


<p>Massachusetts Department Of Correction</p> <p><b>Massachusetts Treatment Center PROCEDURE</b></p>		<p>Superintendent Approval Date</p> <p>12/6/2019</p>	
		<p>Reviewing Authority Approval Date</p> <p>3/24/2020</p>	
<p>Procedure In accordance with:</p> <p><b>103 CMR 483 Visiting Procedures</b></p>		<p><b>Internal Reviewing Authority:</b></p> <p>Deputy Superintendent of Operations, Superintendent</p>	
		<p>ACA/PREA Standards:</p> <p>5-4A-4267, 5-4B-0022, 5-7D-4498, 5-7D-4499-1, 5-7D-4500, 5-7D-4501, 5-7D-4503</p>	
		<p>Applicability: Staff/Inmates</p>	
<p>Attachments Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Inmate Library Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Public Access Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	

## TABLE OF CONTENTS

I.	Visiting Schedule	3
II.	Limitation of Visits	4
III.	Separate Housing/RHU	4
IV.	Facility Information/Public Transportation	6
V.	Inmates/SDP/TCC Funds and Property	6
VI.	Dress Code	7
VII.	Visitor Approval Process	8
VIII.	Identification and Sign in Requirements	11
IX.	Visitor Processing/Searching of Visitors	12
X.	Visiting Room Staff	15
XI.	Smuggling Prohibited	17
XII.	Institution Visiting Rules and Procedures	17
XIII.	Legal Counsel/Legal Documents	22
XIV.	Visitor Access to Rules and Regulations	22
XV.	Substance Abuse Monitoring	22
XVI.	Visitor Complaints	23

### ATTACHMENTS

Attachment A	Visitor Form	24
Attachment B	Daily Inmate/SDP/TCC Roster	25
Attachment C	Visitor Release Form	26
Attachment D	Visitor Complaint Form	27

**I. VISITING SCHEDULE**

**a. SDP/Tcc Visiting Schedule:**

Monday	1:00 p.m. 5:00 p.m.
Friday	5:30 p.m. 8:30 p.m.
Saturday	1:00 p.m. 8:25 p.m.

**b. State Inmate Visiting Schedule:**

Monday	5:30 p.m. 8:30 p.m.
Friday	1:00 p.m. 5:00 p.m.
Sunday	1:00 p.m. 8:25 p.m.

**\*c. Visitor Processing Periods**

12:30 p.m. - 2:30 p.m.  
3:15 p.m. - 3:45 p.m.  
5:00 p.m. - 8:00 p.m.

\* And at any other times as ordered by the Shift Commander.

**d. Holiday Visiting Schedule**

Unless otherwise determined by the Superintendent, all legal holiday's will follow the regular Friday visiting schedule for all inmates/sdp's/tcc's. Attorneys, Qualified Examiners and Independent Examiners will be allowed access to the visiting room everyday 9:00 a.m. - 8:30 p.m. The provisions of 103 CMR 486, Attorney Access shall not be affected.

**e. Departures from Visiting Room**

Visitors will be permitted to leave the visiting room at half (1/2) hour intervals. Please plan accordingly. The scheduled times subject to the operational needs of the institution, are as follows:

2:00 P.M.  
2:30 P.M.  
3:30 P.M.  
4:00 P.M.  
4:45 (These are approximate times, egress shall begin at the conclusion of the 4:30 pm count)  
5:00 P.M.  
5:30 P.M.  
6:00 P.M.

6:30 P.M.  
7:00 P.M.  
7:30 P.M.  
8:00 P.M.  
8:25 P.M.

## **II. LIMITATION OF VISITS**

- a. Each inmate/sdp/tcc is allowed to have a maximum of two (2) adult visitors at one time and a reasonable amount of children.
- b. If the visiting room is at full capacity, the first visit admitted will be the first to leave. Visitors will not be asked to leave until they have had at least one (1) hour to visit. If the visitor has traveled more than 100 miles, the visitor will not be asked to leave until he/she has had at least a two- (2) hour visit. Once a visitor leaves the institution, that visitor will not be allowed to visit again on that day.
- c. Visitors may visit only one (1) inmate/sdp/tcc housed at this institution. Exceptions may be made if the visitor is classified as immediate family to more than one inmate/sdp/tcc (e.g., brother, father). Visitors must request and receive written approval from the superintendent if they would like to visit more than one inmate/sdp/tcc or visit two simultaneously.
- d. Any person who has been convicted of a felony shall not be allowed to visit without having a Visitor Application (attachment I) of 103 CMR 483 approved by the superintendent.

## **III. SEPARATE HOUSING/RHU**

- a. All visits for inmates/sdp's/tcc's housed in the RHU must be pre-scheduled with the 7x3-shift central control room OIC and approved by a captain at least twenty-four (24) hours in advance of the visit. In the instance the RHU housing Captain is on duty he/she shall handle this visiting detail.
- b. Unless otherwise limited as a sanction, inmates/sdp's/tcc's shall have three (3) visiting periods per week, with at least one (1) period on a weekday evening, and at least one (1) period on the weekend (unless serving a sanction of loss of visits). At least one (1) visiting period shall be provided on any identified holiday.
- c. Advanced scheduling of non-attorney visits will be offered in open one hour time blocks between 1:00 p.m. and 4:00 p.m., and 6:30 p.m. and 8:30 p.m. excluding Tuesdays, Wednesdays and Thursdays.

