


<p>Massachusetts Department of Correction</p> <p>MCI-Framingham PROCEDURE</p>		<p>Superintendent Approval Date</p> <p>9/12/2024</p>	
		<p>Reviewing Authority Approval Date</p> <p>1/17/2025</p>	
<p>Procedure In accordance with:</p> <p>103 CMR 483 Visiting Procedures</p>		<p>Internal Reviewing Authority:</p> <p>Director of Security Deputy Superintendent of Operations</p>	
		<p>ACA/PREA Standards:</p> <p>5-ACI-3D-01; 5-ACI-7D-14; 5-ACI-7D-17; 5-ACI-7D-19; 5-ACI-7D-21; 5-ACI-7D-22; 5-ACI-7D-16</p>	
		<p>Applicability: Staff/Incarcerated individuals</p>	
<p>Attachments</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Library</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Public Access</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	

TABLE OF CONTENTS

I.	Institution Visiting Rules and Procedures (483.06)	3
II.	Department Standards for Institution Rules and Procedures (483.07)	9
III.	Visiting Room Officer (483.08)	12
IV.	Special Visiting Incarcerated Individual Populations (483.09)	12
V.	Visitor Approval Process (483.10)	14
VI.	Identification and Sign-In Requirements (483.11)	18
VII.	Searches of Visitors (483.13)	19
VIII.	Video Visitation	22

ATTACHMENTS

Attachment #1	Notification of Apparent Violation of Restraining Order	25
Attachment #2	Visiting Room Weekly Report	26
Attachment #3	Terms of Agreement – Friends and Family Remote Sessions	27

I. Institution Visiting Rules and Procedures (483.06)

A. Institution Address, Telephone Number, Directions, and Local Transportation

1. Institution Address Information:

MCI-Framingham

Phone Number: 508-532-5100

99 Loring Dr.

P. O. Box 9007

Framingham, MA 01701

2. Directions to the Institution:

From the South: 495 N. to Route 9 East (Framingham) and from the North: 495 S. to Route 9 East (Framingham) to Route 126 South (Concord St) pass Store 24 turn left small rotary onto Irving St. Stay straight through three sets of lights, MCI-Framingham will be on your left.

From the East & West Mass Pike to Exit 13: Head towards Framingham on Route 30 to Route 126 South (Concord St, at 5th set of lights) pass Store 24 turn left onto Irving St. Stay straight through three sets of lights, MCI-Framingham will be on your left.

3. Transportation from MCI-Framingham is limited to taxi, train, and bus services.

The MBTA station is approximately one (1) mile from the institution.

The train leaves from downtown Framingham to points East and West several times a day. The last stop on the eastbound route is South Station in Boston. Across from the station is the Peter Pan bus terminal where there are bus routes throughout the state. The last stop on the westbound route is Worcester. The fares and schedules can be found on www.mbta.com.

Bus services are also available in Framingham. The bus terminal is located at Shopper's World in Framingham. Buses are available to Boston. Connecting bus lines are available in Boston and Worcester to all other points.

Transportation schedules for public transportation (taxi, trains, and buses) shall be posted on the visitors' bulletin board located in the Visitor Waiting Area.

B. Attorney Access

1. In accordance with CMR 486.08 (1), (a), Attorneys shall be permitted to

visit incarcerated individuals housed in the general population during institutional visiting hours for incarcerated individuals and upon one (1) hour notice at any other time between the hours of 9:00 a.m. and 8:30 p.m. Law Students and Paralegals must be pre-approved for entry. Prior to entry, prospective Attorney, law student, and paralegal visitors must completely fill out an “Attorney Request to Visit Inmate Form.” 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions* (Attachment #3).

2. Once this form is completed and before the visit can move forward, the Outer Control OIC/Officer designated to process this visit must conduct a comprehensive review of this “Attorney Request to Visit Inmate Form” 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions* (Attachment #3). The purpose of this review will be to ensure that all line items are completely and accurately filled in to include the date, bar card#, locker # and processing officer’s initials. The Zone OIC (109), must be immediately contacted should this review reveal that “yes” is circled for any of the following questions:
 - 1) Have you been convicted of a felony?
 - 6) Have you ever been sentenced to a correctional institution?
 - 8) Are you barred from any other correctional institution?
 - 9) If yes, are you visiting for the purpose of developing a story for potential publication or broadcast.
3. If “yes” is circled for any of the above noted questions, the Zone supervisor (109) will gather all necessary information/documentation and contact the Shift Commander before allowing said visit.
4. These visits will be conducted in one (1) of the three (3) designated attorney-visiting rooms. This will allow incarcerated individuals confidential contact with their attorneys/representatives. Attorney Visits for incarcerated individuals housed in the BAU will be conducted in the Smith Building non-contact visiting room unless exigent circumstances exist. At the completion of these visits said “Attorney Request to Visit Inmate Form” 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions* (Attachment #3) shall be checked for completion by the officer monitoring the visit(s), once completed the forms will sent to the Operations Department where they will be reviewed and filed by date, no such forms will remain in the visiting room. The shift commander shall contact the Superintendent or designee before denying an attorney visit. Any such denials shall be documented via incident report. Incarcerated individuals in ITU are permitted in-person attorney visits consistent with their mental health precautions and mental health phase. Incarcerated individuals in HSU are permitted contact attorney visits consistent with their medical precautions and security status.

