

MASSACHUSETTS DEPARTMENT OF CORRECTION

PUBLIC RELATIONS

103 DOC 133

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MASSACHUSETTS DEPARTMENT OF CORRECTION	DIVISION: OFFICE OF THE CHIEF OF STAFF
TITLE: PUBLIC RELATIONS	NUMBER: 103 DOC 133

**Purpose:** To furnish guidelines and procedures for Department of Correction ("Department") staff to provide a full and prompt response to public inquiries.

**References:** M.G.L C. 124 §§ 1(c), (n) and (q)

**Applicability:** Staff

**Public Access:** Yes

**Location:** Department Central Policy File  
Each Institution's Policy File  
Chief of Staff's Policy File

**Responsible Staff for Implementation and Monitoring of Policy:**

- Chief of Staff
- Superintendents

**Effective Date:** 06/28/2018

**Cancellation Date:** 103 DOC 133 cancels all previous Department policies, procedures, Commissioner's bulletins and rules and regulations regarding public relations.

**Severability Clause:** If any part of 103 DOC 133 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.

**133.01**      **General Policy:**

It is the Department's policy to cooperate extensively with the public in the interest of promoting good correctional services and practices.

**133.02**      **Procedural Guidelines:**

1. The Commissioner, Chief of Staff, Deputy Commissioners, General Counsel, Assistant Deputy Commissioners, and superintendents shall designate liaisons to handle public inquiries directed to their offices.
2. Each liaison shall cooperate with the public by providing a full and prompt response to public inquiries. Refer to rules 3 and 4 of "The Rules and Regulations Governing all Employees of the Massachusetts Department of Correction" for guidelines concerning expected comportment. Also, review the regulations governing 103 DOC 153, CORI Regulations; 103 CMR 157, Evaluate Information; 103 DOC 204, Personnel Records; and 103 DOC 607, Health Records for restrictions upon dissemination of information.
3. The Commissioner or designee may also establish from time to time such special task forces, advisor groups or divisions as may be required to serve as Department liaisons with public groups.
4. Superintendents, with the guidance of appropriate management level staff including the Public Affairs office, are encouraged to foster and maintain a positive rapport with members of the public in general and host community members in particular. Prompt attention to public concerns and proper follow-up builds community confidence.

**133.03**      **Emergencies**

Whenever in the opinion of the Commissioner an emergency exists which requires suspension of all or part of 103 DOC 133.00, he/she may order such suspension.