- d. All visits will be held in the visiting room adjacent to the RHU unless otherwise directed. All visitors shall be searched in accordance with Section IX. VISITOR PROCESSING/SEARCHING OF VISITORS, (g.) of this procedure prior to entering the institution. Visitors shall not be permitted to bring anything into the facility except the locker key.
- e. Only two (2) adult visitors will be allowed to visit at one time. If a minor is allowed to visit, the main visiting room will be utilized. The visit will be scheduled during non-visiting hours.
- f. An officer shall be posted in the designated visiting area for the duration of the visit. During attorney visits, the officer shall be posted outside the door.
- g. Inmates/sdp's/tcc's will remain in waist chains and leg irons throughout the visit.
- h. Once the visit has commenced, the inmate/sdp/tcc must remain seated at all times. The visit is to be conducted with a table between the inmate/sdp/tcc and visitor(s). Physical contact between inmates/sdp's/tcc's and visitors is prohibited.
- i. All inmates/sdp's/tcc's will be strip-searched prior to entering the RHU visiting room, and will be strip-searched upon returning to the unit utilizing the designated strip search area (holding cell) prior to return to their assigned cell.
- j. Visitors will be escorted through the institution. They shall not be allowed to communicate with inmates/sdp's/tcc's from the general population.
- k. Special visits for attorneys, law students, paralegals, private investigators, and members of the clergy visits may be scheduled through the housing captain. Attorney visits will begin at 9:00 a.m. and be available until 8:30 p.m., seven (7) days per week. Special visits must leave prior to other scheduled visits. Unless otherwise noted, Attorney visits shall be governed by 103 CMR 486 - Attorney Access. When possible, attorney visits shall be scheduled in advance of regular visits. Special consideration may be given if space allows.
- l. Inmates/sdp's/tcc's that are serving a sanction or are otherwise unable to receive visits shall be allowed one (1) telephone call to notify the expected visitors.

#### IV. FACILITY INFORMATION/PUBLIC TRANSPORTATION

a. Facility Address and Telephone Number:

Massachusetts Treatment Center  
30 Administration Road  
Bridgewater, MA 02324  
Phone: (508) 279-8100

b. Directions to the Massachusetts Treatment Center:

**From Boston** - Take Route 128 to Route 24 South to Route 495 south. Take Exit #6 off Route 495 to the Middleboro traffic circle. At the traffic circle get on Route 18 North for approximately three (3) miles until you see a sign “Bridgewater Correctional Complex” on right. Take a right and proceed approximately 3/4 miles take a right and proceed past Old Colony Correctional Center.

**The Massachusetts Treatment Center** is on your right. Park in the left parking lot across from Massachusetts Treatment Center and enter Administration Building.

**From Fall River/New Bedford** - Take Route 24 North to Route 495 South. Follow the above directions.

**From Points West** - Take Route 495 South to exit #6. Follow the above directions.

**From Cape Cod** - Take Route 495 North to exit #5. Follow the above directions.

c. Public Transportation:

The MBTA train has a station in Bridgewater Center. A local taxi service can be utilized from the train station to and from the Treatment Center.

#### V. INMATES/SEXUALLY DANGEROUS PERSONS/TEMPORARY CIVIL COMMITMENTS FUNDS AND PROPERTY

Funds (checks or money orders NO CASH) must be placed in an envelope with the inmate/sdp/tcc name and number clearly marked. Visitors must place the envelope in the box marked inmate/sdp/tcc funds, which is located in the lobby.

**VI. DRESS CODE**

**\*For Visitor dress code requirements, please refer 103 CMR 483 \***

**Inmate/Sdp/Tcc Dress Code: - As a means of identification, the following restrictions and guidelines apply:**

- a. **Pants:**  
Gray Scrubs (shirts must be tucked in)  
Plain blue or black denim  
Pockets must be completely intact (i.e., no holes)
  
- b. **Shirts:**  
Gray Scrub Shirt  
White collared shirt  
Blue denim shirt  
Black, navy or white T-shirts  
Black, navy gray or white long/short sleeve shirt or sweater  
Black, navy or gray sweat shirts (solid colors only)

**All shirts, T-shirts, sweaters and sweatshirts must be tucked in at all times.**

- 1. No shorts, sweat pants, pants with an elastic waistband (except DOC issued scrubs).
- 2. No double layered clothing on the lower half of the inmate/sdp/tcc, (i.e., pants over pants, two (2) pairs of underpants, etc.) No coats or jackets may be worn inside the visiting room.
- 3. Underwear must be worn.
- 4. No shirts with cut off sleeves and/or collars or altered clothing.
- 5. Inmates/sdp/tcc's will be allowed to bring the following items into the visiting room:
  - a. Inmate/sdp/tcc I.D; and Movement Card
  - b. Wedding ring, one (1) religious medal on a chain, medical alert bracelet or necklace. (Necklace must be worn inside the shirt);
  - c. One (1) handkerchief;
  - d. Authorized (KOP) medication (Inhalers, nitro, and/or glucose tabs) which the inmate/sdp/tcc MUST keep on his person at all times.

