Massachusetts
Department of Correction

Massachusetts Treatment Center PROCEDURE

Superintendent Approval Date

3/18/2026

Reviewing Authority Approval Date

4/14/2026

Procedure in accordance with:

103 CMR 483 Visiting Procedures

Internal Reviewing Authority:

Deputy Superintendent of Operations, Superintendent

ACA/PREA Standards:

5-ACI-7D-14, 5-ACI-7D-15, 5-ACI-7D-16, 5-ACI-7D-17, 5-ACI-7D-19, 5-ACI-7D-21, 5-ACI-7D-22

Applicability: Staff/Inmates

Attachments	Library	Public Access
Yes ☒ No ☐	Yes ☒ No ☐	Yes ☒ No ☐

TABLE OF CONTENTS

I.	Visiting Schedule	3
II.	Limitation of Visits	3
III.	Non-Contact Visits	4
IV	Behavior Assessment Unit	4
V.	Institution Information/Public Transportation	5
VI.	Inmate/SDP/TCC Funds and Property	6
VII.	Dress Code	6
VIII.	Visitor Approval Process	8
IX.	Identification and Sign in Requirements	10
X.	Visitor Processing/Searching of Visitors	11
XI.	Visting Room Staff	13
XII.	Smuggling Prohibited	15
XIII.	Institution Visiting Rules and Procedures	15
XIV.	Legal Counsel/Legal Documents	19
XV.	Visitor Access to Rules and Regulations	19
XVI.	Substance Use Monitoring	19
XVII.	Visitor Complaints	20
XVIII.	Zoom Meetings	20
XIX.	Web Ex Meetings	20
XX.	Video Visitation within Housing Units	20

ATTACHMENTS

Attachment #1	Visitor Form	24
Attachment #2	Daily Inmate/SDP/TCC Roster	25
Attachment #3	Visitor Complaint Form	26

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. 8:30 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. 8:30 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 holidays will follow the regular Friday visiting schedule for all inmates/SDPs/TCCs. Attorneys, Qualified Examiners and Independent Examiners will be allowed access to the Visting 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 Visting Room

Visitors will be permitted to leave the Visting 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 p.m. (These are approximate times; egress shall begin at the conclusion of the 4:30 p.m. 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.
8:30 p.m.

II. LIMITATION OF VISITS

A. Each inmate/SDP/TCC is allowed to have a maximum of two (2) adult visitors at the same time and a reasonable number of children.

B. If the Visting 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 one hundred (100) miles, the visitor will not be asked to leave until they have 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. Visitors must request and receive written approval from the Superintendent if they would like to visit more than one (1) inmate/SDP/TCC or visit two (2) simultaneously.

D. Any person who has been convicted of a felony shall not be allowed to visit without having a Visitor Application (Attachment #1 of 103 CMR 483, *Visiting Procedures*) approved by the Superintendent.

III. NON-CONTACT VISITS

A. General population inmates/SDPs/TCCs on non-contact status will receive visits on the same schedule as other general population inmates/SDPs/TCCs. Non-contact visits will be processed on a first-come, first-served basis.

B. The visiting duration for general population inmates/SDPs/TCCs on non-contact status may be limited by the available space in the Non-Contact Visiting Area. Non-contact visiting periods may be reduced or denied based on available space. The Shift Commander will be notified and will render a decision.

C. Visitors for non-contact visits (including BAU) shall not be allowed to bring debit cards into the Visting Room.

IV. BEHAVIOR ASSESSMENT UNIT (BAU)

A. All visits for inmates/SDPs/TCCs housed in the BAU must be pre-scheduled with the 7x3 shift Control Room OIC and approved by a Captain at least twenty-four (24) hours in advance of the visit. In the instance the Special Housing Captain is on duty, they shall handle this visiting detail.

B. All BAU visits are non-contact (excluding attorney visits). Visits will be held in the Visiting Room Non-Contact Area. Individuals housed in the BAU shall be allowed three (3) visiting periods each 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. BAU individuals may receive visits during the following periods:

Day	Visiting Period #1	Visiting Period #2	Visiting Period #3
Tuesday	1:00 p.m. - 2:00 p.m.	2:00 p.m. - 3:00 p.m.	6:00 p.m. - 7:00 p.m.
Wednesday	1:00 p.m. - 2:00 p.m.	2:00 p.m. - 3:00 p.m.	6:00 p.m. - 7:00 p.m.

