Massachusetts Department of Correction **Shattuck Hospital Correctional Unit PROCEDURE**	Superintendent Approval Date 5/12/2026 Reviewing Authority Approval Date 6/25/2026	
Procedure In accordance with: 103 CMR 483 Visiting Procedure	**Internal Reviewing Authority:** Deputy Superintendent ACA/PREA Standards: Applicability: Staff and Incarcerated Individuals	
Attachments Yes ☒ No☐	Library Yes ☒ No ☐	Public Access Yes ☒ No ☐

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Although SHCU is exempt from the 103 CMR 483 Visiting Procedure Policy, SHCU Administration and staff recognize the importance of prison visitation and the need for security and order in administering a visiting program.

I. General Information

A. The Shattuck Hospital Correctional Unit (SHCU) is located at 170 Morton Street, Jamaica Plain, MA. The Correction Unit is located on floor number eight (8), North side of the building.

B. A copy of the Shattuck Hospital Shuttle schedule, which connects with the MBTA Orange Line, is posted in the lobby of the hospital.

C. Only one (1) visit per week will be authorized for incarcerated individuals that meet the long-term (three (3) week) requirement. Requests to receive more than one (1) visit per week must be approved by the Superintendent, or designee, and will be reviewed on a case by case basis.

D. Those who are pre-approved through an incarcerated individual's parent institution wishing to visit an incarcerated individual must contact the Correctional Program Officer directly in order to request to schedule a visit.

E. The maximum number of visitors per incarcerated individual allowed on any one (1) day is two (2), to include a minor.

F. Visits will be limited to a one (1) hour period per incarcerated individual once a week unless otherwise authorized by the Superintendent or designee.

1. Incarcerated individuals in imminent danger of death or seriously ill may have extended or additional visits upon approval of the Superintendent or designee.

2. A two (2) hour visit may be scheduled for visitors traveling over 75 miles. Visitors should inform the Correctional Program Officer when scheduling the visit that they are requesting a two (2) hour visit due to excessive travel distance.

G. All visits will be scheduled twenty-four (24) hours in advance for one (1) time period by calling 617-971-3710.

The SHCU visiting hours on 8 North are as follows:

Tuesday and Wednesday	5:00 PM to 8:00 PM
Saturday/Holidays	4:00-7:00PM

II. Incarcerated Individual Eligibility to Receive Visitors

A. Incarcerated individuals considered Long Term Admissions will be eligible to receive visits. Long Term Admission will be defined as anyone that is admitted for more than 21 days (three (3) weeks).

B. Visitors of state incarcerated individuals or civil commitments already approved through the 103 CMR 483.10, Visitor Approval Process, by an incarcerated individual's parent institution are eligible to visit at SHCU.

C. Visitors of county incarcerated individuals must be approved from the incarcerated individual's designated county facility to be eligible to visit at SHCU.

III. Outside Hospital Including Shattuck Hospital MICU

A. In accordance to 103 DOC 521 (Outside Hospital Policy) Incarcerated individuals confined to hospitals for routine medical procedures shall not be allowed to have visits.

B. Incarcerated individuals medically deemed to be in imminent danger of death, or seriously ill may have these rules and procedures relaxed at the discretion of the Superintendent.

IV. Incarcerated Individuals On Visitation Restrictions

A. The CPO will review if an incarcerated individual is on visitation restrictions. Incarcerated individuals serving disciplinary sanctions requiring loss of visiting privileges shall not be allowed visits other than those outlined in the 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions* policy. It is at the discretion of the Superintendent to allow visits for incarcerated individuals who are on non-contact visitor status.

1. Incarcerated individuals placed on one-on-one coverage for either security or mental health reasons shall be allowed visits if approved by the mental health clinician and the Superintendent.

2. Incarcerated individuals will be allowed one successful telephone call to contact family and explain loss of visiting privileges if applicable.

B. Any approved visit may be terminated early at the discretion of the Visiting Area Officer, with the approval of the Shift Commander, if they feel that the incarcerated individual or visitor(s) is disrupting the orderly running of the Unit.

V. Incarcerated Individual Responsibilities

A. Incarcerated individuals will dress appropriately in the Visiting Room.

B. Incarcerated individuals who are physically unable to escort themselves to the Visiting Room shall be transported by medical staff.