Other KOP medications may accompany the inmate/sdp/tcc but must be kept at the visiting room officer's desk for use by the inmate/sdp/tcc if needed. Any type of medication KOP or otherwise shall be disclosed to the officer upon arriving to the Visiting Room.

- e. A reasonable amount of legal documents may be allowed (for attorney visits only) with the approval of the Shift Commander. All legal documents shall be searched but not read.
6. The I.D. card, and medication (if applicable) must be given to the Visiting Room Officer and kept at the officers' desk. The movement card shall be placed in the movement board at the entrance door.
7. All clothing must be neat and presentable. No clothing that is noticeably ripped or torn will be allowed. Pants that have ripped lining in the pockets or are ripped in the crotch area will not be permitted to be worn in the visiting room.
8. Shoes, sneakers with socks (no clogs, slippers or shower shoes), and all laces must be tied.
9. Inmates/sdp's/tcc's are not allowed to have elastics, rubber bands, clips, etc. in their hair while in the visiting room.
10. Religious headgear is permitted.

## **VII. VISITOR APPROVAL PROCESS**

- a. Authorized Number: An inmate/sdp/tcc shall be authorized to place up to the eight (8) approved visitors on the pre-approved visiting list.
  1. Upon commitment to a Department institution, an inmate/sdp/tcc shall be allowed to have two (2) visitors and a reasonable number of visiting children pending the visitor pre-approval process. Inmates/sdp's/tcc's shall submit an Inmate Visitor Listing within thirty (30) days of admission to the Department. However, visitors who are added to any subsequent Inmate Visitor Lists shall not be allowed to visit until approved.
  2. The two (2) visitors allowed to visit pending the approval process shall be required to complete the Visitor Application form (attachment I) prior to entering the visiting room for their first initial visit. The visitor's approval via the application process must be completed within forty (40) business days or the visitor shall be come inactive.



- b. Up to ten (10) blank copies of The Visitation Application (available at <http://www.mass.gov/doc/policy>, and at each inmate library, attached as Attachment 1 to the 103 CMR 483 Visiting Procedures) and a copy of the Inmate Visitor Listing shall be provided to each inmate at inmate orientation. Prospective visitors shall complete and return the forms with a copy of current photo identification to the institution's Director of Security. Where required per 103 CMR 483.13(2)(b) or 103 CMR 483.13(9), the prospective visitor shall also include medical documentation. Applications shall be approved or denied within a reasonable amount of time.
- c. Prior to submitting the application to the Director of Security for final approval/disapproval, institution staff shall complete criminal history background and BOP, VNC and QWA reports of the potential visitor using the criminal justice information system (CJIS). The Superintendent may direct staff to complete subsequent checks.
- d. Upon receipt of a Visitor Application, the Director of Security shall review the application. An improper and/or incomplete application shall be returned to the individual submitting the application. The reason for the returned application shall be included as well as the need for re-submittal. After consulting with any necessary staff, the Director of Security shall make the final decision. Should the Director of Security have concerns with an application based on a background check, the application shall be submitted to the Deputy Superintendent for final approval/disapproval.
- e. If the application is approved or denied, the visitor's name and status shall be entered on the Inmate Visitor Listing form which shall be maintained at a central location as determined by the Superintendent. This location shall be accessible to staff processing visits.
- f. The prospective visitor shall be notified in writing of an approval or, in the case of a denial, the reason(s) for a denial, through the Visitor Status Notification form (available at <http://www.mass.gov/doc/policy>, and at each inmate library, attached as (Attachment 4) to the 103 CMR 483, Visiting Procedures) within a reasonable period of time. The prospective visitor may appeal a denial in writing to the Superintendent. The inmate/sdp/tcc shall be notified in writing of whether the visitor has been approved or denied.
- g. Reasons for denial are listed in 103 CMR 483.
- h. If an inmate requests to delete a visitor from his/her visitor listing, the Inmate Visitor Listing shall be completed and submitted to the Director of Security. A Visitor Status Notification shall be completed and a copy forwarded to both the visitor and inmate. The Director of Security's office will update the Inmate Visitor Listing.

- i. Approval of visitors shall be at the Superintendent or designee's discretion, in accordance with 103 CMR 483.
  1. Children under eighteen (18) years of age may visit without being on the inmates/sdp's/tcc's approved visitor list, provided they are accompanied by a parent, legal guardian having physical custody and who is on the inmate's approved visiting list. Originals or copies of birth certificates or official hospital records verifying the birth of the child, the date of birth of the child, and parent information, are required for children under the age of eighteen (18) years;
  2. An adult who is not the parent or guardian having physical custody of the minor must submit a completed Minor Consent Form(available at <http://www.mass.gov/doc/policy>, and at each inmate library, attached as Attachment 2 to the 103 CMR 483 Visiting Procedures). The adult shall also provide the Superintendent copies of the minor's birth certificate or of an official hospital record verifying the birth of the child, the date of birth of the child, and parent information and obtain the Superintendent's approval prior to visiting with the minor. Minor Consent Forms shall not need to be re-submitted upon the inmate's transfer to another Department institution;
  3. Adults entering with a minor shall have the minor's original or a copy of the minor's birth certificate or of a official hospital record verifying the birth of the child, the date of birth of the child, and parent information, and if the adult is not the parent or guardian, a copy of the approved Minor Consent Form with them each time they visit. An inmate may sign the minor consent form if he/she is noted as the parent on the child's birth certificate;
  4. Members of the clergy, as authorized by the Chaplain or Superintendent, need not be placed on the Approved Visitors List;
  5. Attorneys, law students, paralegals and/or private investigators need not be placed on the Approved Visitors List;

