sent.

14

Q Did you apply for that training?

15

A I requested it.

16

Q Did the State pay for it?

17

A Yes, the State did pay for it.

18

Q And what was the training there then?

19

A Subjects relating to the correction field.

20

Several eminent instructors instructed in phases of

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the law. Several Correction Department personnel

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talked about the problems that you run into in the

23

institution, discussing the best way to handle these

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different situations. This type of thing.

25

Q Were you lectured to by any psychologist?

10 1 A Yes, I was. I can't recall the  
2 gentleman's name.

3 Q But that was at this course?

4 A That was at this course.

5 Q Could you give us an estimate of how many  
6 of the correction officers at Attica have attended  
7 courses such as that?

8 A That particular course I don't think too  
9 many attended. There were other training programs  
10 where a larger percentage of people were allowed to--  
11 were given the opportunity to attend. There were--

12 Q How many took--in terms of how many people  
13 take advantage of the opportunity, would you say that  
14 a majority of the correction officers--

15 A This specific--this specific situation,  
16 going to St. Lawrence for one week, there was a very  
17 small percentage that went. Other training, there  
18 were larger percentages.

19 Q When you say "larger percentages," would it  
20 still be under a majority of the correction officers  
21 at Attica?

22 A It would depend on the degree. I think  
23 especially recently, within the last few years, every  
24 correction officer is getting, within the institution,  
25 a certain amount of training. Orientation; discussing,

11 this type of thing. But it's not extensive. 233

2 Q Sergeant, as a sergeant in the institution,  
3 what are your duties?

4 A My duties have been varies over the two  
5 years I have been in this position.

6 At the present time I am the supervisor of  
7 C-block at Attica Correctional Facility.

8 Q How many men do you supervise?

9 A From 15 to 35 officers, depending on the time  
10 of day and in the area of 450 inmates.

11 Q And what shift do you work?

12 A I am assigned to the 7:00 a.m. to 3:00 p.m.  
13 shift.

14 Q Is that the time in which there is the maximum  
15 mobility of inmates in the institution?

16 A Yes. Shortly after 7:00 o'clock in the morning  
17 most of the population is released from their cells  
18 to attend breakfast.

19 Q And breakfast is a compulsory mean--

20 A The five week days at present, it is compulsory  
21 if the man is able. If there are no medical reasons  
22 that, you know, would say he could not go to breakfast.

23 Q Is the reason that there isn't as much  
24 mobility after the 3:00 p.m. time as there is before  
25 because many inmates do not take supper at the institu-

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1 tion?

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2 A You would be talking about 4:00 o'clock.  
3 This is normally the time that the evening meal is  
4 served.

5 At present, the evening meal is not mandatory.

6 Q And a number of inmates do not go to the  
7 evening meal?

8 A The percentage drops. It's somewhere between  
9 half and three-quarters, depending on the type of meal.

10 Q Do they post the menus early in the week?

11 A Yes. The menus are out a week in advance.

12 Q Do you post them actually in your block?

13 A I am quite certain they are posted.

14 Q You say that you supervise 15 to 35 correction  
15 officers and some 450 inmates?

16 A Yes.

17 Q And what types of jobs do these correction  
18 officers whom you supervise have?

19 A Well, the jobs are varied. Normally when  
20 a correction officer comes in at 7:00 o'clock in the  
21 morning, he stands a roll call or line-up. At this  
22 roll call or line-up he is given his assignment, his  
23 tentative day's assignment.

24 Also, if there are any instructions that  
25 have to be relayed to the staff, this is the particular

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131

time when they are relayed to the staff.

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This would include instructions pertaining to day's operations for that particular day.

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Also, in the event that any regulations emanate from the Commissioner's office or the Superintendent's office, at this particular time they are relayed to the staff.

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In other words, the regulations would be read at roll call.

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Q And after an assignment is given--what are the different types of assignments that the men who work for you have?

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12

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A Okay.

14

Speaking primarily of the 7:00 to 3:00 shift, I have in the area of 15 officers. Ten of those officers initially would be assigned to companies. They would be responsible, number one, when they immediately arrive in the block, of taking a count.

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In other words, they check each cell, make sure that the man is there and that he is all right.

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In addition, they take sick call. In other words, they check with the inmates and they are asked if they fell that they should be sent to the hospital for the doctor's attention.

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And then the count is turned in and it's

14 verified and approximately a quarter after 236

2 7:00 will begin running the companies to the mess hall.

3 Q What do you mean by running the company to  
4 the mess hall?

5 A An officer will supervise one company. A  
6 company can have as many as 41 or 42 inmates in it and  
7 he accompanies these men to the mess hall.