VI. Authorized Visitors

A. **Visitation at SHCU is restricted to pre-approved visitors ONLY.**

1. Only visitors who have been pre-approved by an incarcerated individual's parent institution will be allowed to visit.

2. An identified Health Care Proxy shall be allowed to visit within the established guidelines.

B. A minor that is an immediate family member of an incarcerated individual at SHCU.

1. A minor is defined as any child under the age of 18.

2. Every minor must demonstrate that they have consent from a parent or legal guardian to visit by either:

a. Visiting with their birth parent or legal guardian and providing legal documentation demonstrating this (i.e.. Birth Certificate, Legal Guardianship Papers etc.)

b. Visiting with an adult pre-approved by their parent or guardian and by providing the child's Birth Certificate and a "Minor Consent Form" previously completed, notarized and approved by the Superintendent or designee to establish that approval.

C. Attorneys, Paralegals, and Law Students

1. An Attorney may visit at any reasonable time and must provide a present bar membership card and a photo ID.

2. A Paralegal may visit at any reasonable time provided they are working under the supervision of an attorney and have followed the steps outlined in 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions.*

3. A law student may visit at any reasonable time provided they are working under the supervision of an attorney and have followed the steps outlined

in 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions.*

4. Attorney visits shall be in the visiting room. The door can be closed for confidential reasons. An officer shall watch the visit via the glass in the doorway.

D. Clergy

1. Clergy will be provided by the LSH Patient Advocate unless otherwise approved by the Superintendent.

2. Clergy visits may be allowed, with prior notification, during normal working hours (9 AM to 5 PM) Monday through Friday.

3. Emergency clergy visits, based on serious illness of the incarcerated individual, may be allowed at any time with approval of the Superintendent, or his designee.

VII. Visitor Requirements

A. Visitors must be pre-approved and not be barred from any Department institution to be eligible to visit. The CPO will verify this information.

B. Visitors shall be required to produce acceptable photographic identification such as a valid state driver's license, a Passport, a military identification card or official photographic identification cards originating from any state or federal agency, including government employee identification cards or Immigration and Customs Enforcement documents.

C. Visitors may be required to produce their vehicle registration at the sign in process.

D. All visitors must lock their vehicles while on State Property.

E. All visitors shall report directly to Campus Police who will notify 8 North Control of their arrival. A Department Officer will escort the visitor(s) to the 8 North trap where they will be scanned with a handheld metal detector. All searches will be completed prior to the visitor being allowed entrance into the Unit. It will be the responsibility of the Shift Commander to ensure that the hand stamp of the day is utilized. Should the Shift Commander have reason to believe further search is necessary to ensure the visitor is not smuggling any articles, said search may be conducted in compliance to 103 CMR 483.13 (3), (4).

F. Visitors are expected to dress in compliance with the approved visitor dress code as posted on www.Mass.gov/doc/visitor-dress-code.. Visitors not abiding by this

code will be denied entrance.

G. Smoking and tobacco-related products will not be allowed in 8 North, the Department Holding Area or any other area of the hospital in which incarcerated individuals may be present.

H. Visitors may not bring in any kind of food, beverages, valuables, medication that is not outlined below, or other contraband items. All items other than engagement rings, wedding rings/band, one religious medallion, medical alert jewelry, one (1) handkerchief and prescription eyeglasses and hearing aids shall be secured in a locker. Unauthorized items brought into the Unit could result in the loss of visiting privileges and/or criminal prosecution.

I. Packages and/or money will not be accepted at the SHCU. They must be taken to the sending institution. Exceptions may be made by the Superintendent or designee.

J. Introduction of firearms or other weapons, controlled substances, alcohol, or any other unauthorized articles whatsoever are not allowed in the 8 North Unit, MICU, or any outside hospital detail covered by the SHCU. Such introduction will result in the loss of visiting privileges, as well as criminal prosecution.

K. No glitter, to include glitter makeup, shall be allowed onto the unit.

VIII. Allowable Items

A. Infants – Visitors entering with infants will be allowed to enter with the following items:

Two (2) clear plastic bottles with either formula, milk, water or juice, one empty sippy cup, two infant diapers and infant wipes in a clear plastic bag, one (1) receiving blanket, (1) pacifier, two (2) plastic sealed jars/pouches of baby food, (1) plastic spoon and one (1) bib.

B. Medication and/or Medical Devices

1. Visitors who maintain life-saving medication or who utilize medical devices to include: nitroglycerine, inhalers, and glucose tablets, automatic implantable cardioverter/defibrillator and/or pacemaker, wheelchairs, prosthetic devices, insulin pumps, casts, braces, medically necessary shoes, canes, walkers, guide dogs etc., or requiring the use of oxygen tanks shall obtain prior approval from the Superintendent to visit with such medication/device(s).