If the prospective visitor has been approved or denied, the name shall be entered on the inmate/sdp/tcc visitor listing. If the prospective visitor is the victim, family member of a victim, or registered to receive notification concerning an inmate currently incarcerated, the Victim Service Unit shall be informed to provide additional information and guidance on the proper course of action.

The Superintendent or designee shall make the final decision when a prospective visitor is initially denied.

6. The Superintendent or designee may deny the visitation applications of anyone with felony convictions if it is believed that the security of the institution or safety of individuals could be jeopardized.

- j. All copies of visitor applications shall be maintained in the institutional visitation file, clearly marked “approved” or “denied” with the signature of the Superintendent/Designee in accordance with the Massachusetts State-Wide Record Retention Schedule.

## **VIII. IDENTIFICATION AND SIGN IN REQUIREMENTS**

- a. Visitors will not be allowed into the lobby until one hour (1/2 hour on Monday for State Visits) prior to the visiting period. Visitor processing shall begin one half hour before the start of the scheduled visiting period.
- b. Visitors upon entry to the front lobby shall obtain a numbered “Visitor Form” (Attachment A) of this procedure from the Visitor Processing Officer. The completed “Visitor Form” along with acceptable identification and vehicle registration must be presented to the Visitor Processing Officer. Should the visitor have any approved medications, or medical devices etc. this information shall also be presented to the processing officer with any necessary approved paperwork from the Superintendent.
- c. Acceptable identification for adult visitors shall include a current 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 and Immigration and Customs Enforcement documents. Prior to denying a visitor visiting privileges, or in cases in which the visitor’s identification is questioned, the admitting officer shall notify the Shift Commander for final determination. Exceptions may be made by the Superintendent or a designee.
- d. **MINOR CHILDREN MUST NOT BE LEFT ALONE ON STATE PROPERTY (I.E., IN A VEHICLE, IN THE LOBBY, ETC.)**
- e. The visitor shall be checked for re-approval against the inmates/sdp’s/tcc’s visitor listing.
- f. The Visiting Processing Officer will notify the Housing Unit Officer that the inmate/sdp/tcc has a visit.
- g. The Visitor Processing Officer will return the identification, to the visitor. The Visitor form shall be time stamped to signify the completion of this stage of processing. The Visitor processing officer shall enter this information in the IMS Visitor Log.
- h. Upon completion the visitor shall then be called by number and be searched and processed into the visiting room.

## **IX. VISITOR PROCESSING/SEARCHING OF VISITORS**

- a. Visitors must lock their cars while on state property and secure their personal effects either in their cars or in a locker available in the lobby.
- b. Once all unauthorized articles are secured, visitors must retain their locker key and be seated in the lobby until called by the visiting room processing officer.
- c. Carrying guns or other weapons, controlled substances, alcohol, cellphones, electronic devices, or any other article into or out of the institution may result in loss of visiting privileges as well as criminal prosecution.
- d. Visitors are allowed to bring in the following item(s) but must declare them to the processing officer. Items are to be carried in hand or in a clear plastic bag:
  1. Engagement rings, Wedding rings/band, One (1) religious medallion, and medical alert jewelry;
  2. Visitors who are required to maintain life-saving medication on their person (e.g., nitroglycerine, inhalers, and glucose tablets) shall obtain prior approval from the Superintendent to visit with such medication. The visitor shall submit to the Superintendent for review written evidence, signed by a health care professional, documenting the need for such medication. Once substantiated, the Superintendent shall provide written approval to allow the visitor to enter the institution with the medication. The visitor shall be required to declare this medication and produce the Superintendent's written approval to the officer in charge of the visitor processing area prior to entering the pedestrian trap every time he/she visits. If this is the visitor's first time visiting a Department institution, the Shift Commander shall be notified for authorization to enter with the necessary medication. This one-time approval shall be documented via an incident report and made available to processing staff. The visitor shall be advised that he/she must obtain the required approval prior to his/her next visit. Visitors who have life-saving medication shall keep it on their person at all times. The officer shall note on the visiting form all medication upon entry and verify the presence of the same medication upon exit of the visiting room;
  3. Infants – Two (2) plastic bottles with either formula, milk, water or juice, one (1) empty sippy cup, two (2) infant diapers and infant wipes in a clear plastic bag, one(1) blanket, (1) pacifier, two (2) plastic sealed containers of baby food, one(1) plastic spoon and one (1) bib;