Thursday	1:00 p.m. - 2:00 p.m.	2:00 p.m. - 3:00 p.m.	6:00 p.m. - 7:00 p.m.
Saturday	9:00 a.m. -10:00 a.m.	10:00 a.m. -11:00 a.m.	
Holidays	10:00 a.m. -11:00 a.m.	1:00 p.m. - 2:00 p.m.	

C. Advanced scheduling of non-attorney visits will be offered in open one (1) 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 visitors shall be searched in accordance with Section IX (G) of this procedure prior to entering the institution. Visitors shall not be permitted to bring anything into the institution except the locker key.

E. All inmates/SDPs/TCCs will be subject to an unclothed search prior to exiting the BAU and will be subject to an unclothed search upon returning to the unit utilizing the designated unclothed search area (holding cell) prior to returning to their assigned cell.

F. Special visits for attorneys, law students, paralegals, private investigators, and members of the clergy visits may be scheduled through the Special 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 at Massachusetts Correctional Institutions*. When possible, attorney visits shall be scheduled in advance of regular visits. Special consideration may be given if space allows.

G. Inmates/SDPs/TCCs that are serving a sanction or are otherwise unable to receive visits shall be allowed one (1) telephone call to notify the expected visitors.

V. INSTITUTION INFORMATION/PUBLIC TRANSPORTATION

A. Institution 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 Exit #14B for I-495 South. Take Exit #15 off I-495 to Route 44 and continue to the Middleboro traffic circle. At the traffic circle, take the fourth (4^{th}) exit onto Route 18 North for approximately three (3) miles until you see a sign "Bridgewater Correctional Complex" on the right. Take a right and proceed approximately 3/4 mile, take a right and proceed past Old Colony Correctional Center. The **Massachusetts Treatment Center** is on the right. Park in the parking lot to the left, across from Massachusetts Treatment Center, and enter Administration Building.

From Fall River/New Bedford - Take Route 24 North to Exit 14B for I-495 South. Follow the above directions.

From Points West - Take Route 495 South to exit #15. Follow the above directions.

From Cape Cod - Take Route 495 North to Exit #5 to Route 18. Take a left onto Route 18 and continue to the Middleboro traffic circle. At the traffic circle, take the third (3rd) exit onto Route 18 North. 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.

VI. INMATES/SDPS/TCCS FUNDS AND PROPERTY

Funds (checks or money orders NO CASH) must be placed in an envelope with the inmate's/SDP's/TCC's name and commitment number clearly marked. Visitors must place the envelope in the box marked inmate/SDP/TCC funds, located in the lobby.

VII. DRESS CODE

For visitor dress code requirements please refer "Visitor Dress Code Guidelines" (Attachment #6 to 103 CMR 483, Visiting Procedures).

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 (short sleeve)
White T-shirts
Black, navy, or white long sleeve shirt (collared)
gray sweatshirts (solid colors only)
Gray sweater

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/SDPs/TCCs will be allowed to bring the following items into the Visiting Room:

   a. Inmate/SDP/TCC ID 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 their person at all times. Other KOP medications may accompany the inmate/SDP/TCC but must be kept at the Visting 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 Visting 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 ID card, and medication (if applicable) must be given to the Visting 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 Visting Room.

8. Shoes, sneakers with socks (no clogs, slippers, or shower shoes), and all laces must be tied.

9. Inmates/SDPs/TCCs are not allowed to have elastics, rubber bands, clips, etc. in their hair while in the Visting Room.

10. Religious headgear is permitted.

VIII. VISITOR APPROVAL PROCESS

A. Authorized Number: An inmate/SDP/TCC shall be authorized to place up to 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/SDPs/TCCs 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 #1 to 103 CMR 483, *Visiting Procedures*) prior to entering the Visting 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 become inactive.

