

 Massachusetts Department of Correction STANDARD OPERATING PROCEDURE	Effective Date 10/28/2025	Responsible Division Deputy Commissioner, Prison Division	
	Annual Review Date 10/28/2025		
Policy Name STANDARD OPERATING PROCEDURE TO 103 CMR 505, USE OF FORCE CELL/AREA EXTRACTIONS	M.G.L. Reference: c. 127 § 118		
	DOC Policy Reference: 103 CMR 505; 103 DOC 506; 103 DOC 509; 103 DOC 519; 103 DOC 520; 103 DOC 540; 103 DOC 559; 103 DOC 561; 103 DOC 562; 103 DOC 650		
	ACA/PREA Standards: 5-ACI-1D-19; 1 CTA-3A-18; 1-CTA-3A-20		
Attachments Yes ☐ No ☒	Library Yes ☒ No ☐	Applicability: Staff	
Public Access Yes ☒ No ☐		Location: Department Central Policy File Superintendent/Division Head Policy Files	
PURPOSE: This Standard Operating Procedure (SOP) establishes internal guidelines consistent with 103 CMR 505, <i>Use of Force</i>, for Cell/Area Extractions in connection with reasonable uses of force by Department staff members. When time permits, said Cell/Area Extractions should be approved by the Superintendent/designee, and when the Shift Commander has assembled and outfitted a Cell/Area Extraction team. It is impossible to plan for every incident that may occur within a correctional environment, but a standardized procedure for Cell/Area Extractions helps staff members do their jobs in a professional and safe manner and recognizes that taking the time to find a safer option may prevent injury to staff members and inmates, especially when the inmate has a weapon. RESPONSIBLE STAFF FOR IMPLEMENTATION AND MONITORING OF POLICY: Deputy Commissioner, Prison Division Assistant Deputy Commissioners, Northern and Southern Sectors Director, Operational Services Division Superintendents CANCELLATION: 103 DOC 505 cancels all previous Department policy statements, bulletins, directives, orders, notices, rules, or regulations regarding Internal Regulations/Policies which are inconsistent with this document. SEVERABILITY CLAUSE: If any part of 103 DOC 505 is, for any reason, held to be in excess of the authority of the Commissioner, such decision shall not affect any other part of this policy.			

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I. EMERGENCY CELL/AREA ENTRY PROCEDURES

Emergency Cell/Area entries are not governed by this SOP and shall be conducted in accordance with 103 DOC 562, *Code 99 Emergency Response Guidelines*. Any force used during an Emergency Cell/Area entry shall be conducted in accordance with 103 CMR 505, *Use of Force*.

II. USE OF FORCE INVOLVING INMATES ON THERAPEUTIC SUPERVISION OR IN CERTAIN SPECIALIZED HOUSING UNITS

In a Planned Use of Force situation involving an inmate who is on Therapeutic Supervision, or who is in a specialized mental health treatment unit (Secure Treatment Program (STP), Behavioral Management Unit (BMU)), and when it is deemed safe to do so, the Superintendent/designee shall ensure that a Qualified Mental Health Professional or an Impartial Staff Member (in the absence of a Qualified Mental Health Professional), speaks with the inmate prior to a Cell/Area Extraction in an attempt to achieve voluntary compliance and avoid the use of force. The Qualified Mental Health Professional shall notify the inmate that the ensuing conversation is not clinical in nature and is not privileged. The goal is de-escalation of the situation without using force.

III. REQUIREMENTS GOVERNING THE USE OF OC, CHEMICAL AGENTS, SPECIALTY IMPACT MUNITIONS/DISTRACTION DEVICES, BATONS, AND ELECTRONIC CONTROL DEVICES

- A. The use of OC, chemical agents, specialty impact munitions, distraction devices, batons, and Electronic Control Devices (ECDs) are governed by 103 DOC 509, *OC, Chemical Agents, Specialty Impact Munitions/Distracton Devices, Batons, and Electronic Control Devices*.
- B. Specialty Impact Munitions, Distraction Devices, Batons, and ECDs shall not be used as a prod; to rouse an unconscious, impaired, or intoxicated inmate; against any inmate using passive resistance when there is no immediate threat of bodily harm; or to enforce an order after an inmate has been immobilized or a threat has been neutralized.