4. A handkerchief;
5. Prescription eyeglasses (no case) and hearing aids.

**ALL OTHER ITEMS REQUIRE PRIOR APPROVAL**

- e. Once the visitor is processed and the visit begins visitors will not be allowed access to their lockers or use of the lobby pay phone. The visit shall be terminated for anyone that uses the pay phone, leaves the lobby area or enters his or her locker after a visit has commenced.
- f. Upon entering the processing area the visitor must remove all outer garments, belt, shoes, etc., and place them on the table to be searched. The visitor shall also remove all items in his/her pockets and place them in the bucket(s) provided in the process area, pockets must be turned inside out. The officer assigned to the metal detector shall inspect all items for contraband.
- g. All visitors will be searched prior to entering the visiting room by being scanned by the walk through metal detector, hand held wand and/or other similar device. If an inmate visitor fails the metal detection search, a personal search shall then be required prior to any entrance. Prior to the personal search, the officer in charge of the visitor processing area must be notified for approval.
- h. In addition to the metal detection search, medium and maximum security institutions shall also require a personal-search-of-the-day in a sequence to be determined by the Shift Commander.

Visitors shall be granted the opportunity to leave the institution rather than submit to a personal search unless:

1. The employee has those arrest powers granted by the authority of M.G.L. c. 127, § 127 and;
2. The employee has probable cause to believe that the visitor has committed an arrestable offense; and,
3. The employee has probable cause to believe that the visitor has physical evidence concealed on his/her person.

Under these conditions, a personal search incident to arrest may be conducted.

- i. If during any search contraband is found, the Shift Commander shall be notified immediately for appropriate action. Based on the circumstances and type of contraband found, the Shift Commander may either allow the visit to proceed or bar the visitor from entry into the institution.

- j. If the contraband is of a criminal nature (e.g., weapons, drugs), the shift commander may:
  - 1. Temporarily detain the visitor(s) until the police arrive and take any further action deemed necessary;
  - 2. With the approval of the superintendent, contact the state or local police immediately for arrest, transportation, booking and processing;
  - 3. An incident report shall be generated by the processing officer and a copy provided to the responding police agency as soon as possible, but before the end of the Officer's shift;
  - 4. Any contraband found by the processing officer on the visitor shall be seized by the officer, bagged and labeled with the officer's name, institution, identity of the visitor and the date the contraband was seized. The processing officer shall sign a statement verifying the contents and the chain of custody. The evidence and the chain of custody statement shall be given to the responding police officer who must sign and date a receipt for the evidence.
  - 5. If the state or local police do not respond to the facility after a one (1) hour time period, the detained visitor(s) shall be released and a criminal complaint filed with the court upon approval of the Superintendent.
  
- k. Visitors who appear to be under the influence of drugs or alcohol or have the odor of what appears to be alcohol on their breath shall be refused entrance to the institution. The shift commander shall be notified immediately. In cases in which it appears a visitor has operated or may operate a motor vehicle while under the influence of alcohol and/or drugs, upon the Superintendent's approval, an officer or the shift commander shall contact state or local police prior to the visitor leaving state property. In such an instance, an incident report shall be generated by the processing officer.
  
- l. Staff shall use the utmost tact and dignity when dealing with individuals with disabilities. Visitors, who utilize medical devices such as an 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 the Superintendent's prior approval to visit with such device(s). The visitor shall submit to the Superintendent written evidence signed by a health care professional documenting the need for such device(s). In circumstances where the medical condition is temporary, the 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). Once substantiated, the Superintendent shall provide written approval to allow the visitor to enter the institution with the device(s); If applicable, the Superintendent shall authorize an alternate search whenever the visitor is unable to submit to a metal detection search due to physical limitations or the presence of the device(s). The visitor shall be required to declare the device(s) and produce the written approval by the Superintendent each time he/she visits. If an

alternative search is approved, the visitor shall be subject to a personal search every time he/she visits the institution. If this is a first time visit to a correctional facility 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 he/she must obtain the required approval prior to his/her next visit. The officer shall note all medical devices upon entry on the visiting form and verify upon exit of the visiting room. Additionally, a tool control inventory sheet shall be completed for all oxygen tanks that enter the institution.

- m. Visitors at all institutions may be stamped with the stamp of the day on the hand designated by the Shift Commander when applicable. Employees conducting searches shall do so in a professional and courteous manner.
- n. Personal searches shall be conducted by a correctional employee of the same sex as the visitor. Upon request by the visitor, personal searches shall be conducted by a correctional employee of the same gender as the one with which the visitor identifies.
- o. Papers and documents carried in or out by any judge, attorney, law student, paralegal, the Governor, any legislator or member of the Parole Board may be inspected for concealed articles but shall not be read.

## **X. VISITING ROOM STAFF**

1. The Visitor Processing Officer shall be responsible for the following:
  - a. The Visiting Processing Officer distributes the numbered Visitor form to the visitors in their order of arrival and checks them for completeness and accuracy.
  - b. The Visiting Processing Officer ensures the visitor has provided a valid (non-expired) form of identification and vehicle registration information.
  - c. The Visitor Processing Officer confirms the inmate/sdp/tcc's housing assignment and notifies the housing unit concerning the visit.
  - d. The Visitor Processing Officer time stamps the Visitor form and instructs the visitor to await the search procedure, and secure their belongings in the lockers provided.
  - e. The Visitor Processing Officer shall enter into the IMS log the visitor, inmate/sdp/tcc being visited, and the time the paperwork was processed. (When no Visitor Processing Officer is on duty, the Control Room Officer shall log these entries.)