C. Institution Rules and Regulations

1. All visitors must park their vehicles in the area assigned for Visitors Parking. All vehicles must be locked while on state property. Visitors are not allowed to loiter in the parking lot.
2. Visitors to MCI Framingham, their vehicles and their possessions are subject to search while on state property.
3. The introduction of guns, controlled substances, alcohol, cell electronic devices or other weapons is cause for loss of visiting privileges as well as criminal prosecution.
4. Smoking or the possession of tobacco or tobacco-related products is strictly prohibited.
5. If a visitor appears to be under the influence of alcohol or any unknown substance or the odor of alcohol is detected, they will be denied entrance by the Shift Commander and an incident report shall be written.
6. Upon entrance to the Visiting Room, incarcerated individuals will provide the Visiting Room Officer their movement and institutional ID cards. ***The IMS Visiting Room – Unit Activity Log shall be maintained throughout all visits by the Officer in Charge of the visiting room (this includes those assigned to monitor visits during non-visiting hours). In addition, the Officer in Charge of the visiting room at the time shall maintain the “Visitor Log.” ARHU rate times must be entered in the following fields, “Time in” (time when visitor arrived at processing), “V/R in/out” (when visitor entered and exited the visiting room) and “Inmate in” (when incarcerated individual entered the V/R).***
7. Seating will be on a first come first served basis and only in those areas designated for incarcerated individuals. As the incarcerated individuals enter the visiting room, they will take a plastic chair from the stack and place it across from their visitor’s seat(s). When the visit has ended, they will return their plastic chair to the stack and wait for an unclothed search prior to exiting the visiting room. The Visiting Room Sergeant or the Officer in Charge will monitor seating.
8. Incarcerated individuals as well as visitors are required to sit with their back flat against the chair and their feet flat on the ground. Legs may not be crossed and there is no straddling on the chairs.
9. Incarcerated individuals are not allowed to take or give any item to visitors. The exception to this is items purchased from the vending machine. Incarcerated individuals are not allowed to share items from the vending machine with their visitors.

10. Visitors as well as incarcerated individuals will be allowed to use the designated toilet facilities in the Visiting Room, when necessary.
 - a. Incarcerated individuals are subject to an unclothed search prior to entering the bathroom and a personal search shall be conducted upon exiting the bathroom.
 - b. Visitors will be required to consent to a personal search after using the bathroom. Documentation of the consent shall be the signing of the Search Log prior to entering the bathroom. The visitor must submit phones, to the personal search prior to resuming the visit.
 - c. Whenever a child uses the bathroom, an adult shall be present prior to conducting the personal search. If the adult enters the toilet facilities with the child, they are also subject to a personal search. In the event an infant needs a diaper change visiting room staff will do the following:
 - i. Search the clean diaper prior to the diaper change.
 - ii. The Officer inspecting the diaper will remain in the immediate area but will **NOT** maintain constant observation of the infant during the diaper change.
11. The toilet facilities shall be searched prior to any visitor entering and after the visitor has exited and a personal search of the visitor has been completed.
12. Visitors may utilize their personal debit/credit card for vending machine purchases. Money is not allowed in the visiting room.
13. Female visitors requesting to breast feed their children will be directed to an attorney room at MCI-Framingham. Upon conclusion of breast feeding, an appropriate area search will be conducted by staff.
14. Physical contact between visitors and incarcerated individuals shall be limited to a brief greeting at the start and at the completion of a visit. Excessive or inappropriate physical contact may be cause for termination of the visit and loss of privileges.
15. Visitors who choose to deposit funds into incarcerated individual accounts are encouraged to do so by making the check or money order payable to Access Secure Deposits and mailing it to Secure Deposits-Massachusetts DOC PO Box 12486 St. Louis, MO 63132 along with the Money Order/Check Deposit form located on the Access Corrections website at www.accesscorrections.com. Deposits may also be made using a credit card at www.accesscorrections.com or by calling 1-866-345-1884.

Additional information can be found at www.accesscorrections.com. Checks or money orders made payable to the incarcerated individual that are received by the institution through the mail are also accepted.

16. Incarcerated individuals who are scheduled to serve disciplinary sanctions, or are otherwise not able to receive visits, are responsible for notifying visitors prior to such a visit, if they desire, to avoid limited or otherwise restricted visits.
17. When an incarcerated individual's housing status changes abruptly (e.g., from general population to ITU, HSU, etc.), upon the incarcerated individual's request, reasonable efforts will be made by the Unit Team staff to contact visitors and have them informed of visiting restrictions.
18. Service Dog Programs – Incarcerated individuals involved with the NEADS Program may bring their dog with them on a visit. The following rules apply:
 - a. The incarcerated individual may bring with them a non-squeaking dog toy, dog treats and a mat into the visiting room. (No bones are allowed.)
 - b. Puppies will be allowed in the children's room.
 - c. At the discretion of the visiting room OIC, if the puppy becomes a distraction, a back-up handler will be called for the puppy to be removed from the Visiting Room.
 - d. Handlers must give the dog the opportunity to "break" prior to entering the visiting room. If the puppy needs to "break", they must notify correctional staff and will be allowed to go into the courtyard on the hour.

D. Vending Machines

1. The machines and their contents are made available for incarcerated individuals and their visitors for their personal consumption in the visiting room.
2. There will be no food or drink removed from the visiting area by any visitor or incarcerated individual. Incarcerated individuals must consume or dispose of all food/drink prior to entering the unclothed search waiting area.
3. It is the responsibility of the incarcerated individual to ensure that all trash is deposited into the appropriate receptacles.

4. Abuse of the machines may result in the suspension of visiting privileges or use of vending machines.
5. Sharing of food products and or/drinks will not be allowed. All visitors will be required to remove all food items from the original packaging (container/wrapper) from foods purchased in the vending machines (sandwiches, chips, etc..) prior to leaving the vending area. Food must be placed on the plates provided and packaging discarded in the areas designated.
6. Only two (2) people at a time are allowed at the vending machine. Incarcerated individuals are not allowed to operate or have direct access to vending machines.