IV. REQUIREMENTS GOVERNING THE USE OF INSTRUMENTS OF RESTRAINT

- A. The use of Instruments of Restraint is governed by 103 DOC 520, *Instruments of Restraint Policy*.
- B. The use of instruments of restraint may only be used to control an inmate who presents an immediate risk of self-injury or injury to others, to prevent serious property damage, or when necessary, as a security precaution, or during transfer or transport.

- C. The use of Instruments of Restraint shall not be used as a form of punishment or retaliation and an inmate should not be restrained in any manner that causes unnecessary physical pain or extreme discomfort, or that restricts the inmate's blood circulation or obstructs the inmate's breathing or airways. Inmates should not be hog-tied or restrained in a fetal or prone position.
- D. The manner and method of restraint shall take account of the known special needs of inmates who have physical or mental disabilities, and of inmates who are under the age of eighteen or are geriatric, as well as the limitations of pregnant inmates or those who have recently given birth, consistent with G.L. c. 127, § 118.
- E. Only Instruments of Restraint approved by the Commissioner and issued by the Department shall be used.

V. CELL EXTRACTION TEAM EQUIPMENT

- A. Each Superintendent at medium and maximum-security institutions shall ensure that, at a minimum, the following equipment is available for each team or team member:
 - 1. One (1) helmet for each team member, with full face shield (helmet is to be numbered on the back);
 - 2. One (1) groin protector, one (1) pair of elbow and knee pads for each team member;
 - 3. One (1) security vest for each team member;
 - 4. One (1) pair of cut proof, bite-resistant gloves/glove inserts and arm shields for each team member;
 - 5. One (1) pair of leather or nylon gloves for each team member;
 - 6. One (1) jumpsuit or coveralls for each team member;
 - 7. One (1) nylon pullover jacket (optional hood) for each team member;
 - 8. One (1) face mask respirator for each team member;
 - 9. One (1) Poly-Captor or equal shield for each team;
 - 10. One (1) pair of handcuffs with keys for each team; and
 - 11. One (1) pair of leg irons with keys for each team.

VI. CELL/AREA EXTRACTION TEAM ASSIGNMENTS

Each Superintendent of medium and maximum-security institutions shall ensure that a minimum of five (5) staff members are on duty during each shift who are trained in Cell/Area Extraction procedures in accordance with 103 DOC 216, *Training and Staff Development*. The staff member assigned as the Video Camera Operator should be trained in standardized Video Operator procedures in accordance with 103 DOC 216, *Training and Staff Development*.

The team shall consist of:

<u>Title</u>	<u>Responsibility</u>
Team Leader	Supervise team. Gives verbal commands to team and inmate. Responsible for briefing and deployment of OC.
Shield Position	Ensure proper use of the Poly-Captor Shield in accordance with Department training. Assists in controlling the inmate.
Restraint Position	Responsible for control of the inmate's lower body.* Responsible for applying wrist and leg restraints.
Extremity Positions (2)	Provides support on the right and left side of Shield Position. Responsible for control of the inmate's upper body.*
Video Operator	Video records the entirety of the Cell/Area Extraction, to include briefing, impartial intervention, Cell/Area Extraction, and subsequent escort the use of force is complete in accordance with Standard Operating Procedures.

*Responsibilities may change based on the totality of the circumstances.

VII. PROTOCOLS PRIOR TO THE CELL/AREA EXTRACTION

- A. The Superintendent/designee shall approve all Cell/Area Extractions.
- B. The Officer in Charge (OIC) shall brief the Shift Commander of the initial incident. The briefing shall include, at a minimum, the following:
 - 1. Inmate's name;
 - 2. Location;
 - 3. Description of inmate's non-compliance;
 - 4. Whether weapons are involved;
 - 5. Any available intelligence information; and
 - 6. Whether the inmate is refusing to be handcuffed voluntarily.
- C. The Superintendent/designee shall ensure that an Impartial Staff Member speaks with the inmate prior to a Cell/Area Extraction to achieve voluntary compliance and avoid the use of force. Whenever possible this staff member shall be someone who was not involved in the original incident with the inmate with the goal of de-escalating the situation without using force. If the Impartial Staff Member is a Qualified Medical or Mental Health Professional, the Impartial Staff Member shall notify the inmate that the ensuing conversation and/or active dialogue is not clinical in nature and is not privileged. A reasonable time limit will be established between the Superintendent/designee and Impartial Staff Member prior to engaging the inmate in dialogue. This is not a negotiation session; however, it is understood that good, productive de-escalation takes time. There should be an active dialogue between the inmate and Impartial Staff Member to achieve voluntary compliance with an order to be restrained. Simply asking the inmate if they are willing to be

placed in restraints and comply with the rules and regulations of the institution does not constitute an active dialogue.