B. Up to ten (10) blank copies of the Visitor Application Form (available at http://www.mass.gov/doc/policy, and at the institution library, Attachment #1 to the 103 CMR 483, *Visiting Procedures*) and a copy of the Inmate Visitor Listing (Attachment #3 to 103 CMR 483, *Visiting Procedures*) shall be provided to each inmate/SDP/TCC at orientation. Prospective visitors shall complete and return the forms with a copy of current photo identification to the institution's Director of Security (DOS). 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 DOS for final approval, 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 DOS 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 Superintendent shall make the final decision. Should the DOS have concerns with an application based on a background check, the application will forwarded to the Superintendent's office for consideration.

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 institution library, as Attachment #4 to 103 CMR 483, *Visiting Procedures*) within a reasonable period of time. 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 483.15.

H. If an inmate/SDP/TCC requests to delete a visitor from their Inmate Visitor Listing, the Inmate Visitor Listing shall be completed and submitted to the DOS. A Visitor Status Notification shall be completed, and a copy forwarded to both the visitor and inmate. The DOS's office will update the Inmate Visitor Listing.

I. Approval of visitors shall be at the Superintendent's or their designee's discretion, in accordance with 103 CMR 483.10, *Visiting Procedures*.

1. Children under eighteen (18) years of age may visit without being on the inmate's/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 institution library as Attachment #2 to 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 an original or copy of the minor's birth certificate or an official hospital record verifying the birth of the child, the date of birth of the child, parents' 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/SDP/TCC may sign the Minor Consent Form if they are 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 Visitor Listing form. If the prospective visitor is the victim, family member of a victim, or registered to receive notification concerning an inmate/SDDP/TCC 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 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 in accordance with the Massachusetts State-Wide Record Retention Schedule.

K. Subsequent BOPs shall be run on ten (10) percent of approved visitors randomly selected by IMS on a quarterly basis.

IX. IDENTIFICATION AND SIGN IN REQUIREMENTS

A. Visitors will not be allowed into the lobby until one (1) hour (½ hour on Monday for State Visits) prior to the visiting period. Visitor processing shall begin one half (½) hour before the start of the scheduled visiting period.

B. Upon entering the front lobby, visitors shall obtain a numbered "Visitor Form," Attachment #1 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 Visitor Processing Officer with any necessary approval 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 Visitor Processing 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 inmate's/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 Visting Room.

X. 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 Visitor 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 Visitor 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 they visit. 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 (1) 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. Visitors who have life-saving medication shall keep it on their person at all times. The Visitor Processing Officer shall note on the Visitor Form all medication upon entry and verify the presence of the same medication upon exit of the Visting 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.

6. One (1) personal credit or debit card.

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. The visit shall be terminated for anyone that leaves the lobby area or enters their locker after a visit has commenced.

F. Upon entering the Visitor 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 from their pockets and place them in the bucket(s) provided, 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 Visting Room via walk-through metal detector, handheld wand, and/or other similar device. If a 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

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 their person.

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

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

J. 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).

1. 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).

2. 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).

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

    b. This one (1) 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. The officer shall note all medical devices upon entry on the visiting form and verify upon exit of the Visting Room. Additionally, a tool control inventory sheet shall be completed for all oxygen tanks that enter the institution.

K. Visitors at all institutions shall 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.

L. All visitors in possession of a credit/debit card shall be hand stamped with the same hand stamp of the day a second time on the same hand. The visitor shall be issued a lanyard with a clear pouch in which the credit/debit card shall be stored when not in use. Upon exiting the institution through the pedestrian trap, the hand stamp will be referenced. If the two (2) hand stamps are observed the officer shall verify that the visitor is still in possession of their credit/debit card and collect the lanyard. If the visitor is not in possession of their credit/debit card, the Shift Commander shall be notified.

M. 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.

N. Papers and documents carried in or out by any judge, attorney, law student, paralegal, the Governor, any legislator, or any member of the Parole Board may be inspected for concealed articles but shall not be read.

XI. VISTING ROOM STAFF

A. The Visitor Processing Officer shall be responsible for the following:

1. The Visiting Processing Officer distributes the numbered Visitor form to the visitors in the order of their arrival and checks them for completeness and accuracy.