8 They line up in formation. They march to  
9 the mess hall in formation.

10 Q It would be one correction officer to 42 men?

11 A At present this is the setup. One company,  
12 one correction officer.

13 Q Before the uprising, what was the ratio?

14 A It was standard procedure in the morning  
15 prior to the riot, for each officer to be assigned to  
16 two companies, which could be as many as 82 to 84  
17 inmates.

18 Occasionally there were situations when  
19 the help was lower than normal for one reason or another  
20 where an officer could be required to run as many as  
21 three companies. This was in an isolated incident, but  
22 it did happen occasionally.

23 Q But the normal--

24 A It was normal standard procedure in the morning  
25 for each officer to run two companies to breakfast, prior

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to the riot. It is not that way now, but  
at that time it was.

237

Q Which could mean as many as 84 inmates?

A Yes. That's exactly what it was.

Q You used the term company. Is company the  
term that's applied to the gallery where inmates'  
cells will be located?

A Yes, it is.

Q And there are 42 cells in each gallery?

A Depending on what block you are in, there  
is either 41 or 42 cells.

Q Do you have any say in where the inmates  
are housed, Sergeant?

A No. I don't assign inmates to cells.

Q Who makes those assignments?

A These assignments are normally made in the  
deputy superintendent's office. The Assignment Board  
certainly has influence in this. This is part of their  
job.

Q Could you also tell us how many shifts there  
are at Attica?

A At present?

Q Yes.

A At present there are five shifts.

Q How many hours does each man work on a shift?

16<sup>1</sup>

A Eight-hour shift is the standard

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work day at Attica.

3

Q Do you have the figures for how many correc-

4

tion officer are presently assigned to Attica?

5

A I can't give you exact figures, but I can

6

estimate fairly close.

7

How do you want this, before or after?

8

Q Why don't you give me the number of correc-

9

tion officers assigned to Attica pre-September 9th and

10

those after.

11

A Do you want to go by shifts or by peak times?

12

Q Could you give me the total number or--you

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can do it any way you want. What was the total number?

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A From 7:00 to 8:00 o'clock in the morning,

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prior to the disturbance, approximately 90 officers

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would be on duty.

17

Q What about today?

18

A Today it's approximately a hundred.

19

Q On the next shift? Because there are over-

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lapping shifts?

21

A I was going by peak times.

22

Q I would like the peak times.

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A Between 8:00 and 9:00 it goes to 110. We

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have a small 8:00 to 4:00 shift, but most of these

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officers on the 8:00 to 4:00 shift are assigned to the



17<sup>1</sup> construction crew. There is a great deal

239

2 of progress at Attica right now and it requires officers  
3 to work with these people.

4 Q So there are 110 today--

5 A Between 8:00 and 9:00.

6 Q What was the number pre-September 9th?

7 A Approximately the same.

8 Q 110?

9 A Right.

10 Between 9:00 and 3:00, which is the big  
11 period and the heart of the day, approximately 150  
12 officers, prior to the disturbance.

13 Q And today?

14 A Today there is approximately 160.

15 Q Let's stop for a moment.

16 Today there are roughly half the number of  
17 inmates at Attica that there were prior to September 9th;  
18 am I correct?

19 A I think the figure is somewhere around 1200  
20 before--about that, yes.

21 Q You now have more correction officers assigned  
22 for lesser men than before the disturbance?

23 A That's correct.

24 Q How many blocks, incidentally, cell blocks,  
25 are now open?

18 1 A In operation at this time, they 240

2 have two blocks in operation. A and C. And also E-  
3 block, which is a smaller block.

4 Q And B and D--

5 A B and D at this time are not operable.

6 Q To supervise these correction officers, do  
7 you know how many sergeants there are presently at  
8 Attica?

9 A Presently, I think the figure is 19 or 20  
10 sergeants.

11 Q How many sergeants were there on September 9th?

12 A There were, I think there were nine or ten  
13 on the payroll.

14 Q When you say "on the payroll," some of them  
15 were not working?

16 A I am not sure, but I think one or two were  
17 off sick.

18 Q There were ten sergeants for 2200--

19 A Ten sergeants were working at Attica at that  
20 particular time.

21 Q Above the rank of sergeant, how many correc-  
22 tion officers were there--

23 A Are you talking about lieutenants and--

24 Q Yes, sir.

25 A Before the disturbance, I am not sure on

19 sure on lieutenants. It was four or five . . . 241  
2 lieutenants for the institution, but I don't think we had  
3 four or five working. I think some of them were out  
4 sick.