E. Parenting Room

1. Incarcerated individuals who receive visits, which include children under 14 years of age are encouraged to utilize the parenting room in the visiting area at.
2. All children must be supervised by the guardian or parent at all times.
3. All toys are to remain in the parenting room and are to be put away at the end of the visit.
4. Incarcerated individuals and visitors who abuse the privileges of the parenting room may be subject to loss of visiting privileges.

F. Incarcerated Individual Dress Code

1. Incarcerated individuals entering the Visiting Area must wear clothing that is neat and presentable. At a minimum, clothing shall include a shirt or blouse with sleeves, pants, socks, with underpants and bra. The Visiting Room Sergeant/OIC shall make the determination of presentability.
2. Dress shirts do not need to be tucked in, however undershirts must be neatly tucked in.
3. Incarcerated individuals are allowed to enter the Visiting Area with a handkerchief, religious medal, medic-alert bracelet/necklace, wedding band, and their identification card. Legal material will be allowed for attorney visits.
4. No other items are to be brought to or worn in the Visiting Area, other than those items approved in the dress code. Personal radios, Walkman's, hot pots or TV's may not be used in the Visiting Room.

II. Department Standards for Institution Rules and Procedures (483.07)

- A. Visiting Procedures for Medium Security General Population Incarcerated Individuals
1. Visiting hours are from 1:00 p.m. - 5:00 p.m. and 5:00 p.m. - 8:00 p.m.; on Sunday, Monday, Tuesday, and Saturday for all incarcerated individuals housed in general population.
 2. Holiday schedules shall follow the visiting schedule for the assigned day, unless otherwise authorized by the Superintendent.
 3. Visitor processing runs from 12:00 p.m. - 2:50 p.m. and 3:10 p.m. - 7:30 p.m.
 4. No visits will be processed after 7:30 p.m. Visiting trap procedures are as follows:
 - a. **Shift Change** – The Visitor Trap will close from 2:50 p.m. - 3:10 p.m. At 2:30 p.m. the Visiting Room OIC shall make an announcement for those opting to exit the visiting room. Those who choose to remain may not egress until directed by the visiting room OIC.
 - b. **Major Count** - The Visitor Trap will close from 4:15 p.m. until the Major count has cleared. At 4:00 p.m. the Visiting Room OIC shall make an announcement for those opting to exit the visiting room. Visitors will be processed through the trap. Incarcerated individuals who cannot be properly processed will remain in the Visiting Room on an out count until which time they can be properly processed. Those who choose to remain may not egress until directed by the visiting room OIC.
 - c. Visitor Processing will stop from 2:50 p.m. - 3:10 p.m. All paperwork will be processed however, incarcerated individuals will not be called for visits until which time the trap re-opens and visitors will not be processed through the trap during count or shift change.
 5. Incarcerated individuals are allowed a maximum number of five (5) visiting periods per week. The visiting period is 1:00 p.m. - 5:00 p.m. and/or 5:00 p.m. - 8:00 p.m. An incarcerated individual who is on a visit for any portion of either period shall be charged with utilization of one visit (i.e. if the visit runs from 2:00 p.m. to 6:00 p.m. then the incarcerated individual shall be charged with two (2) visiting periods).
 6. A maximum of two (2) adults shall be permitted to visit an incarcerated individual at the same time during any visiting period. There shall be no

limitations on the number of children. However, the number of children accompanying any parent/guardian must be of a number that can be adequately supervised by the parent/guardian in the institution and a number that can be accommodated by the institution's visiting room.

7. Visitors may visit for the entire scheduled visiting period. In emergency situations and overcrowding, at the discretion of the Shift Commander, visits may be limited to no less than one (1) hour in duration to accommodate all visitors. Visits that started earliest will be terminated first (excluding visitors who traveled over 100 miles) to provide room when visitors are waiting to enter the visiting room due to overcrowding.

B. In addition to the rules and regulations of 103 CMR 483, *Visiting Procedures*, the following rules are applicable:

1. There will be no limitations on the number of visits an incarcerated individual may receive on any given day or on a weekly basis. However, only one group of visitors will be allowed to visit at any one time. Each incarcerated individual will be allowed ten (10) visitors on their approved visitors list. An incarcerated individual's visitor list may be revised in accordance with 103 CMR 483, *Visiting Procedures*.
2. Incarcerated individuals anticipating receiving five (5) or more visitors during one (1) session should make prior arrangements with the Director of Security (DOS).
3. Visitors are required to store all belongings to include Identification, keys, wallets, and purses in the lockers provided. This institution is not responsible for any articles placed in lockers. Cellular phones may be stored in lockers provided only for visitors arriving on foot, by bus, train, or taxi and must be powered off.
4. The following personal items may be brought into the institution and retained by visitors during the course of a visit:
 - a. Children's articles (diapers, bottles, etc.)
 - b. Jewelry (traditional engagement ring/wedding band, religious medallion on a necklace or chain, or medical alert jewelry)
 - c. Visitors must use their personal debit/credit card for vending machine purchases. Visitors may not give money directly to incarcerated individuals or leave incarcerated individuals their debit/credit card.
5. Visitors who maintain life-saving medication or who utilize medical devices to include: nitroglycerine, inhalers, and glucose tablets, automatic implantable cardioverter/defibrillator and/or pacemaker, wheelchairs, prosthetic devices, insulin pumps, casts, braces, medically necessary

shoes, canes, walkers, guide dogs etc., or requiring the use of oxygen tanks shall obtain prior approval from the Superintendent to visit with such medication/device(s).