2. The Visiting Processing Officer ensures the visitor has provided a valid (non-expired) form of identification and vehicle registration information.

3. The Visiting Processing Officer will check IMS to ensure that the visitor is approved to enter the institution.

~~4.~~ The Visitor Processing Officer confirms the inmate's/SDP's/TCC's housing assignment and notifies the housing unit concerning the visit.

5. 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.

6. 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.)

B. The Visting Room Staff shall be responsible for the following:

1. Time stamp the Visitor form the time that the visitor and the inmate/SDP/TCC entered and exits the Visting Room, enter into the IMS log the time the visitor and the inmate/SDP/TCC enters/exits the Visting Room. Document all inmates/SDPs/TCCs entering the Visting Room on the Daily Inmate/SDP/TCC Roster (Attachment #2 of this procedure).

2. An officer must be present in the Visting Room trap prior to the inmate/SDP/TCC being allowed access to the area.

3. Ensuring that only two (2) inmates/SDPs/TCCs enter the Visting Room trap area at any given time. (Exception: end of visiting)

4. When the inmate/SDP/TCC arrives at the Visting Room trap area, they must place their unit movement card in the movement board and submit to a personal search with shoes removed.

5. When an inmate/SDP/TCC enters the Visting Room, they must proceed directly to the officer's desk where they will leave their I.D. until the visit

is over. The inmate/SDP/TCC will then proceed to the seating area and join the visit. Inmates/SDP/TCC shall remain seated throughout the visiting period.

6. At the conclusion of the visit, the visitor(s) shall report to a Visting Room staff member and inform them 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 Visting Room. The inmate/SDP/TCC shall be directed to report to the inmate/SDP/TCC search waiting area after the visitors exit the Visting Room.

7. The Visting Room Officer shall ensure that visitors and inmates/SDPs/TCCs only carry out the authorized items that they brought in with them (no food or beverages will be allowed to leave the Visting Room).

8. The Visting Room Officer will notify the central control room staff that there are visitors to be released from the Visting Room at half hour intervals per schedule.

9. Prior to releasing the visitors into the sally port, the Visting Room Officer, using the ultraviolet light will ensure that each visitor (more than 13 years of age) has the search of the day stamped on their designated hand.

10. Maximum of five (5) visitors are allowed to egress at one (1) time.

11. All inmates/SDPs/TCCs shall undergo an unclothed search prior to being released from the Visting Room.

12. Inmates/SDPs/TCCs and visitor(s) will not be allowed to leave the Visting Room during major counts or inmate/SDP/TCC accountability checks.

13. Visting Room staff shall strive to maintain vigilance of visitors and inmates/SDPs/TCCs to enforce the rules governing visits and to prevent the introduction of contraband into the institution.

XII. SMUGGLING PROHIBITED

Smuggling is prohibited in accordance with 103 CMR 483, *Visiting Procedures*.

XIII. INSTITUTION VISITING RULES AND PROCEDURES

A. General Rules

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, the Visting Room Officer(s) shall submit a written report to the Superintendent before completing their tour of duty at that post. All details concerning the reason(s) for termination of the visit shall be noted.

2. Inmates/SDPs/TCCs and visitors will follow the orders of the officers assigned to the Visting 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/SDPs/TCCs 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 Visting 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/SDPs/TCCs and their visitors will be permitted to remain in the Visting Room from 1:00 p.m. - 8:30 p.m.PM without having to leave unless otherwise stated. (However, refer to Sections I. and II. for visiting periods and number of visits)

B. Special Rules for Children

1. The play area will be restricted to children ages two (2) through twelve (12). Parents/legal guardians are not permitted in the area. The visitor parent/legal guardian will be allowed to escort the child to the area and watch, for limited periods of time for the child to feel comfortable.

2. At no time will any inmate/SDP/TCC be allowed in the play area with children present.

3. Only quiet toys are allowed in the children's area and must not leave the area.

4. Children are not allowed to sit on inmates'/SDPs'/TCCs' laps and inmates/SDPs/TCCs are not allowed to hold children.

5. Visitors will be allowed to change infant diapers on the infant changing table located in the visitor's sallyport.

6. 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 Visting Room. The Visting Room staff shall notify the Control Room that while the visitor is nursing their child the camera will be covered for privacy. Once inside, the Visting Room staff shall draw the window curtain to the closed position to allow the visitor and child privacy. The inmate/SDP/TCC may not be present during this process.