The Visiting Room Staff shall be responsible for the following:

- a. Time stamps the Visitor form the time that the visitor and the inmate/sdp/tcc entered and exits the visiting room, as well as enter into the IMS log the time the visitor and the inmate/sdp/tcc enters/exits the visiting room.
- b. An officer must be present in the visiting room trap prior to the inmate/sdp/tcc being allowed access to the area.
- c. Ensuring that only two (2) inmates/sdp's/tcc's enter the visiting room trap area at any given time. (Exception: end of visiting)
- d. When the inmate/sdp/tcc arrives at the visiting room trap area, he must place his unit movement card in the movement board and submit to a pat search with shoes removed.
- e. When an inmate/sdp/tcc enters the visiting room, he must proceed directly to the officer's desk where he will leave his I.D. until the visit is over. The inmate/sdp/tcc will then proceed to the seating area and join his visit. Inmates/sdp/tcc shall remain seated throughout the visiting period.
- f. At the conclusion of the visit, the visitor(s) shall report to a visiting room staff member and inform him/her that they are ready to leave. The staff member will direct the visitor(s) to the exit door where the visitor(s) will wait to egress the visiting room. The inmate/sdp/tcc shall be directed to report to the inmate/sdp/tcc search waiting area after the visitors exit the visiting room.
- g. The Visiting Room Officer shall ensure that visitors and inmates/sdp's/tcc's only carry out the authorized items that they brought in with them (no food or beverages will be allowed to leave the visiting room).
- h. The Visiting Room Officer will notify the central control room staff that there are visitors to be released from the visiting room at half hour intervals per schedule.
- i. Prior to releasing the visitors into the sally port, the Visiting Room Officer, using the ultra violet light will ensure that each visitor (more than 13 years of age) has the search of the day stamped on his/her designated hand.
- j. Maximum of five (5) visitors are allowed to egress at one time.
- k. All inmates/sdp's/tcc's shall undergo an unclothed search prior to being released from the visiting room.
- l. Inmates/sdp's/tcc's and visitor(s) will not be allowed to leave the visiting room during major counts or inmate accountability checks.



- m. Visiting room staff shall strive to maintain vigilance of visitors and inmates/sdp's/tcc's in order to enforce the rules governing visits and to prevent the introduction of contraband into the facility.

## **XI. SMUGGLING PROHIBITED**

- a. It is a felony in Massachusetts (M.G.L. c. 268, § 28) for any person to deliver any article to an inmate, procure any article to be delivered to an inmate, possess any article with intent to deliver it to an inmate, or to deposit or conceal any article with the Superintendent or Commissioner.
- b. Upon entering, visitors must disclose to the admitting or searching officer(s) any article they are carrying on their person except the clothes that they are wearing. Anyone who attempts to carry in or out of the institution any article without the knowledge of the admitting or searching officer(s) may be subject to arrest and loss of visiting privileges.
- c. Each visitor shall be asked by the admitting officer, before entrance into the institution, if he/she has any weapons, cuff keys, medication, cell phones, electronic devices, pagers or other contraband. All weapons shall be given to the officer prior to entry to the institution. No weapon requiring a license in order to be lawfully possessed shall be returned to the visitor unless the visitor can show proof of license

## **XII. INSTITUTION VISITING RULES AND PROCEDURES**

- 1. Any disruptive action which threatens the security of the institution shall result in termination of the visit upon approval by the Shift Commander. Following such incidents, each visiting area officer(s) shall submit a written report to the Superintendent before completing his/her tour of duty at that post. All details concerning the reason(s) for termination of the visit shall be noted.
- 2. Inmates/sdp's/tcc's and visitors will follow the orders of the officers assigned to the visiting room and its related areas.
- 3. Visitors are responsible for cleaning up and throwing away all trash, left over vending machine items and wrappers that were purchased during their visit. Inmates/sdp's/tcc's will not be allowed at vending machines but

may throw away trash at the end of their visit and after the visitor has departed the visiting room.

4. The bathrooms in the Lobby are not to be utilized for visitors to change clothing;
5. Visitors are not to leave any personal property in the bathrooms, (i.e., makeup, brushes, clothing, etc.) Any items found by staff will be discarded.
6. All inmates/sdp's/tcc's and their visitors will be permitted to remain in the visiting room from 1:00 - 8:25 p.m. without having to leave unless otherwise stated. (However, refer to section I. and II for visiting periods and amount of visits)

b. Special Rules for Children

The following additional rules apply to children:

1. The playroom will be restricted to children ages 2-12. The maximum number of children allowed in the playroom will be set at twelve (12). Parents/legal guardians are not permitted in the room. The female parent/legal guardian will be allowed to escort the child to the doorway and watch, from the doorway (only), for limited periods of time in order for the child to feel comfortable.
2. At no time will any inmate/sdp/tcc be allowed in the room.
3. The door to the playroom will be kept open at all times in order to maintain visual contact.
4. Only quiet toys are allowed in the children's room and must not leave the room.
5. Children are not allowed to sit on inmates/sdp's/tcc's laps and inmates/sdp's/tcc's are not allowed to hold children.
6. Visitors will be allowed to change infant diapers on the infant changing table, which is located in the visitor's sally port.
7. Upon approval of the shift commander, visitors shall be allowed to nurse their child inside of the #4 conference room. Once approved, the visitor and child shall be allowed entrance into the #4 conference room, located inside the visiting room. The visiting room staff shall notify the control center that while the visit is nursing her child the camera will be covered for privacy. Once inside, the visiting room staff

shall draw the window curtain to the closed position to allow the visit and child privacy. The inmate may not be present during this process.

c. Bathroom Facilities:

1. Visitors must notify the visiting room officer if they need to use the bathroom facilities. Visitors must give their locker key to the visiting room officer prior to exiting the visiting room. Visitors will not be allowed to bring anything out of or into the visiting room after having utilized the bathroom facilities.
2. Visitors are allowed to leave the visiting room **only once** per visiting period to utilize the rest rooms. Visitors may not leave the facility and reenter and shall not enter a locker or use the pay phone.
3. Visitors shall be informed that they will be processed through the metal detector and will be required to submit to a pat search before being allowed to reenter the visiting room. The visitor will be required to sign the visitor search log.
4. Violations of the above will result in termination of the visit for the day.
5. If it is recommended that the visit be terminated for the day, the shift commander shall be notified to approve/deny the recommendation. The visitor may appeal the decision to the shift commander who will review the circumstances and make the final decision on the visitor's status. If the visit is terminated for the day, an incident report shall be submitted, by the officer who terminates the visit, to the shift commander along with a copy of the MTC visiting form attached.
6. Visitors must return directly to their seats after reentering the visiting room.
7. Inmates/sdp's/tcc's shall use the rest room on the respective unit prior to arriving to the visiting room for their visit. Once the Inmates/sdp's/tcc's visit has commenced they may use the rest room located in the visiting room sally port area **once** per visiting period.

The inmate/sdp/tcc must notify the visiting room officer that he wishes to utilize the facilities. The officer shall conduct a strip search of the inmate/sdp/tcc prior to allowing access to the rest room.

8. All inmates/sdp's/tcc's must be pat searched prior to reentering the visiting room.

d. Vending Machines

1. Inmates/sdp's/tcc's are prohibited from utilizing the vending machines, debit cards and vending machine area, this includes the trash barrels during their visit.
2. Visitors are allowed to enter the visiting room with one (1) debit card per adult visitor.
3. Visitors are prohibited from purchasing items from the vending machines for another inmate/sdp/tcc and/or their visitor.
4. All goods purchased in the visiting room shall be consumed in the visiting room. Neither the visitor nor the inmate/sdp/tcc will be permitted to leave the visiting room with food or beverage.
5. There will be no sharing of any food or drinks (i.e., drinking from the same soda or coffee cup).
6. All waste products must be placed in the appropriate containers in the visiting room by the visitor(s) only. Inmates/sdp's/tcc's are not authorized to be near the trash barrels.

e. Photographs

1. Only one Inmate/sdp/tcc may be photographed and it must be the individual that purchased the photograph, as noted on the intra fund list (no inmate group photos).
2. Items or objects shall **not** be allowed in any photographs. Inmates/sdp's/tcc's are prohibited from giving away or exchanging their photograph privileges with any other Inmate/sdp/tcc.
3. The Institutional dress code must be upheld by each Inmate/sdp/tcc for photographs. No hand gestures or gang signs shall be allowed in photo(s).

Under the supervision of the Visiting Room Officer or Recreation Officer, Inmates/sdp's/tcc's shall be allowed to have their photographs taken, by the approved inmate or civil commitment, in the visiting room with their visits. Photos are authorized during all Visiting Room sessions.

4. Photographs for Inmates/sdp's/tcc's who do not receive visits will be taken the first Tuesday (civil) and Wednesday (state) of the month in the gym at your designated recreational time by the approved inmate or civil photographer (s) under the supervision of recreational staff.

5. An institution owned digital camera will be used to take all pictures in the Visiting Room and/or Gym. Pictures shall be taken by the approved inmate/civil photographer(s) only, under the supervision of the Visiting Room Officer or Recreation Officer. All pictures must be taken in the DOC approved area(s) of the visiting room or gym.
6. Inmates/sdp's/tcc's shall obtain picture request forms from their assigned housing unit bins and/or Correctional Program Officer (CPO). The charge slip is to be legibly completed and submitted to the CPO at least two weeks prior to picture taking day. The Charge Slip must indicate if the picture will be taken in the visiting room or gym. The unit CPO shall make sure that the Inmate/sdp/tcc has sufficient funds in his account to pay for the photos. The cost of each photograph is \$.40 Limit of two (2) photos per session. The payment must be made from the personal account.
7. The CPO will forward the charge slip to the treasurer's office for processing. The Treasurer's office will access the Inmate/sdp/tcc account for those requesting pictures. The Treasurer's office shall produce an intra-fund transaction list for the inmates who have sufficient funds to cover the picture requests and forward it to the Recreation staff prior to the scheduled photo session.
8. The Recreation Officer shall provide the listing of Inmate/sdp/tcc approved for photographs to the Visiting Room Sergeant and/or OIC. The inmate or civil photographer shall photograph only the Inmate/sdp/tcc on the approved photo list.
9. The Officer in charge (OIC) must view all photos taken prior to printing and is responsible for the picture processing. Any photo deemed inappropriate shall be confiscated and the inmate and/or civil photographer shall receive a D-Report and/or OBR and lose their job for pictures deemed inappropriate. Photographs deemed inappropriate by reviewing staff shall be forwarded to the Director of Treatment. The Inmate/sdp/tcc in the inappropriate picture shall also receive a D-Report and/or OBR and a photo suspension.
10. Inmates/sdp's/tcc's will only be allowed to retrieve their photo(s) Monday in the gym during canteen disbursement by recreational staff.
11. The camera, printer, photo paper and ink will be secured in the recreational department. It will be the responsibility of the recreational staff to ensure the camera is brought to the visiting room in a timely manner for the pictures.