- a. The visitor shall submit written evidence signed by a medical doctor documenting the need for such device(s) to the Superintendent for review. Written evidence shall include an anticipated end date for the use of all devices that are necessary for a limited time period (e.g. cane, cast) due to temporary medical conditions.
 - b. Once substantiated, the Superintendent shall provide written approval to allow the visitor to enter the institution with the device(s). If necessary, the Superintendent shall authorize an alternate search due to a visitor being unable to submit to a metal detection search due to physical limitations or the presence of the device(s).
 - c. The visitor shall be required to declare the device(s) and produce the written approval by the Superintendent every time they visit. If an alternative search is approved, the visitor shall be subject to a personal search every time they visit the institution.
 - d. 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. This one-time approval shall be documented via an incident report and made available to processing staff. The visitor shall be advised that they must obtain the required approval prior to their next visit.
 - e. Visitors who have life-saving medication shall keep it on their person at all times.
 - f. The officer shall note all medication or medical device(s) upon entry in the IMS visitor log and shall verify upon exit of the visiting room.
6. Visitors with children must ensure that the children are supervised and remain with them at all times.
 7. Conduct or behavior that is disruptive to the orderly running of the institution shall not be tolerated and may result in the termination of the visit.
 8. Incarcerated individuals and visitors are expected to conduct themselves reasonably and not engage in physical contact that is inappropriate or excessive. Deviations from appropriate standards of behavior may result

in disciplinary action, termination of the visit, or suspension or loss of visiting privileges.

III. Visiting Room Officer (483.08)

A. Responsibilities

1. The Visiting Room Weekly Report (Attachment #2) will be filled out by The Visiting Room Sergeant on a weekly basis and forwarded to the Director of Security by Monday of the following week.
2. The IMS Visiting Room – Unit Activity Log shall be maintained throughout all visits by the Officer in Charge of the visiting room at the time (this includes those assigned to monitor visits during non-visiting hours). In addition, the Officer in Charge of the visiting room at the time shall maintain the “Visitor Log” as noted in section I. (C)(6) above. Accurate times must be entered in the following fields, “Time in” (*time when visitor arrived at processing*), “V/R in/out” (*when visitor entered and exited the visiting room*) and “Inmate in” (when incarcerated individual entered the V/R).

IV. Special Visiting Incarcerated Individual Populations (483.09)

A. ITU/BAU

1. Incarcerated individuals in the BAU will receive visits in the non-contact visiting area of the Smith Building, unless otherwise designated by the Superintendent or their designee (i.e., Deputy of Reentry, Director of Security).
2. Visiting hours must be scheduled at least 24 hours in advance and are Sunday, Monday, Tuesday and Saturday. Visiting hours are at the following times: 1:15 p.m. - 2:15 p.m.; 2:30 p.m. - 3:30 p.m.; and 6:15 p.m. - 7:15 p.m. Visits will be scheduled through the ITU Officer In Charge.
3. Attorney visits will be conducted in accordance with 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions* and will take place in the non-contact visiting area of the Smith Building.
4. Visits will be limited in duration to one (1) hour each, and only three (3) visits per week. Visitors will be limited to two (2) adults. There will be no splitting of visits (i.e. one visitor remains ½ hour, and other visits for the remaining ½ hour).
5. Visitors shall arrive prior to the time of the appointment at the Visiting Processing window in the Main Lobby. The Visiting Process Officer shall

ensure that the visitor is processed in a timely manner to allow the visitor to gain entrance at the appointment time (if the visitor is ½ hour late, the visit is canceled and must be rescheduled). The visitor shall submit a valid ID to the Visiting Process Officer. After verifying the identity of the visitor, the Officer will notify ITU that the visitor has arrived. The visitor will enter the Institution via the Visiting Room. The visitor I.D. shall be given to the escorting officer and placed in the designated slot in the Visitor's trap. If an incarcerated individual is on ITU Mental Health Phases 1 or 2, and if clinically indicated, an Officer shall escort the visitor to the non-contact visiting area, ensuring there is no contact between the visitor and other incarcerated individuals in the institution. The Smith Building Sergeant and/or Correction Officer will clear the corridor for the visitor and escorting Correction Officer.

6. Incarcerated individuals will be placed in the non-contact visiting room before the visitor arrives. Handcuffs will be removed at the door to the area (extra restraint status will keep leg irons on).
7. Upon completion of the visit, and after the visitor has left the area, the incarcerated individual will have the handcuffs applied (at the entrance of the non-contact visiting room) and be returned to their cell.
8. Requests for special visits by clergy shall be submitted for approval to the Superintendent/designee via the Institution Chaplain.

B. ITU/Mental Health Phases

1. Phase 1 (Constant Observation), Phase 2 (15 Minute Obs.)
 - a. Visits, if clinically indicated, shall occur in the non-contact visiting area in the Smith Building.
 - b. Incarcerated individuals in the above phases shall be escorted by two (2) correction officers in full restraints.
2. Phase 3
 - a. Visits, if clinically indicated, shall occur in the general visiting room in the Smith Building.
 - b. Incarcerated individuals in Phase 3 shall be escorted to the visiting room by one (1) correction officer.
3. Phase 4
 - a. Visits, if clinically indicated, shall occur in the general visiting room in the Smith Building.
 - b. Incarcerated individuals in Phase 4 shall be released to visits as general population status.

C. Health Services Unit Visits

1. Incarcerated individuals who are housed in the Health Service Unit due to a security drug watch for either security or mental health reasons shall not be allowed visits, other than those authorized under 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions*. The Smith Building non-contact visiting area shall be used.
2. Incarcerated individuals who are physically unable to get to the Visiting Room on their own and/or deemed contagious by Medical Personnel shall have visits approved via the Unit Captain. Precaution cases must also be cleared through the Clinical Team Manager and Superintendent.
3. Visits shall be conducted by appointment only and scheduled as necessary via telephone with the Unit Captain during normal business hours.
 - a. Visitors may call 508-532-5100 during the hours of 9:00 a.m. - 11:00 a.m. and 12:30 p.m.-2:30 p.m., Monday – Friday.
 - b. For visits by attorneys, law students and paralegals refer to 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions*.
 - c. Requests for Special Visits by clergy shall be submitted for approval to the Superintendent/designee via the Institution Chaplain.
4. Visiting days are Sunday, Monday, and Saturday.
5. Visiting hours are: 1:15 p.m. - 2:15 p.m.; 2:30 p.m. - 3:30 p.m.
6:15 p.m. - 7:15 p.m.
6. Incarcerated individuals may only receive two (2) adult visitors during each visiting period.