- D. Safety shall always be the first concern when introducing the Impartial Staff Member to the incident site. An Impartial Staff Member shall not be used if their introduction would present a serious risk to the security of the institution, or when such intervention would pose harm or risk to the staff member. Such reasons shall be documented in an incident report by the Team Leader and the Shift Commander's Cover Letter.

Consideration should be given to utilize Crisis Negotiation Team (CNT) or Crisis Intervention Team (CIT) members not part of the Cell/Area Extraction team whenever possible. The use of Qualified Mental Health Professionals as Impartial Staff Members for the purpose of a Cell/Area Extraction should be reserved as a last resort, unless the inmate is housed in a specialized unit for inmates with mental health needs, in which case they shall be the primary Impartial Staff Member, unless unavailable.

The Impartial Staff Member, if trained to wear a Body-Worn Camera (BWC), shall activate their BWC before engaging in dialogue with the inmate in accordance with 103 DOC 540, *Body Worn Cameras*.

It is not the purpose of the Impartial Staff Member to notify the inmate that the Superintendent/designee has authorized OC. This should be left for the Team Leader.

- E. The Superintendent/designee shall continue the efforts of an Impartial Staff Member to secure the voluntary compliance of the inmate for as long as necessary. It shall be the Superintendent's/designee's responsibility to determine when Cell/Area Extraction procedures are implemented. The Impartial Staff Member shall brief the Shift Commander on the results of the intervention strategy.
- F. Before any Cell/Area Extraction, the Shift Commander shall designate a Team Leader, a Video Camera Operator, and ensure a Qualified Healthcare Professional is present. The Shift Commander should consult with the Team Leader when selecting four (4) team members (additional staff members as needed); however, the Shift Commander shall be responsible for the final selection.
- G. If the use of OC is approved by the Superintendent/designee, the inmate(s) in adjacent cells/recreation areas shall also be checked for contraindications. If contraindications exist, the inmate(s) shall be offered to be moved to a non-affected area before OC is used, unless an emergency exists requiring the immediate use of OC. Such offers to move, and the subsequent move, shall be video recorded in their entirety until the inmate(s) are secured in a non-affected area.

- H. The Shift Commander shall then brief the designated Team Leader and, if present, Cell/Area Extraction team members. The briefing shall be video recorded. The Team Leader shall ensure that team members are properly outfitted, briefed, and have been given their assignments. Team members shall have their helmet and mask removed during the briefing. The briefing shall include, at a minimum, the following:
1. Inmate's name;
 2. Location;
 3. Description of inmate's non-compliance;
 4. Reason for Cell/Area Extraction;
 5. Whether weapons are involved;
 6. Whether the use of OC is approved or denied, and by whom;
 7. Whether there are any medical contraindications; and
 8. Any available intelligence.
- I. The Team Leader shall communicate the appropriate course of action for the Cell/Area Extraction.
- J. The Team Leader may request approval for additional staff members or equipment if they feel extra staff members will be needed to assist in the Cell/Area Extraction. The Team Leader shall ensure that the additional personnel are equipped with the proper equipment and appropriately briefed.

VIII. CELL/AREA EXTRACTION PROCEDURES

Professionalism and discipline during a Cell/Area Extraction are of utmost importance.

- A. Once the determination is made to end the use of the Impartial Staff Member, the Cell/Area Extraction team, under the direction of the Team Leader, shall proceed to the cell/area for extraction. At this time, the Team Leader shall instruct all Cell/Area Extraction team members to activate their BWCs in accordance with 103 DOC 540, *Body Worn Cameras*.
- B. The Team Leader shall order the inmate to submit to the application of restraint equipment before Cell/Area Extraction procedures are implemented.
- C. The ventilation system in the area of deployment should be disabled to prevent the spread of OC if authorized, when possible. A staff member assigned by the Shift Commander to disable the ventilation system shall be readily available.
- D. The Team Leader shall advise the inmate of the potential for the use of force, to include the use of OC, if the inmate should fail to obey the order, provided the use of OC has been authorized by the Superintendent/designee. The Team Leader determines whether the use of OC would assist in successfully completing the use of force without injury to staff members or the inmate.