Any violation of rules by an inmate/sdp/tcc may result in the issuance of a disciplinary report/observation of behavior report and/or loss of visiting privileges.

Any violation of visiting rules by a visitor may result in termination of visit privileges and/or barring action.

- a. Any violation of rules by an inmate/sdp/tcc may result in the issuance of a disciplinary report/observation of behavior report and/or loss of visiting privileges.
- b. Any violation of visiting rules by a visitor may result in termination of visit privileges and/or barring action.

### **XIII. LEGAL COUNSEL/LEGAL DOCUMENTS**

- a. Conference rooms #2, #3, and #4 have been designated as areas where inmates/sdp's/tcc's may have access to counsel and confidential contact with attorneys and their representatives.
- b. Attorneys may request to bring necessary legal documents and/or paperwork into the visiting room. These documents shall be thoroughly searched, but not read, by the processing officer prior to entrance in accordance with 103 CMR 486 - Attorney Access Policy.
- c. All other visitors must receive permission from the Superintendent prior to being allowed to bring legal documents into the visiting room. If approved, the documents shall be thoroughly searched, but not read, prior to entrance. After the inmate/sdp/tcc has signed/reviewed the documents, they shall be given to the visiting room officer. The visitor can retrieve the documents at the completion of the visit.
- d. Inmates/sdp's/tcc's wishing to bring legal documents/paperwork to a visit shall receive prior approval from the Superintendent.

### **XIV. VISITORS ACCESS TO RULES AND REGULATIONS**

A copy of this procedure as well as 103 CMR 483 - Visiting Policy shall be maintained in the visiting room and will be made available to any visitor who requests a copy.

### **XV. SUBSTANCE ABUSE MONITORING**

When an inmate/sdp/tcc refuses to provide a urine sample, or receives a positive urine test and/or is found in the possession of drugs or alcohol, his visiting privileges will be suspended by the Superintendent pending a hearing by the Disciplinary Board/Behavior Review Committee.

## **XVI. VISITOR COMPLAINTS**

In order to ensure that visitor complaints are addressed the "Visitor Complaint Form" (Attachment D) of this procedure shall be made available to inmate/sdp/tcc visitors upon request. These forms are located in the Central Control room and in the Treatment Center Lobby.







**MASSACHUSETTS TREATMENT CENTER  
VISITOR RELEASE FORM**

**DATE:** \_\_\_\_\_

**TIME:** \_\_\_\_\_

In accordance with 103 CMR 483 - Visiting Policy, I have been informed and have read said policy/procedure regarding searches of visitors.

I, \_\_\_\_\_ do hereby agree to a  
(Print name clearly)

Clothed Personal search \_\_\_\_\_ (initial)

of my person prior to being allowed to enter the Massachusetts Treatment Center. I further understand that if I refuse this search, I will not be allowed to visit on this day.

\_\_\_\_\_  
Signature of Visitor

\_\_\_\_\_  
Staff Witness (Print)

\_\_\_\_\_  
Staff Witness (Signature)

\_\_\_\_\_  
Staff Witness (Print)

\_\_\_\_\_  
Staff Witness (Signature)

Extraordinary (other than routine) searches must be authorized by the superintendent or designee. An incident report must also be submitted.

Search Authorized by: \_\_\_\_\_

**MASSACHUSETTS TREATMENT CENTER  
103 CMR 483 – VISITING POLICY  
VISITOR COMPLAINT FORM**

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Reason for Complaint: Check the appropriate box (es):

Rules & Regulations     Search     Staff     Other: \_\_\_\_\_  
\_\_\_\_\_

Name of Visitor: \_\_\_\_\_

Address of Visitor: \_\_\_\_\_

Name of Inmate Visited: \_\_\_\_\_

Name of Staff Person(s) Involved: \_\_\_\_\_

Complaint: (Write out the details of the incident in full): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Continue on the back, if needed.)

\_\_\_\_\_  
Signature of Visitor

\_\_\_\_\_  
Date

If you do not receive a response to this complaint within ten (10) business days of filing/mailling, please submit a follow up letter to the Superintendent of the Massachusetts Treatment Center, 30 Administration Road, Bridgewater, MA 02324-3230.