V. **Visitor Approval Process (483.10)**

A. Approval Process

1. Visitors shall be in compliance with the “Visitor Approval Process” as outlined in 103 CMR 483.10. “Partakers” or prospective visitors who are part of an approved Reentry program must be approved as outlined in 103 CMR 483.10 but will be allowed to be on more than one incarcerated individual’s visitor list. In addition, incarcerated individuals may add a Reentry visitor to their visitor list at any point throughout the year by submitting a new 103 CMR 483, *Visiting Procedures*, (Attachment #3) and these visitors will not count against the maximum number allowed for

incarcerated individuals. Visitors who have been convicted of a felony or who have been sentenced to a penal institution shall declare such during the application process for specific approval by the Superintendent. If approved, a pre-approval designation of "YES" will appear in the designated IMS screen.

2. Visitors who have an active restraining/harassment order against the incarcerated individual they are visiting shall be prohibited from visiting. The visitor shall also be denied if the incarcerated individual has an active restraining order against that visitor. An updated list of active restraining orders can be located within the MCI Framingham Intranet Home Page under the Visitor Processing subdivision. Should an individual have an active restraining order against the incarcerated individual they intended to visit, a Notification of Apparent Violation of Restraining order form (Attachment #1) shall be filled out and forwarded to the superintendent's office for processing. An incident report shall be entered outlining said denial.

B. Minor Consent Forms

1. No child who was a victim of the incarcerated individual's offense shall be authorized to visit without the authorization of the Commissioner or designee. Children under eighteen (18) years of age may visit without being on the incarcerated individual's approved visitor list, provided they are accompanied by a parent, legal guardian having physical custody and who is on the incarcerated individual's approved visiting list. Originals or copies of birth certificates or of 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. A parent entering with their minor child must have a copy of the minor's birth certificate and appropriate identification with them each time they visit.
3. If the adult entering with a minor is the minor's legal guardian, staff shall ensure they have a court document indicating they are the appointed legal guardian, they must present that court document, along with a copy of the minor's birth certificate and appropriate identification, each time they visit.
4. An individual that is not the parent or legal guardian of a minor must submit a completed Minor Consent Form 103 CMR 483, *Visiting Procedures*, (Attachment #2) to the Superintendent and obtain the Superintendent's approval to bring the minor in to visit prior to visiting. Staff must verify that there is an approved Minor Consent Form on file for the minor, and that the individual accompanying the minor has a copy of the approved minor form, along with the minor's birth certificate and appropriate identification.

NOTE: If there is no approved Minor Consent Form on file, the officer will give the individual a blank form and advise them that the minor's parent or legal guardian must complete the form then submit the form to the Superintendent with the necessary documentation for approval.

5. If the MCI-Framingham incarcerated individual is the parent of the minor and wishes the minor to visit, the incarcerated individual may fill out a Minor Consent Form 103 CMR 483, *Visiting Procedures*, (Attachment #2) and submit to the Superintendent. The incarcerated individual must ensure that:
 - a. The form is filled out completely, noting the name and address of the adult that will bring the minor to MCI-Framingham.
 - b. A copy of the birth certificate is provided for attachment to the Minor Consent Form.
6. Upon the Superintendent's approval, the form will be returned to the incarcerated individual: a copy of same, along with the birth certificate, will be sent to the adult approved to bring the minor to visit; and a copy will be placed on file at Visitor Processing.
7. In any case involving a minor, if the individual who is trying to visit with the minor is not the person authorized on the minor consent form the minor will not be allowed to visit.

C. Restrictions

1. Visits for incarcerated individuals admitted to outside hospital shall be conducted in accordance with 103 DOC 521, *Outside Hospital Security Procedures*.
2. Outside Agency – If at any time an outside law enforcement agency attempts or requests to visit an incarcerated individual/Detainee, refer to 103 DOC 518, *Inner Perimeter Security Team (IPS)*, section 518.07, Outside Agency Contact.

D. Special Visits

1. Special visits (i.e., Extended hours/visitors) shall be approved by the Superintendent.
2. Requests for Special Visits must be made in writing one (1) week in advance. Requests made outside this time frame due to a family crisis or emergency shall be handled on an individual basis.
3. Visitors may only visit with one incarcerated individual at a time during

their incarceration at MCI-Framingham unless the Superintendent or their designee has provided special approval. (Visitors cannot visit one (1) incarcerated individual on one (1) day and another incarcerated individual on another day).

E. Department of Children and Families Visits

In addition to regular visiting hours DCF visits are offered during the following special times:

Monday: 1:00 p.m. - 4:00 p.m.
Tuesday and Thursday: 9:00 a.m. - 12:00 p.m.