5 Captains, there was one captain before and  
6 there is still one captain.

7 Before there was one deputy or assistant  
8 deputy superintendent. Today there is none. There was  
9 also a deputy superintendent, one. Today there is one.  
10 There was one superintendent, there is also one super-  
11 intendent today.

12 So above the rank of lieutenant, right now  
13 actually there is one less than they had before.

14 Q Sergeant, you wear a uniform at work?

15 A Yes, I do.

16 Q Do you carry any arms?

17 A No, I don't.

18 Q Do you carry a night stick?

19 A No, I don't.

20 Q Do the men under you carry any arms?

21 A They are required to carry a standard night  
22 stick.

23 Q Do any of them carry any firearms?

24 A Absolutely not.

25 Q And when you say they are required to carry

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1  
20 a standard night stick, they are required

242

2 by whom?

3 A This is the Department of Correction regula-  
4 tion.

5 Q And all of the correction officers would be  
6 uniformed in a blue-type of uniform?

7 A Yes.

8 Q How does a correction officer get his assign-  
9 ments? I am not talking about when he lines up in the  
10 morning but how does he get the assignment as to whether  
11 he is going to work on the walls or whether he is going  
12 to work on the night shift or whether he is going to  
13 work--

14 A You mean on a steady basis, a more or less  
15 steady assignment?

16 Q Yes, sir.

17 A At the present time they have a bidding  
18 system which was put into effect by our local union.

19 In other words, a job opens up. It is vacant.  
20 And an officer can bid on this job. The man with the  
21 most seniority normally would be given this assignment.

22 Q And this bidding system came in on April 1,  
23 1970, when the union contract, first union contract was  
24 negotiated and signed?

25 A This is my understanding.

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Q This means that an experienced 243  
officer can request transfers of positions as they  
open?

A Any officer can bid on a job, but normally  
the man with the most seniority that actually bid on  
the job would actually be given the assignment.

Q Has there been a pattern in assignments  
since this system came in?

A The pattern would be that the man with the  
most seniority would get the job.

Q Have the men with the most seniority, the  
most experienced correction officers, applied for  
particular types of jobs and changes?

A I couldn't say specifically if most men in  
this group fell into this category. But there has  
been occasion where experienced officers bid on jobs  
that took them out of the main population of the  
institution.

Q In fact, correction officers who work at  
night are paid a premium; am I correct?

A At the present time they are paid a premium,  
correct, for the two night shifts.

Q And that's the time that you have the least  
contact with the inmates since they are sleeping?

A That's right. At the present time your 11:00

1 p.m. to 7:00 a.m. shift very seldom will 244  
2 be involved with any inmate out of their cell.

3 Your 3:00 p.m. to 11:00 p.m. shift would be  
4 involved with inmates out of their cells up to approxi-  
5 mately 5:30, the general population.

6 After that we have a farm gang that is out.

7 Q Has there been any concern among the  
8 supervisors about the effect of this system under which  
9 your experienced officers--

10 A What this does, in effect, one of the con-  
11 sequences of it is that your experienced officers when  
12 they leave the general population, they are no longer  
13 effective in the general population where they come in  
14 contact with the inmates day in and day out.

15 In other words, you lose a certain percentage  
16 of your experience every time one of these men removes  
17 himself from the general population.

18 Q What is the salary range for a correction  
19 officer?

20 A The salary range prior to April 1st was 8659  
21 starting pay for a correction officer and after 15  
22 years on the job, the salary went to 10,873.

23 A sergeant started at 10,255. After 15 years  
24 his salary would rise to 12,775.

25 A lieutenant started at 12,103. After 15

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1 years, rose to a salary of 15,013.

245

2 Q Do you find that many correction officers  
3 supplement their income by taking other jobs and work?

4 A Yes, I do. Many correction officers are  
5 forced to supplement their income.

6 Q You yourself engaged in some additional  
7 occupation for a period?

8 A The earlier--earlier in my career I did  
9 supplement my income.

10 Q You noted these figures were before April.

11 There is a new union contract--

12 A Tentative, as soon as it's ratified and  
13 the Legislature approves it, from my understanding,  
14 then it will go into effect.

15 Q Do you know what the percentage increase  
16 that brings about, roughly?

17 A I am not sure of the exact percentage. I think  
18 they mentioned four per cent.

19 Q When you became a correction officer, what  
20 were the actual qualifications to become a correction  
21 officer?

22 A When I took the exam in 1957, I recall the  
23 flier saying that supervisory experience was required  
24 and the way I qualified for this was with my time in  
25 the service.

