


<p>Massachusetts Department Of Correction</p> <p><b>MCI-Norfolk PROCEDURE</b></p>		<p>Superintendent Approval Date</p> <p>5/23/2023</p> <hr/> <p>Reviewing Authority Approval Date</p> <p>8/3/2023</p>	
<p>Procedure In accordance with:</p> <p><b>103 CMR 483 Visiting Procedures</b></p>		<p><b>Internal Reviewing Authority:</b></p> <p>3x11 Shift Commander Director of Security Deputy Superintendent of Operations</p> <hr/> <p>ACA/PREA Standards:</p> <p>5-4B-0022, 5-7D-4498, 5-7D-4499-1, 5-7D-4500, 5-7D-4501, 5-7D-4503</p> <hr/> <p>Applicability: Staff/Inmates</p>	
<p>Attachments Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Inmate Library Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Public Access Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	

## TABLE OF CONTENTS

I.	Purpose	3
II.	Facility Information	3
III.	Local Transportation Information	4
IV.	Visitor Approval Process	4
V.	Visiting Hours	5
VI.	Visitor Processing Center	6
VII.	Visitor Processing	6
VIII.	Separate Housing Visiting Schedule	7
IX.	Family Emergency Visiting Schedule	9
X.	Loss of Visit Sanctions	10
XI.	Entrance and Search Procedures for Visitors	10
XII.	Visitor Processing Search Procedures	11
XIII.	Pedestrian Trap Entry	12
XIV.	Visitor Search of The Day	12
XV.	Additional Searches	12
XVI.	Visiting Room Processing	13
XVII.	Visiting Center Rules And Regulations	14
XVIII.	Additional Limitations	14
XIX.	Visitor Restrooms	14
XX.	Minor Visitors	15
XXI.	Attorney/Spiritual Advisors	16
XXII.	Inmate Funds	16
XXIII.	Vending Machine Debit Cards	16
XXIV.	Parking	16
XXV.	Handicap Parking	17
XXVI.	Inmate Related Matters	17
XXVII.	Visitor Dress Code	18
XXVIII.	Inmate Dress Code	18
XXIX.	BAU Inmate Dress Code	19
XXX.	HSU Inmate Dress Code	19
XXXI.	Department Of Children & Family (DCF) Supervised Visits	19
XXXII.	Ex-Offenders	20

## ATTACHMENTS

Attachment #1	Visitor Entry Form (English)	22
Attachment #2	Visitor Entry Form (Spanish)	23
Attachment #3	Visitor Search Log (English)	24
Attachment #4	Visitor Search Log (Spanish)	25
Attachment #5	Metal Detector Warning	26
Attachment #6	Visitor Communication Form	27
Attachment #7	BAU Visiting Appointment Tracker	28

**I. Purpose**

*The purpose of this procedure is to establish rules and regulations governing visiting at MCI-Norfolk which reflect both the importance of prison visitation and the need for security and order in administering a visiting program.*

**II. Facility Information (483.06)**

MCI-Norfolk  
2 Clark Street  
P.O. Box 43  
Norfolk, MA 02056  
Telephone (508) 660-5900

**Directions (483.06)**

**From Boston:** Take Route 93 South/Southeast Expressway to the Braintree split at Route 3. Take Routes 128/93 to Route 95 South. Take Route 1 South/Wrentham exit. Follow past Foxboro Stadium to the third set of traffic lights (Lafayette House Restaurant on right). Turn right onto Pine Street. At the stop sign, turn right. Pine Street joins Route 115. At the first set of traffic lights, turn right onto Route 1A North. Continue going straight up the steep hill past MCI-Cedar Junction at the top. Take the first left onto Winter Street. Continue on Winter Street for approximately 1/2 mile. MCI-Norfolk is the 2nd prison on the left.

**From North:** Take Route 495 South to exit 15A (Route 1A North/Wrentham). Go approximately 9 miles and through 2 sets of traffic lights. Continue going straight up the steep hill past MCI-Cedar Junction at the top. Take first left onto Winter Street. Continue on Winter Street for approximately 1/2 mile. MCI-Norfolk is the 2nd prison on the left.

**From South:** Take Route 495 North to exit 14A (Route 1 North). Follow Route 1 North past the Foxboro State Police barracks to the first set of traffic lights (Lafayette House Restaurant on left). Turn left onto Pine Street. At the stop sign, turn right. Pine Street joins Route 115. At the first set of traffic lights, turn right onto Route 1A North. Continue going straight up the steep hill past MCI-Cedar Junction at the top. Take the first left onto Winter Street. Continue on Winter Street for approximately 1/2 mile. MCI-Norfolk is the 2nd prison on the left.

**From East:** Take Route 140 West to the center of Wrentham. Take a right at the set of traffic lights onto Route 1A North. Continue going straight up the steep hill past MCI-Cedar Junction at the top. Take the first left onto Winter Street. Continue on Winter Street for approximately 1/2 mile. MCI-Norfolk is the 2nd prison on the left.

**From West:** Take the Massachusetts Turnpike to Route 495 South to exit 15A (Route 1A

North/Wrentham). Go approximately 9 miles and through 2 sets of traffic lights. Continue going straight up the steep hill past MCI-Cedar Junction at the top. Take the first left onto Winter Street. Continue on Winter Street for approximately ½ mile. MCI-Norfolk is the 2nd prison on the left.