1. The Team Leader shall be positioned in such a manner for the effective deployment of OC. It is the Team Leader's responsibility to administer approved OC during a Cell/Area Extraction.
 2. The Team Leader shall be trained and currently certified in the application of OC.
 3. The Team Leader shall order the inmate to comply with being restrained (e.g., "cuff up") after each application of OC.
- E. OC shall be given the time to work prior to breaching or entering a cell/area. After the first application of OC, the Team Leader shall continuously monitor the inmate to determine willingness to comply with an order to be placed in restraints. If the inmate still refuses to be placed in restraints, and after an order to be restrained (e.g., "cuff up"), additional applications of OC may be administered. If the Team Leader believes that additional applications of OC would not gain compliance on the part of the inmate, a Cell/Area Extraction may be implemented, and the Team Leader may direct team members to breach or enter a cell/area.
- F. It is the responsibility of the Team Leader to determine the reasonableness of using OC, as well as the appropriate time to enter the cell/area. The Team Leader may decide at any time to enter a cell/area if they reasonably believe it would assist in successfully completing the use of force without injury to staff members or the inmate. The Team Leader shall be positioned to maintain constant visual observation of the events and shall not be directly involved in the physical restraining of the inmate, unless required to do so in cases of exigent circumstances.
- G. The Team Leader should be the only member of the team to speak directly to the inmate during a Cell/Area Extraction. Team members should limit their communication to the Team Leader and other members of the team. It is the Team Leader's responsibility to control the actions of the team members by giving clear instructions throughout the Cell/Area Extraction. During a Cell/Area Extraction, if it is necessary for a team member other than the Team Leader to address an inmate due to unforeseen circumstances, it shall be limited and done in a professional manner.
- H. The Shield Position is the lead person into the cell/area, followed by the Extremity Positions. The Shield Position shall move towards the inmate and make contact to move, when necessary, the inmate to the wall, floor, or bed. The Extremity Positions may place their hands on the Shield Position's shoulder to provide additional support.
- I. The Shield Position shall utilize the shield to control the inmate until it is no longer necessary, at which time they may discontinue use of the shield. The shield may be removed from the cell/area by the Team Leader or team member if they believe it hinders the ongoing Cell/Area Extraction.

- J. In situations involving an unrestrained inmate who is resisting efforts of staff members to regain control, staff members may use their body weight for only such period of time as is necessary to gain control of and/or restrain the inmate.
- K. Staff members shall never sit or put their body weight on an inmate's back, chest, or abdomen once an inmate is secured in restraints and is not physically resisting.
- L. Staff members shall never connect handcuffs to leg restraints.
- M. Once an inmate is secured, a Spit Shield/Hood may be applied at the discretion of the Team Leader on any inmate who has exhibited the tendency to spit in the past or has spit or threatened to spit on staff members either during or after a Cell/Area Extraction.
- N. Once the inmate is secured in restraints and is no longer physically resisting, the inmate shall be afforded the opportunity to walk out of the cell/area. Inmates who refuse to voluntarily comply with an escort (e.g., refuses to stand, refuses to walk) shall be transported via a four (4) person carry (one (1) staff member per limb), wheelchair, stair chair, or gurney. It is noted the use of a wheelchair, stair chair, or gurney is the preferred method of transport for a non-compliant inmate to increase safety for all involved.
 - 1. A four (4) person carry used to transport an inmate from one (1) location to another and/or the act of lifting an inmate, four-person or otherwise, onto a wheelchair, stair chair, gurney, or bed shall not be considered a use of force, unless the inmate physically resists.
- O. After the inmate is escorted out of the cell/area, the inmate shall be brought to a predetermined area for an unclothed search in accordance with 103 DOC 506, *Search Policy* and 103 DOC 540, *Body Worn Camera* policies. If clothes must be cut, staff members are to utilize trauma shears/rescue cutters and shall not rip or tear clothing during removal.
- P. After the unclothed search the inmate shall be medically screened. If OC was used, a shower (up to 10 minutes) shall be offered to all inmates exposed to OC after the medical screening is completed, unless exigent circumstances exist (e.g., evidence preservation in accordance with 103 DOC 519, *Sexual Harassment/Abuse Response Prevention Policy (SHARPP)*; inmate being escorted out of the institution for an emergency hospital trip, etc.). The shower shall be conducted in restraints. An opportunity to shower **MUST** be offered; however, will not be conducted if the inmate's behavior is non-compliant **AFTER** the offer has been made. Prior non-compliant behavior (e.g., events resulting in the Cell/Area Extraction) cannot be the sole reason a shower is not conducted. Any such exigent or non-compliant circumstances must be documented.