1. When visiting a DOC Institution on official business, a Department of Children & Families (DCF)-issued ID card will be an acceptable form of identification.
2. DCF Social Workers are not required to provide their date of birth, social security number, driver's license, home address or any other form of personal identifying information to enter the Institution, unless they do not have a DCF-issued photo ID card on their person.
3. DCF Social Workers must indicate whether or not they have ever been convicted of a felony; however, Criminal Offender Record Information (CORI) checks will not be required of DCF Social Workers as a prerequisite for entry.
4. The DCF Social Worker must provide documentation that the child is in DCF custody. In most cases this will be the form of court order of Mittimus. CORI checks will not be required of children in DCF custody as a prerequisite to entry.
5. When accompanied by a child in DCF custody, a DCF Social Worker may enter the Institution with the following items:
 - a. Two (2) clear plastic bottles containing milk, formula, juice and/or water. Glass containers are not permitted.
 - b. A "diaper bag" may contain essential items such as diapers, alcohol-free baby wipes, diaper rash cream, pacifier, blankets or small toys, all subject to search. The DCF Social Worker may retain the diaper bag throughout the visit once a thorough search has been completed.
 - c. Children with diapers will not be required to have diapers removed for "search purposes".
 - d. The diaper may be visually inspected, to ensure that no contraband is present.
 - e. If entering with an infant requiring a car seat/carrier, the infant should

be removed by the DCF Social Worker to allow the car seat/carrier to be thoroughly searched by the trap officer. Upon completion of the search the Social Worker may keep the car seat/carrier for the infant throughout the visit.

- f. A DCF Social Worker may also enter with reasonable amount of paperwork, a pencil, and an appointment book, all of which are subject to search.

VI. Identification and Sign-In Requirements (483.11)

A. Requirements for Visitors

1. Refer to 103 CMR 483.11 for Visitor Identification and Sign-In Requirements. Incarcerated individual visitors are not required to leave Identification with the visit processing officer for general population visits.
2. If the visitor is escorted to a non-contact visit in the Smith Building, the photo ID (only) will be retained. The ID shall be placed in the designated slot in the visitor trap. The processing officer shall then check for prior approval in the IMS by accessing the following: <Security, <Visitor, <Visitor Log, <Visitor Name (drop down arrow). The prospective visitor must be listed and have a pre-approved designation of (40 days or YES). The processing officer will then enter the "time in "as when the visitor arrived. A file will be kept in the Visitor Processing area containing hardcopies of the incarcerated individual's approved Visitor Listing, Minor consent Forms and any other pertinent documentation for use should the IMS go down.
3. By statute, (M.G.L. c.127, S36) no person except the Governor, a Member of the Governor's Council, a Member of the General Court, a Justice or the Supreme Judicial, Superior or District Court, the Attorney General, a District Attorney, the Commissioner, a Deputy or Associate Commissioner of Correction, a Member of the Parole Board, a Parole or Probation Officer may visit a state correctional institution without the permission of the Superintendent or Commissioner. Any such officer shall be required to sign their name, state a business address and the office which brings them within the exemption from the normal sign-in requirement. Each visitor shall be asked by the admitting officer before entrance into the institution if they have a weapon. All weapons shall be given to the officer prior to entry to the institution. No weapon shall be returned to the visitor unless the visitor can show proof of license.
4. The visitor should be checked for approval against the incarcerated individual's visitor listing in IMS.

VII. Searches of Visitors (483.13)

A. Medium Security Incarcerated Individual Visitor Searches

1. The processing of incarcerated individual visitors shall be conducted at the designated visitor processing window located in the Outer Control Lobby. Incarcerated individual Visitors are processed on a first come first serve basis. The designated “stamp of the day” is affixed by the processing officer once all necessary paperwork and identification procedures have been completed. The incarcerated individual visitors will then remain in the visitor waiting area pending entrance into the institution. For visitors pending the 40-day approval, a CJIS check shall be conducted by the Visitor Processing Officer and this check shall be noted in the comments section of the family data screen in IMS.
2. The trap officer shall advise all the visitors prior to entering the trap of the items that allowed to be carried on the person prior to entering the visiting room (locker key, vending card, approved personal medication, engagement rings, wedding rings/band, one (1) religious medallion, medical alert jewelry, handkerchief, prescription eyeglasses, and hearing aids). Visitors with infant children are authorized to enter with two (2) plastic bottles with 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, one (1) pacifier, two (2) clear plastic sealed containers of baby food, one (1) plastic spoon, and one (1) bib. All other items should be secured inside the lockers.
3. Visitors shall be directed by the visiting room pedestrian trap officer to remain at the front of the entrance, until that officer gives further direction.
4. Prior to allowing an incarcerated individual visitor entrance into the institution, the Outer control OIC must ensure proper staffing in the Visiting Room and Visiting Room Trap/Sally Port. At least one (1) officer must be present to man the Visiting Room Trap/Sally Port prior to allowing visitors access.
5. Officers assigned to the Visitor Pedestrian Trap shall search the clean room and Visitor Pedestrian Trap prior to processing any visitors and should search these areas periodically and at the conclusion of their tour of duty.
6. A maximum of four (4) visitors to include children, will be allowed in the visitor trap at any-one (1) time. The pedestrian trap officer may process less than three (3) visitors to maintain proper security, if deemed necessary. The shift commander will be notified for authorization. In the event drug detection dogs are used by Correctional Staff to conduct

searches of visitors no more than three (3) persons (including children) shall be allowed in the visitor trap at one (1) time.