C. Bathroom Facilities

1. Visitors must notify the Visting Room officer if they need to use the bathroom facilities. Visitors must give their locker key to the Visting Room officer prior to exiting the Visting Room. Visitors will not be allowed to bring anything out of or into the Visting Room after having utilized the bathroom facilities.

2. Visitors are allowed to leave the Visting Room only one (1) time per visiting period to utilize the restroom. Visitors may not leave the institution 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 personal search before being allowed to reenter the Visting 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 Visting Room.

7. Inmates/SDPs/TCCs shall use the restroom on the respective unit prior to arriving to the Visting Room for their visit. Once the inmates/SDPs/TCCs visit has commenced they may use the restroom located in the Visting Room sallyport area once per visiting period.

8. The inmate/SDP/TCC must notify the Visting Room officer that they wish to utilize the facilities. The officer shall conduct an unclothed search of the inmate/SDP/TCC prior to allowing access to the restroom.

9. All inmates/SDPs/TCCs must submit to a personal search prior to reentering the Visting Room.

D. Vending Machines

1. Inmates/SDPs/TCCs 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 Visting 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 Visting Room shall be consumed in the Visting Room. Neither the visitor nor the inmate/SDP/TCC will be permitted to leave the Visting 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 Visting Room by the visitor(s) only. Inmates/SDPs/TCCs are not authorized to be near the trash barrels.

E. Photographs

1. Only one (1) inmate/SDP/TCC may be photographed and it must be the individual that purchased the photograph (no inmate group photos).

2. Items or objects shall not be allowed in any photographs. Inmates/SDPs/TCCs 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).

4. Under the supervision of the Visting Room Officer or Recreation Officer, inmates/SDPs/TCCs shall be allowed to have their photographs taken, by the approved inmate/SDP/TCC photographer(s), in the Visting Room with their visits. Photos are authorized during all Visting Room sessions.

5. Photographs for inmates/SDPs/TCCs who do not receive visits will be taken the first Tuesday (civil) and Wednesday (state) of the month in the gym at their designated recreational time by the approved inmate/SDP/TCC photographer(s) under the supervision of recreational staff.

6. An institution owned digital camera will be used to take all pictures in the Visting Room and/or Gym. Pictures shall be taken by the approved inmate/SDP/TCC photographer(s) only, under the supervision of the Visting Room Officer or Recreation Officer. All pictures must be taken in the DOC approved area(s) of the Visting Room or gym.

7. Inmates/SDPs/TCCs 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 (2) weeks prior to picture taking day. The Charge Slip must indicate if the picture will be taken in the Visting Room or gym. The unit CPO shall

make sure that the inmate/SDP/TCC has sufficient funds in their account to pay for the photos. The cost of each photograph is $1.50 Limit of two (2) photos per session. The payment must be made from the personal unearned account.

8. 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 a list of the inmates/SDPs/TCCs who have sufficient funds to cover the picture requests and forward it to the Recreation staff prior to the scheduled photo session.

9. The Recreation Officer shall provide the listing of inmates/SDPs/TCCs approved for photographs to the Visting Room Sergeant and/or Officer in Charge (OIC). The inmate or civil photographer shall photograph only the inmate/SDP/TCC on the approved photo list.

10. The 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/SDP/TCC photographer shall receive a Disciplinary Report (D-Report) and/or Observation of Behavior Report (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.

11. Inmates/SDPs/TCCs will only be allowed to retrieve their photo(s) on Mondays in the gym during canteen disbursement by recreation staff.

12. The camera, printer, photo paper, and ink will be secured in the recreation department. It will be the responsibility of the recreation staff to ensure the camera is brought to the Visting Room in a timely manner for the pictures.

F. Violation of Rules

1. Any violation of rules by an inmate/SDP/TCC may result in the issuance of a D-Report/OBR and/or loss of visiting privileges.