- Q. Upon completion of the medical assessment and/or shower, the inmate shall be escorted to a pre-determined location if they are not physically resisting. The Team Leader may consider the need for Qualified Healthcare Professionals and/or an alternate means of transportation such as a gurney or stair chair to follow the inmate in case an issue should arise. If the inmate refuses to walk, the inmate shall be placed on either a gurney, stair chair, or another means to be transported to a pre-determined location.
1. If a gurney or other transportation device is used, the inmate shall not be transported face down on their stomach, unless medically indicated due to injury.
- R. Staff members shall always maintain constant observation of a restrained inmate to recognize breathing difficulties or loss of consciousness. In this regard, staff members shall be alert to issues of obesity, alcohol, and drug use and/or psychotic behavior. If the inmate remains in restraints in the pre-determined area, the inmate shall be under constant staff member observation until restraints are removed.
- S. Medical checks of inmates in restraints shall be conducted in accordance with 103 DOC 520, *Instruments of Restraint*.
- T. Once secured in a pre-determined area, if the amount of time an inmate is to remain in restraints exceeds two (2) hours, the staff member maintaining constant observation shall initiate Attachment #8, Constant Observation Form, from 103 DOC 650, *Mental Health Services*.
- T. In accordance with 103 CMR 505, *Use of Force*, a use of force incident is considered complete for the purpose of the Use of Force Package once the incarcerated individual is placed in a secure cell/area and:
1. The inmate has been searched in accordance with 103 DOC 506, *Search Procedures* and 103 DOC 540, *Body Worn Cameras*;
 2. The inmate has been seen by a Qualified Medical Professional in accordance with 103 CMR 505, *Use of Force*;
 3. The inmate has been offered and given (if compliant) a decontamination shower (if applicable) in accordance with 103 CMR 505, *Use of Force*; and
 4. The secure cell/area is the inmate's pre-determined housing location (e.g., BAU) and their restraints are removed, unless:
 - a. Exigent Circumstances prevent removal of restraints due to other policy requirements (i.e., foreign body watch). In such circumstances, once the inmate is secured the use of force is considered complete. Such Exigent

Circumstances shall be documented by the OIC in writing via their incident report; or

- b. The inmate is transitioned into Four-Point Humane Restraints (if applicable, provided the inmate does not physically resist). Once the transition is complete the use of force is considered complete; or
- c. The inmate is transitioned to transportation restraints (if applicable, provided the inmate does not physically resist).

IX. VIDEO OPERATOR PROCEDURES

- A. Each Superintendent shall ensure that as many staff members as possible on each shift receive standardized training in video recording in accordance with 103 DOC 216, *Training and Staff Development*, in the event of a Cell/Area Extraction. Any of the above-mentioned training shall be documented in each staff member's permanent training file.
- B. The information recorded by the Video Operator chronicles the events occurring before, during, and after the Cell/Area Extraction. It is of the utmost importance that as much of the incident as possible is recorded and any interruptions are explained on video recording.
- C. The Superintendent shall ensure that all video cameras are always in good working condition. This shall include ensuring the date/time feature is functioning properly and that the batteries and back-up batteries are charged. Prior to recording the incident, the Video Operator shall ensure that the video camera is in good working condition.
- D. All supervisors shall ensure that the cell/area is cleared of any bystanders and only the Cell/Area Extraction team is present to prevent unnecessary background noise on the video recording.
- E. All Cell/Area Extractions shall be video recorded, to include the following:
 - 1. Initiation: All video recordings of the Cell/Area Extraction shall begin with the Video Operator reciting the following information:
 - a. Inmate's name;
 - b. Cell/Area Extraction location;
 - c. Date & time of the incident; and
 - d. The Video Operator's name.