1 Q Were you a sergeant in the Marines? 246

2 A Yes.

3 In addition, there was--there were certain  
4 physical requirements. Your eyesight had to reach a  
5 certain level. I think you had to be five nine and  
6 weigh approximately 160 pounds. You had to be a  
7 sterling character, this type of thing. thing.

8 Also, you had to take a fairly difficult  
9 civil service exam and if you passed this exam and  
10 qualified in all other areas, your name was entered  
11 on a list and depending on how high a mark you had  
12 would depend on how high you were on this list and as  
13 the openings developed, the men would be drawn from this  
14 list and given an assignment in different institutions  
15 in the State. And it was normally, it would not be at  
16 your own institution.

17 Q How have these qualifications changed?

18 A I've only taken one correction officer exam  
19 so I don't know as far as exam difference. I think  
20 the physical qualifications have lessened slightly.  
21 I think you can be a little bit shorter and a little  
22 bit lighter now.

23 I think that moral qualifications, I think  
24 that they have eased up a little bit. I can't give  
25 you specifics on this, but I think that they have.



1 Q You talked about the fact you  
2 had to be a sterling character. That meant that you  
3 could not work in the institution if you had a  
4 criminal record?

5 A That's correct. That's right.

6 Q Was it your recollection that you couldn't  
7 even have even moving traffic violations?

8 A No. I don't think that was my recollection  
9 at that time. This is possible, but it was not my  
10 recollection.

11 Q I thought you had mentioned it to me earlier.  
12 That's why I asked.

13 In any event, you could not have an arrest  
14 record?

15 A Yes, I'm quite certain of this.

16 Q You said that after you took these exams,  
17 you would be put on a list.

18 A That's correct.

19 Q And do you recall what the size of the list  
20 was when you applied?

21 A That's a tough one, but it was quite exten-  
22 sive.

23 Q These are sought after jobs?

24 A Yes and no. Depends on the individual,  
25 whether he wants to get involved in that type of

1 situation.

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2 Q Is the list today a long one?

3 A I don't know. They do it a little bit  
4 differently today.

5 Today the exam centers have changed. Today  
6 I have to say honestly I'm not sure just how they tap  
7 people to be correction officers.

8 Q Have you been instructed by the Department  
9 on what is the function of a correction officer?

10 A I feel that I have been instructed by the  
11 Department. Not a comprehensive type of thing, where  
12 I went to two or three months training.

13 I understand there are plans in this direc-  
14 tion now, but when I came in the Department in 1957,  
15 this was not the case. You would be--you would get  
16 general orientation.

17 At that time you learned by experience. Your  
18 older officers--most of my training, in all honest,  
19 came from experienced correction officers at the time.

20 Q What do you consider the function of a  
21 correction officer to be?

22 A Well, basically when an officer takes this  
23 job and enters the institution, he is responsible for  
24 the behavior and the general welfare of the inmates  
25 in the group that he is assigned to. Basically, those

1 are his responsibilities.

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2 He is also responsible for the safety of  
3 these individuals. He is also responsible for  
4 general security and general order.

5 Those are basically the requirements of a  
6 correction officer, generally speaking.

7 Q You used the words "general welfare of the  
8 inmates."

9 A Yes, I did.

10 Q What do you mean by that term?

11 A General welfare can include anything from  
12 medical problems, emotional problems. It can include  
13 safety. Not only falling down in a gallery or some-  
14 thing like this, but safety for other inmates.

15 Q Do you find in your work that many inmates  
16 have emotional problems?

17 A I can't by degree say many, but I can say  
18 in my years in the Department that I have run into  
19 inmates who I felt had emotional problems, but I am  
20 not qualified to say actually that they had emotional  
21 problems.

22 If I felt that they had, I would refer them  
23 to the psychiatric department and they would make the  
24 final determination.

25 Q You haven't been trained, really, in this

1 field, have you?

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2 A No, I have not.

3 Q There is no training given by the Correction  
4 Department?

5 A I have not been given this type of training,  
6 other than observing unnormal behavior.

7 Q What do you conceive of the function of a  
8 correction officer toward inmates who do not manifest  
9 this erratic behavior or what you would describe as  
10 emotional disturbances?

11 A I am not sure I understand exactly what you  
12 mean by that question.

13 Q What prompted the question was that you  
14 replied that you thought that in looking after the  
15 general welfare of inmates, that you were concerned  
16 with emotional and psychological disturbances.

17 A Right.

18 Q I wondered what you conceived of the function  
19 of a correction officer to be toward an inmate who didn't  
20 manifest--

21 A Who didn't have these particular problems?

22 Q Right. But who is still in prison.

23 A Well, he is responsible for the general order  
24 and the general welfare. A man has more problems than  
25 just psychological problems, normal day-to-day routine-