2. The visitor shall submit written evidence signed by a medical doctor documenting the need for such device(s) to the Superintendent for

review. Written evidence shall include an anticipated end date for the use of all devices that are necessary for a limited time period (e.g. cane, cast) due to temporary medical conditions.

3. Once substantiated, the Superintendent shall provide written approval to allow the visitor to enter the institution with the device(s); the Superintendent shall authorize an alternate search if deemed appropriate due to the visitor being unable to submit to a metal detection search due to physical limitations or the presence of the device(s).

3. The visitor shall be required to declare the device(s) and produce the written approval by the Superintendent every time they visit. If an alternative search is approved, the visitor shall be subject to a personal search every time they visit the institution.

4. If this is the first time visit to a correctional institution by the visitor, the Shift Commander shall be notified for authorization to enter with the necessary device(s) provided the visitor has agreed to a personal search prior to entering. This one-time approval shall be documented via an incident report and made available to processing staff. The visitor shall be advised that they must obtain the required approval prior to their next visit.

5. Visitors who have life-saving medication shall keep it on their person at all times.

7. The officer shall note all medication or medical device(s) upon entry on the visiting form and verify upon exit of the visiting room.

IX. Use of Bathroom/Breast Feeding Facilities

A. Visitors are advised/encouraged to use the facilities before entering the trap area of the 8 North. The Shattuck Hospital Public Restrooms are located in the Hospital Lobby.

B. Visits are only scheduled for one (1) hour at a time and may be terminated if a visitor chooses to exit the unit for any reason.

Visitors are advised/encouraged to breastfeed infant children prior to, or at the conclusion, of their visit. Room 314 on 3N is now available to nursing mothers as a lactation room. The room has a comfortable chair, a refrigerator to be used only for breast milk and a sink for hand washing. There is a curtain which can be closed for added privacy. The key for the room may be obtained from the Cardiology Department or the MICU.

SHATTUCK HOSPITAL CORRECTIONAL UNIT
STANDARD OPERATION PROCEDURE (SOP)
VIDEO VISITATION PROCEDURE

Video visitation will be available to incarcerated individuals at Shattuck Hospital Correctional Unit as a means to enhance visiting opportunities with family. Below is the overview of the facilities procedure:

Section I: General Information

1. Immediate family members who are pre-approved through an incarcerated individual's parent institution wishing to set up a virtual visit may access Securus Technologies Video Visitation website at Videovisitanywhere.com. For state incarcerated individuals, only visitors that are currently approved for in person visits by their parent institution shall be approved. Only the approved person/people scheduled for the visit are allowed on the video.

2. When at the website, family and friends will be able to create a remote visitation account.

3. The system will require the account holder to state their relationship to the incarcerated individual, and provide a photo along with a government issued photo ID.

4. After an account is created, the Terms and Conditions are accepted, and Securus approves the account, account holders will then be able to schedule a visit with an incarcerated individual at SHCU.

5. Video visits will be allotted for twenty (20) minutes. Any changes may be authorized at the Superintendent or designees' discretion. There will be a ten (10) minute buffer in between scheduled visits. All special visits must be approved by the Superintendent or designee.

    a. Visits start promptly at the time they are scheduled for and will end twenty (20) minutes later regardless if the visitor and/or incarcerated individual are not on time.
    b. Incarcerated individuals are allowed three (3) video visiting periods per week.

c. Incarcerated individuals in imminent danger of death may have additional visits upon approval of the Superintendent or designees.

6. All visits will be scheduled **48 hours in advance** for one (1) time period.

7. All Video Visits will take place in the 8 North Day Room during the visiting hours/days below:

   Monday, Thursday and Friday: 5:00 PM to 8:00 PM
   Sundays: 1:30PM-2:30PM and 3:30PM to 7:30PM

8. SHCU reserves the right to deny, cancel or terminate a video session prior to or during a video visit based upon misconduct of either party. SHCU also reserves the right to restrict participants from all future use of the system.

9. Minors, when scheduled, shall not require a parent or guardian to be in attendance during their video visit.

10. If a visit has to be cancelled, the officer shall cancel the appointment, be prompted to choose a reason and write an explanation. The system will send a cancellation email notice to the visitor.