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

XIV. LEGAL COUNSEL/LEGAL DOCUMENTS

A. Attorneys, law students, paralegals, and private investigators may bring necessary legal documents and/or paperwork into the Visting Room. These documents shall be thoroughly searched, but not read, by the Visitor Processing Officer prior to entrance in accordance with 103 CMR 486, *Attorney Access*.
NOTE: An inmate/SDP/TCC may give an attorney, law student, paralegal, or private investigator legal paperwork.

B. All other visitors must receive permission from the Superintendent prior to being allowed to bring legal documents into the Visting 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 Visting Room Officer. The visitor can retrieve the documents at the completion of the visit.

XV. VISITOR ACCESS TO RULES AND REGULATIONS

A copy of this procedure as well as 103 CMR 483, *Visiting Procedures* shall be maintained in the Visting Room and will be made available to any visitor who requests a copy.

XVI. SUBSTANCE USE MONITORING

When an inmate/SDP/TCC refuses to provide a urine sample, receives a positive urine test, and/or is found in the possession of drugs or alcohol, their visits will be non-contact pending a hearing by the Disciplinary Board/Behavior Review Committee.

XVII. VISITOR COMPLAINT

To ensure that visitor complaints are addressed, the "Visitor Complaint Form," Attachment #3 of this procedure, shall be made available to inmate/SDP/TCC visitors upon request. These forms are in the Control Room and in the Lobby.

XVIII. ZOOM MEETINGS

A. On weekdays, records staff shall provide a daily meeting list to Control Room staff for the Visting Room Officer to pick up prior to the start of their day. This paperwork will include a cover page with the day's itinerary, meeting id, passwords, and all email communication for each meeting.

B. If staff are having difficulty logging onto a Zoom meeting using the cover page, go to the individual email to confirm that there is not a typo on the cover page.

1. Any further issues should be directed to the Shift Commander, who will contact Records staff to rectify the problem.

C. Zoom meetings are used for professional visits only: i.e. mental health, attorneys, social workers.

XIX. WEB EX MEETINGS

A. In addition to Zoom meetings, there are also Web Ex meetings. Conference Room #4 and the children's room are the only two (2) computers with the Web Ex icon on them. The log in process will be the same as a Zoom meeting. Open the Web Ex icon, input the meeting ID, and password.

B. If staff is having difficulty logging onto a Web Ex meeting using the cover page, go to the individual email to confirm that there is not a typo on the cover page.

1. Any further issues should be directed to the Shift Commander, who will contact Records staff to rectify the problem.

C. Web Ex meetings are used for professional visits only: i.e. mental health, attorneys, social workers.

XX. VIDEO VISITATION WITHIN HOUSING UNITS

Video visits are provided at no cost to the inmate/SDP/TCC. Each day, the 7x3 and 3x11 unit officer should check the terminal, at the beginning of the shift, to see if there are any visits scheduled. Any inmates/SDPs/TCCs scheduled for video visits will be allowed the video visit, outside of their scheduled tier time. The unit officer should make an effort to keep the video visiting area clear of inmates/SDPs/TCCs.

A. Overview:

1. Inmates/SDPs/TCCs will be allowed access to the Securus Technologies Video Visitation. Video visitation will be held in designated rooms within each unit.

2. Video visitation will be twenty (20) minutes in length and limited to three (3) scheduled visit per week. There will be a ten (10) minute duration between visits.

3. Inmates/SDPs/TCCs on loss of visit status are not permitted video visits. Additionally, inmates/SDPs/TCCs on Medical or Mental Health status are subject to clearance from their respective professional provider.

4. Video visits can be requested by individuals on the inmate's/SDP's/TCC's pre-approved visitor list. Video visits are limited to one (1) adult visitor, the approved visitor who requested the visit through Securus. Any violations will be subject to suspension of video visit privileges.

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

6. The Massachusetts Treatment Center reserves the right to deny, cancel, or terminate a video session prior to or during a video session based upon misconduct of either party. The institution will not cancel visits for inmates/SDPs/TCCs on quarantine status.