7. The visiting trap Officer shall check each individual for the current “stamp of the day” utilizing the handheld black light prior to allowing access into the Visiting Room Trap/Sally Port. Visitors will remove all outer garments, belts, glasses, and shoes, placing them on the table. All items in their pockets to include approved medication, will be placed into the containers provided in the area. All garment pockets shall be turned inside out. The trap officer shall search all the personal belongings for contraband (outer garments/all items inside the bucket) and place it on the table near the inner door of visiting room, away from the visitor’s search.
8. Upon entry to MCI-Framingham visitors must disclose to the searching Officer(s) any article they are carrying on their person except the clothes they are wearing. Anyone who attempts to carry any article in or out of the institution without knowledge of the admitting or searching officer shall be liable to arrest and loss of visiting privileges.
9. The Visiting Trap Officer shall then conduct a visual search of the visitor to include that of out turned pockets, open mouth, hairline etc. This shall be accomplished prior to the individual passing through the metal detector.
10. At a minimum, all visitors must successfully pass through the metal detector and/or handheld scanner. Each Shift Commander shall designate the personal search number of the shift “number of the day”.
11. The visiting trap Officer will instruct each visitor to pass through the walk thru metal detector (one (1) at a time). The only exception shall be any individual with an automatic implantable defibrillator and/or pacemaker. Said visitor will be asked to submit to an alternate search. Once cleared, the visitor will be directed to the clean room. Once the search is complete the individual must remain in the clean room until directed otherwise.
12. Visitors who are not able to successfully pass through the metal detector shall be required to submit to a more thorough personal search. More thorough personal searches will be conducted in the clean search room located in the Visiting Trap area. In this circumstance the Shift Commander will be notified for authorization prior to the more thorough personal search being conducted and an incident report shall be written. Any visitor who refuses any type of personal search must be informed that they may leave the institution and forfeit the opportunity to visit rather than submit to the search. This procedure will be followed for each visitor prior to being directed to the clean room. The Shift Commander should be notified as soon as possible prior to visitor leaving.

13. Visitors that have artificial limbs or prosthetic devices shall remove those items for inspection by correctional staff. Such searches shall be done in an area out of view of other visitors, and by a correctional staff member of the same gender as the visitor. Employees conducting searches shall do so in a professional and courteous manner.
14. All searches of minors and infants must be conducted in the presence of the adult (legal guardian/parent) who is accompanying them. Any further search of a child/minor shall be done only with the approval of the parent/legal guardian and in their presence. Children with diapers will not be required to have diapers removed. The parent/Legal Guardian shall sign the log prior to the search taking place.
15. At no time should the minor be placed in the designated clean room with the visitor who is not the parent or legal guardian of the minor. All minors will be processed with their parent or legal guardian only. With the exception of security staff and parent or legal guardian, no other adult visitor should be present while processing minors inside the pedestrian trap.
16. At no time should the officer compromise the security of the institution by allowing the visitor who has not successfully passed the required search to come in contact with the ones who have been directed to the clean room.
17. At no time should the Officer open the inner door to the visiting room unless all visitors have successfully passed the required search and they have received the "signal of the day."
18. Should for any reason it is determined that the above procedure has been compromised; the trap officer shall re-search all the visitors inside the trap area prior to giving access inside the visiting room.
19. Visiting room staff shall ensure all areas of the room are searched prior to any visitors or incarcerated individuals allowed in the area, and again once all visitors and incarcerated individuals have exited the area. This shall be documented as a common area search in IMS.
20. A personal search of a visitor may not be conducted without prior authorization of the Shift Commander unless it is the designated number of the day. When the Officer conducting the personal search feels an item may be concealed on a visitor, permission must be granted from the Shift Commander to conduct a more extensive search. If a more extensive search is conducted, the visitor must first sign the Search Log located in Visiting Trap.

21. The visitor shall be granted the opportunity to leave the institution rather than submit to search and may leave at any time during the unclothed search unless:
 - a. The employee has those arrest powers granted by the authority of M.G.L. C. 127, S. 127 and;
 - b. The employee has probable cause to believe that the visitor has committed an arrestable offense and the employee has probable cause to believe that the visitor has seize-able evidence concealed on their person.
 - c. The employee has probable cause to believe that the visitor has seize-able evidence concealed on their person.
 - d. Under these conditions, a personal search incident to arrest may be conducted.
22. Any person refusing to submit to any aspect of the search procedures shall be denied entrance to the institution. Where the refusal occurs under circumstances indicating that the most likely motive for refusal may be to prevent discovery of concealed articles, where a suspicious pattern of refusals is apparent, or where a visitor engages in offensive or assaultive behavior during the search process, their visiting privileges may be suspended or terminated. The procedure outlined in 103 CMR 483.16 shall be followed.
23. 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.

VIII. Video Visitation

1. *All visitors wishing to participate in video visitation must be pre-approved and have a remote visitation account through Securus Technologies before being allowed to have a video visit with an incarcerated individual.*
2. *Visitors must meet the following eligibility requirements in order to participate in video visitation:*
 - a. *Visitors must be currently registered in the Securus Technologies Video Visitation website at <http://videovistanywhere.com/>.*
 - b. *Visitors that are not currently registered in the Securus Technologies system must apply online.*
 - c. *All visitors are required to submit an acceptable picture and a photo of a valid government identification card or passport.*

- d. Visitors must already be on the incarcerated individual's approved visitation list.*
 - e. Visitors barred from entering any Department of Correction institution will not be authorized to visit.*
- 3. With the approval of the Director of Security and Securus, ONLY those individuals on an incarcerated individual's pre-approved visiting list are authorized to schedule and participate in a video visit. Once approved, minor visitors shall be subject to the same rules and regulations as adult visitors, and do not require a parent or guardian to appear on screen.*
- 4. Visitors may request a video visit by scheduling a time slot online in accordance with the Video Visitation schedule corresponding to an incarcerated individual's designated housing unit.*
 - a. Remote visits may be scheduled forty-eight (48) hours in advance of the visiting period being requested.*
 - b. Incarcerated individuals are allowed three (3) video visiting period per week.*
 - c. The first visiting period will begin at 9:00 a.m. and the last visiting period will begin at 8:30 p.m. Unit visiting schedules will be posted on the visiting website.*
 - d. Visitation sessions can be scheduled for 20-minute durations. There shall be a ten (10) minute duration between visitation sessions.*
 - e. Exceptions to the visiting schedule and duration of visits, and/or other requests must be approved in writing as a special visit request. Such requests must be submitted in writing to the Superintendent. If approved, all special visit approvals will be documented in writing and a copy will be sent to the requesting visitor, the incarcerated individual, and the Director of Security's office.*
 - f. Visitors may cancel a scheduled video visit through the website up to 24 hours before the session begins.*
- 5. During the visitation period, ONLY the pre-approved visitor is authorized to be on camera for the video visit, any other person caught on camera will be considered a violation of the video visit SOP and grounds of termination of visit. The process of changing an incarcerated individual's list of pre-approved visitors shall be in accordance with 103 CMR 483, Visiting Procedures.*