Section II: Eligibility for Visits

1. Incarcerated individuals considered Long Term Admissions will be eligible to receive visits. Long Term Admission will be defined as anyone that is admitted for more than 21 days (three (3) weeks).

2. Visitors of state incarcerated individuals already approved through the 103 CMR 483.10, Visitor Approval Process, by an incarcerated individual's parent institutiony as eligible.

3. Visitors of county incarcerated individuals must be approved from the incarcerated individual's designated county facility to be eligible to visit at SHCU.

4. Incarcerated individuals serving isolation time or other sanctions requiring loss of visiting privileges shall not be allowed visits other than those outlined in the 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions* policy.

5. Incarcerated individuals placed on one-on-one coverage for either security or mental health reasons shall be allowed visits if approved by the mental health clinician and the Superintendent.

6. Incarcerated individuals must sign the Agreement Form and turn it in to the CPO to be eligible to receive video visits.

7. Due to the physical layout of the housing unit and location of the video kiosk in conjunction with the varying levels of medical issues and needs of other incarcerated individuals/patients on the unit, incarcerated individuals on quarantine status are restricted from receiving video visits until their quarantine status has been lifted.

Section III: Shattuck Hospital Correctional Unit Staff Process for Video Visits

1. Securus will generate a daily email of recently requested visits that will be sent to all shift commanders, the Deputy Superintendent and the Correctional Program Officer.

2. The CPO will screen potential visitors, ensuring they are not barred from visiting incarcerated individuals and have been preapproved by their parent facility. The Deputy Superintendent will approve or deny the visit between a potential visitor and an incarcerated individual.

3. Emails will be generated and sent to the account holder by Securus when a visit is approved.

Section IV Incarcerated Individual Responsibilities

1. All incarcerated individuals will dress appropriately in their hospital gown and will remain covered during the duration of the visit.

2. Incarcerated individuals who are physically unable to escort themselves to the Visiting Room shall be transported by medical staff.

3. Incarcerated individuals and Visitors via Video shall adhere to the conduct guidelines outlined in 103 CMR 483.07 (3). Conduct that is offensive or insulting will not be tolerated. Unacceptable conduct during a visit will cause for termination of the visit. Unacceptable conduct by the incarcerated individual will result in a disciplinary report and their prohibition from future video visits.

Section V: Security Procedures

1. **Visitors are not allowed to record or take screen shots of the incarcerated individual. Screen shots and video taping of a visit are grounds to terminate and bar visitor.**

2. The Correction Officer assigned to the Corridor will be assigned to the visit and will establish the link/call via the Video Visitation device.

3. All incarcerated individuals must comply with a personal search as they enter the Day Room.

4. Officers will be monitoring all visits and are permitted to end the visit if visitation rules are violated. Nudity, sexual conduct, weapons, drugs, alcohol or illicit substances and tight fitting or provocative clothing is prohibited. All illegal activity will be reported to the local law enforcement.

5. In the event of a disturbance, IPS or the Shift Commander shall shut off any active visits.

6. At the conclusion of the visit, the incarcerated individual will comply with a personal search prior to returning to their assigned room.

PROPOSED TERMS OF AGREEMENT

SHCU – FRIENDS AND FAMILY - REMOTE SESSIONS

General Rules:

Participation in video sessions is a privilege, not a right. All parties are expected to conduct themselves in an appropriate fashion at all times during a video session.

ONLY visitors on the incarcerated individual's pre-approval list will be allowed to schedule a video visit. **ONLY** the pre-approved visitor should be on camera for the video visit, any other person or people on camera will be considered a violation of the video visit SOP and grounds for termination of visit and a disciplinary report will be issued. The incarcerated individual and visitor may be suspended from video visits.

ONLY incarcerated individual approved for visit allowed. No additional incarcerated individuals can participate in the visit.

Shattuck Hospital Correctional Unit reserves the right to deny, cancel or terminate a video session prior to or during a video session based upon misconduct of either party Shattuck Hospital Correctional Unit also reserves the right to restrict participants from all future use of the system.

All family member/friend video sessions are recorded and subject to electronic monitoring by Shattuck Hospital Correctional Unit personnel. Your use of this video system constitutes consent to this recording and monitoring.

Nudity, sexual conduct, weapons, drugs and tight fitting or provocative clothing is prohibited. Any illegal activity will be reported to local law enforcement.

INCARCERATED INDIVIDUAL NAME (PRINT)

INCARCERATED INDIVIDUAL SIGNATURE DATE

STAFF SIGNATURE DATE