7. The Massachusetts Treatment Center reserves the right to restrict participants from all future use of the system.

8. Any illegal activity will be reported to local law enforcement.

9. All family member/friend video sessions are recorded and subject to electronic monitoring by Massachusetts Treatment Center personnel. The use of the video system constitutes consent to this recording and monitoring.

10. Visitors are not allowed to record or take screen shots of the inmate.

11. The Massachusetts Treatment Center reserves the right to terminate all video sessions due to an institution disturbance and/or disorder.

B. Process for Friends and Family:

1. Potential visitors may access Securus Technologies Video Visitation website at Videovisitanywhere.com

2. Through the website, inmate/SDP/TCC family and friends will be able to create a remote visitation account. These accounts will all be automatically approved by the Securus Technologies system. If a scheduled visit needs to be canceled, it will be done through the Video Visitation website.

3. The system will require the account holder to identify their relationship to the inmate/SDP/TCC and provide a photo along with a government issued photo ID.

4. After an account is created and the terms and conditions are accepted, account holders will then be able to schedule a visit with an inmate/SDP/TCC at MTC.

5. Visits will be scheduled in accordance with each inmate's/SDP's/TCC's specific housing unit's visiting time.

6. Account holders may schedule remote visits up to fourteen (14) days in advance with a minimum of forty-eight (48) hours between the current date and the date of the visit being requested.

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

C. Staff Process:

1. Securus will generate a daily email of recently requested visits that will be sent to the office of the DOS.

2. The office of the DOS will screen potential visitors and will approve or deny the first visit between the potential visitor and inmate/SDP/TCC. The screening will include, but is not limited to, verifying the visitor's identity and approved status. Visiting approval will be subject to the inmate/SDP/TCC the signing Terms of Agreement form.

3. When a visit is approved, the office of the DOS will manually enter each visit into IMS to ensure the video visit is on the inmate's/SDP's/TCC's schedule.

4. When inmates/SDPs/TCCs move to different housing units, the office of the DOS will change their housing location in the Securus system to reflect the inmate's/SDP's/TCC's new visiting schedule.

5. Unit staff will periodically monitor visitation for compliance.

6. Minors, when scheduled, shall not require that parent or guardian to be in attendance.

D. Sessions Guidelines:

1. Inmates/SDPs/TCCs and visitor shall abide by the visitation standards on conduct and behavioral guideline outline in 103 CMR 483, *Visiting Procedures*. Use of alcohol, illicit substances, and smoking is strictly prohibited.

2. Inmates/SDPs/TCCs and visitor are required to abide by visitation dress codes for inmates/SDPs/TCCs and visitors.

3. Any violation of visiting rules may result in the termination of the visit, loss of visiting privileges, and/or disciplinary action**.**

E. Special Visits:

1. Exceptions to the visiting schedule and duration of visits, and/or other requests can be approved under special circumstances.

2. Requests must be submitted in writing to the Superintendent.

3. Decisions will be documented in writing and a copy will be sent to the requesting visitor, the inmate, and the office of the DOS.

Attachment #1

Massachusetts Treatment Center
Visitor Form

COMMIT #	INMATE'S NAME	HOUSING UNIT

VISITOR #	VISITOR'S NAME	VEHICLE REGISTRATION	LOCKER #

MINOR'S NAME	MINOR'S D.O.B.

<u>APPROVED ITEMS KEPT ON PERSON (i.e. medications, medical devices, religious medallions, etc.):</u> The Visting Room Officer shall ensure each item listed below is in the visitor's possession, before allowing the visitor to exit the Visting Room.

VISITOR ENTERED THE VISTING ROOM	VISITOR EXITED THE VISTING ROOM

Attachment #2

Massachusetts Treatment Center
Daily Inmate/SDP/TCC Roster

Count: **S M T W TH F S** **DATE:** _____ /
_____ / _____

Inmate/SDP/TCC Name	Comm #	Unit	Call	Visits	Exit	Notes Attorney/QE Names
						INMATES
						ATTORNEYS
						QUALIFIED EXAMINER
						ADULTS
						MINORS
						PL

Attachment #3

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/mailing, please submit a follow up letter to the Superintendent of the Massachusetts Treatment Center, 30 Administration Road, Bridgewater, MA 02324-3230.