6. *Nudity, sexual conduct, weapons, drugs, and tight fitting or provocative clothing is prohibited. At no time shall the approved visitor drink or simulate drinking while participating in the video visit. At no time shall the approved visitor smoke or simulate smoking any type of product.*
7. *Any incident found to be in violation of this procedure will be documented and both the incarcerated individual and visitor are subject to loss of visiting privileges.*
8. *Visitors and incarcerated individuals who engage in inappropriate behavior or any violations of the rules during a video visit may result in disciplinary action and/or loss of visiting privileges. Recording and taking screen shots of video visits is not allowed and shall result in the visit being terminated and the visitor being barred.*
9. *Incarcerated individuals that are on loss of visit restriction are ineligible to participate in video visitation until the sanction completion.*
10. *Video visitation kiosks will be located in all general population housing units, HSU and ITU. Video visits shall be monitored by security staff assigned to each housing unit.*
11. *Upon medical approval, incarcerated individuals housed in HSU shall be allowed to participate in video visitations in accordance with the video visiting procedure.*
12. *Incarcerated individuals housed in ITU shall only be allowed video visits in accordance with ITU program visiting guidelines.*
13. *Incarcerated individuals on quarantine status shall remain eligible for video visitation.*
14. *In the event of a disturbance, IPS staff shall terminate any active video visits at the institution.*
15. *Only incarcerated individuals with a signed Attachment #3, Terms of Agreement – Friends and Family Remote Sessions, on file will be eligible for video visitation sessions.*

Notification of Apparent Violation of Restraining Order

<insert date>

Clerk of the Court

<insert address of Court>

<insert address of Court>

To Whom It May Concern:

On the ____ day of _____, 20____, _____(name of visitor) entered our correctional institution and attempted to visit with incarcerated individual _____(name of incarcerated individual).

As part of DOC's standard operating procedure, all visitors are screened using the Criminal Justice Information System (CJIS). The CJIS search, revealed an active restraining/harassment order by the visitor against the above-mentioned incarcerated individual. The order can be found on docket number _____, filed in the _____ Court, County of _____.

Allowing _____ (name of visitor) to visit would be in apparent violation of this restraining order. It is Department policy to prohibit an incarcerated individual to visit with persons who have restraining/harassment orders against that incarcerated individual. Likewise, in accordance with G.L. c. 127 §§ 36-37, a Superintendent has the power to regulate visits, and refuse visits "if in their opinion such admission would be injurious to the best interests of the institution" G.L. c. 127 § 37. The DOC has barred this visitor.

If the visitor wishes to visit the above-named inmate, they must present prison officials with official court documents indicating that they have already had the order modified or vacated.

Thank you for your prompt attention in this matter.

Sincerely,

<insert name>

Superintendent

cc: <insert incarcerated individual name>

<insert visitor name>

MCI Framingham

Visiting Room Weekly Report

For week ending: _____

The following report reflects the number of visits and the number of visitors that have been processed at this institution during the above captioned reporting period.

Visitors

Date	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Attorney								
Adults								
Children								
DCF Visits								
Incarcerated Individuals								
Number of Non-Contact (General Population)								
AP Visits								

Number of Incarcerated Individuals on Non-Contact Status:

Additional Comments/Concerns/Issues:

STAFF MORALE – RATE THE WEEK:

1	2	3	4	5	6	7	8	9	10
Low Key/Excellent		Above Average		Average		Below Average		Intense/Bad	

INCARCERATED INDIVIDUAL MORALE – RATE THE WEEK:

1	2	3	4	5	6	7	8	9	10
Low Key/Excellent		Above Average		Average		Below Average		Intense/Bad	

TERMS OF AGREEMENT

MCI-Framingham – FRIENDS AND FAMILY - REMOTE SESSIONS

General Rules:

- Participation in video sessions is a privilege, not a right. All parties are expected to conduct themselves in an appropriate fashion at all times during a video session.
- **ONLY** visitors on the incarcerated individual's Pre-approval list will be allowed to schedule a video visit. **ONLY** the pre-approved visitor should be on camera for the video visit, any other person or people on camera will be considered a violation of the video visit SOP and grounds for termination of visit and a disciplinary report will be issued. The incarcerated individual and visitor may be suspended from video visits.
- **ONLY** the incarcerated individual approved for the visit is allowed. No additional incarcerated individuals can participate in the visit.
- MCI-Framingham reserves the right to deny, cancel or terminate a video session prior to or during a video session based upon misconduct of either party MCI-Framingham also reserves the right to restrict participants from all future use of the system.
- All family member/friend video sessions are recorded and subject to electronic monitoring by MCI-Framingham personnel. Your use of this video system constitutes consent to this recording and monitoring.
- Nudity, sexual conduct, weapons, drugs and tight fitting or provocative clothing is prohibited. Any illegal activity will be reported to local law enforcement.

INCARCERATED INDIVIDUAL NAME (PRINT)

INCARCERATED INDIVIDUAL SIGNATURE

DATE

STAFF SIGNATURE

DATE

(Forward signed form to the Director of Security's office)