Additionally, the Video Operator, if trained to wear a BWC, shall activate their BWC in accordance with 103 DOC 540, *Body Worn Cameras*.

- 2. Prior Events: The Video Operator shall document the events prior to a Cell/Area Extraction to provide context and a history of the actions leading

up to the Cell/Area Extraction. This shall include any attempts by the Impartial Staff Member to de-escalate the situation and obtain voluntary compliance from the inmate. This critical first stage allows future reviewers to understand why a Cell/Area Extraction was necessary. The Video Operator shall record disruptive or special circumstances (e.g., weapons used by the inmate, the inmate destroying property, or the inmate making threatening statements) when possible. **Note:** Nothing prohibits additional video recording of de-escalation by other staff members, provided the conversation is not clinical in nature.

3. Briefing: The Video Operator shall be positioned to video record the briefing of the Team Leader, all extraction team members, and the Qualified Healthcare Professional(s) by the Shift Commander at the same time when possible.
4. Presentation of the Cell/Area Extraction Team (Including Qualified Healthcare Professional(s)): Each member of the Cell/Area Extraction team shall remove their helmet and face mask, state their rank, name, and describe their role in the Cell/Area Extraction (e.g., “Lieutenant John Smith, Team Leader”). Team members shall hold their helmets in their hands with the number clearly visible to the Video Operator.
5. Impartial Staff Member Dialogue: The Video Operator shall be as close as possible to the actual cell/area where the dialogue is taking place without hindering the Impartial Staff Member or placing the Video Operator in harm’s way.
6. Team Leader Instructions to Inmate: The video camera shall be as close as possible to the actual cell/area without hindering the Team Leader or placing the Video Operator in harm’s way. If OC is to be used, the Team Leader’s warning as well as all applications shall be video recorded.
7. Cell/Area Entry: The Video Operator shall be positioned in a manner to video record events prior to entering the cell/area, events occurring within the cell/area, and the removal of the inmate from the cell/area at the best possible vantage point without interfering with the Cell/Area Extraction. The video recording shall be continuous. This may require movement by the Video Operator. It is their responsibility to capture as much video footage as possible without interrupting or impacting the Cell/Area Extraction.
 - a. The Video Operator shall never take the video camera off the Cell/Area Extraction during the extraction for any reason. If for some unforeseen reason this does occur, the Video Operator shall describe in detail the events leading up to this interruption. If there is a stoppage in the video recording, the date and time shall be re-announced by the Video Operator.

8. Medical Examination/Treatment: The Video Operator shall video record the examination of the inmate by the Qualified Healthcare Professional(s), refusal, and/or any medical treatment that may be administered to that inmate.
 9. Decontamination Shower: The Video Operator shall video record the inmate being placed in a shower after the application of OC. The camera shall be positioned in such a manner as to offer as much privacy as possible during this shower.
 10. Conclusion: Video recording shall continue until all requirements of Section VIII(T)(1-4) have been completed.
- F. The Superintendent/designee shall ensure all video camera recordings are forwarded to the Special Operations Division for review in accordance with 103 CMR 505, *Use of Force*.

X. MEDICAL PROCEDURES

- A. Qualified Healthcare Professional(s) shall be readily available anytime a Cell/Area Extraction is authorized.
- B. All medical examinations, treatment, etc. associated with a Cell/Area Extraction shall be conducted and reported in accordance with 103 CMR 505, *Use of Force*.

XI. DECONTAMINATION OF PROPERTY, CELLS/AREAS, AND BYSTANDERS

- A. Immediately following the Cell/Area Extraction where OC is utilized, decontamination protocols shall be conducted in accordance with the manufacturer's recommendations for all property, cells/areas, and bystanders that may have been impacted after using OC.

XII. USE OF SPECIAL OPERATIONS RESPONSE UNITS

Requests for the use of Special Operations Response Units (SORUs) shall be conducted in accordance with 103 DOC 559, *Special Operations Response Units* and/or 103 DOC 561, *Institution Searches Conducted by Special Operations Response Units*.