

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF CORRECTION  
STANDARD OPERATING PROCEDURE (SOP)  
ATTORNEY VIDEO VISITS  
In accordance with 103 CMR 486,  
Attorney Access at Massachusetts Correctional Institutions**

**Purpose:**

This Standard Operating Procedure (SOP) establishes guidelines outlining access to the Attorney Video Visits at Massachusetts Correctional Institutions.

**Section I: Scheduling and Procedures**

1. Attorney Video Visits will only be conducted via “Zoom”.
2. Each Department of Correction institution shall identify an institution point of contact (POC), and a backup POC, for Attorney Video Visits.
3. Each institution will identify a secure area for the Attorney Video Visits to occur.
4. Attorney Video Visits will normally be made available between the hours of 9:00 a.m. and 4:00 p.m., subject to the operational needs of the institution.
5. At least one business day in advance of the requested Attorney Video Visit, the attorney will send an email [siteinmatevideo@doc.state.ma.us](mailto:siteinmatevideo@doc.state.ma.us) requesting to schedule an Attorney Video Visit with an inmate.
6. The institution POC will retrieve the email and schedule all Attorney Video Visits.
7. It will be the responsibility of the attorney to set up the Attorney Video Visit and to provide the institution POC with the Zoom Meeting ID Number and Password. The attorney must provide a list of the names and titles (*e.g.*, paralegal, interpreter, private investigator) of all participants. Only attorneys, paralegals, interpreters, and private investigators as defined in 103 CMR 486, Attorney Access at Massachusetts Correctional Institutions, are allowed to participate in an Attorney Video Visit.
8. Fifteen (15) minutes prior to the start of the Attorney Video Visit, the institutional POC will ensure that the pre-designated room and equipment is working and functional.
9. All Attorney Video Visits shall be scheduled in one-hour blocks. Additional Attorney Video Visits may be requested, but will be scheduled based on the operational needs of the institution or requests from other attorneys for such visits.

## **Section II: Security Procedures**

1. All Attorney Video Visits will be monitored by security staff, in the same manner as contact attorney visits.
2. Attorney Video Visits may not be recorded by the attorney. Screen shots may not be taken by the attorney.
3. Prior to the inmate entering the secure area, a clothed pat search shall be conducted by the officer monitoring the Attorney Video Visit.
4. The institution POC will establish video contact with the inmate and attorney. Once contact is established, the keyboard and wireless mouse shall be removed from the secure room. The computer monitor and desk top computer are the only pieces of equipment that will remain in the room. At no time will the inmate be allowed to have access to the keyboard or mouse.
5. The equipment must be positioned in the secure area in such a manner as to allow the officer monitoring the Attorney Video Visit a clear line of sight to the inmate and the attorney on the monitor.
6. Officers shall position themselves in such a manner that they maintain visual observation of the inmate and the attorney on the monitor. If more than one attorney visit is occurring simultaneously, assigned officer coverage shall be appropriate to ensure that the monitoring requirements of this SOP are met.
7. Inmate and attorney privacy will be the same as if it were a contact visit. The door will remain closed, correctional staff must maintain visual observation of the inmate and attorney on the monitor. Staff must remain vigilant in their observation skills during this process.
8. At the conclusion of the Attorney Video Visit, the inmate will be processed in the same manner as if it were a contact attorney visit. Staff will conduct an unclothed search and the inmate will be returned to their unit.