### **III. Local Transportation Information (483.06)**

Local transportation information is posted in the Outer Control Lobby and includes at a minimum the following:

- A. Local Taxi Services
- B. MBTA Commuter Rail Local Schedules
- C. MBTA Local Bus Schedules

### **IV. Visitor Approval Process (483.10)**

- A. Each inmate shall submit a Visitor Listing Form (**103 CMR 483 Attachment #3**) to the Director of Security's office. Each inmate is allowed a maximum of eight (8) adult visitors, which may consist of a combination of immediate family members and/or friends. This list may be revised upon an inmate's request three (3) times per year (March 1 – March 15, July 1 – July 15 & November 1 – November 15).
  - 1. Once received, the Director of Security's office shall review the form to ensure the form has been properly completed.
    - a. Approved Visitor Listing Forms shall be forwarded to the Director of Security Office located in the Administration Building. The Director of Security office shall file and maintain the Visitor Listing.
    - b. Improperly filed Visitor Listing Forms shall be returned to the inmate.
- B. Each visitor listed on an inmate's Visitor Listing Form is required to complete a Visitor Application (**103 CMR 483 Attachment #1**) and forward the completed application to the VPC.
  - 1. A current photo identification is required when the application is submitted.
  - 2. Director of Security Office staff shall review the Visitor Application to ensure the form has been properly completed.
  - 3. Incomplete applications shall be sent to the Director of Security's office to be mailed back to the applicant.

4. The assigned staff shall complete the following steps when they receive a properly filed application:
    - a. Ensure the visitor is listed on the inmates Visitor Listing Form **(103 CMR 483 Attachment #3)**.
    - b. Run a Board of Probation (BOP) and a Victim Notification Certification (VCN), a Warrant Management System (WMS) and a QWA Warrant check on the prospective visitor utilizing the criminal justice information system (CJIS).
    - c. Run verification in the Public Access Security System (PASS).
  5. The aforementioned documents shall be included in a package along with a completed Visitor Application Checklist and forwarded to the Director of Security's office for review.
  6. The Director of Security's office shall review the completed Visitor Application packages in accordance with 483.10(5) CMR Visiting Procedures. If the package is approved or denied, it shall remain in the Director of Security office for filing. The assigned staff shall enter the visitor's information in the IMS Visitor Log.
  7. The prospective visitor and inmate shall be notified in writing of whether the application has been approved or denied via the Visitor Status Notification Form **(103 CMR 483 Attachment #4)**. The prospective visitor may appeal a denial in writing to the Superintendent.
- C. Subsequent BOP's shall be run on ten (10) percent of approved visitors randomly selected by IMS on a quarterly basis.

**V. Visiting Hours (483.07)**

**Visiting Schedule General Population**

The visiting room shall be open on the following days from 1:00PM-8:30PM, Sunday, Monday, Tuesday, Wednesday, and Saturday. There shall be no visits conducted on Thursday, and Friday.

**Holidays**

Visiting Hours shall generally remain the same for those holidays which fall on the days the Visiting Room is open. On holidays that fall on Thursday or Friday when the Visiting Room is closed, visits shall be held from 8:30AM – 11:30AM or 12:30PM – 3:30PM.

MCI-Norfolk's Holiday Visiting Schedule shall be posted in the lobby and visiting room and shall be updated on the internet and intranet every January. Inmates shall also be notified via a posting in each housing unit.

**VI. Visitor Processing Center (483.10)**

MCI-Norfolk's Visitor Processing Center is located on the left side of the Gatehouse Lobby.

**NOTE: The Visitor Processing Center is utilized for inmate personal visits only. All attorneys, volunteers, vendors, and handicapped individuals will be processed into the institution via the Gatehouse and Pedestrian staff.**

The Visitor Processing Center hours of operation are as follows:

**Sunday, Monday, Tuesday, Wednesday, and Saturday – 12:00 PM – 7:45 PM**

Visitor Entry Forms (**Attachment #1**) shall be continuously processed during this time period. Visits are allowed to enter the lobby area and retrieve a numbered ticket, and complete the required section of the Visitor Entry Form (**Attachment #1**) at 12:30 PM. Visitor Entry Form (**Attachment #1**) processing commences at 1:00 PM. Due to operational needs, no visitor is allowed to enter or exit the Pedestrian Trap / Visiting Center between the hours of 2:30 PM – 3:15 PM, and 4:30 PM – 6:00 PM. Visitors are allowed to exit the Visiting Room upon completion of the 5:00 PM count. Visitor searches shall resume approximately 10 minutes prior to entrance into the pedestrian trap. Visitor Entry Form (**Attachment #1**) processing ends at 7:45 PM.

**VII. Visitor Processing**

*At the appropriate designated time, visitors shall enter the Gatehouse lobby and report to the Visitor Processing Center window. The visitor shall retrieve a paper numbered ticket from the ticket dispenser machine located to the right of the window counter. Only one (1) ticket is required for each inmate being visited and each party will only be allowed to retrieve one (1) individual ticket. Each visitor shall also retrieve Visitor Entry Form for each adult requesting entry. Minor visitors do not need to complete Visitor Entry Forms. The names shall be listed on the adult's form.*

*The visitor shall then report to the counter area away from the Visitor Processing Center window and complete the required-Visitor Entry Form (**Attachment #1**). Each adult visitor must present a copy of the birth certificate or official hospital record verifying the birth of the child, the date of birth and parent information for every minor child they are requesting to visit with. A notarized Minor Request Form (**103 CMR 483 Attachment #2**) that has been approved and signed by the Superintendent of MCI-Norfolk is required for each minor child with an adult visitor that is not the parent or*

*legal guardian of the minor child. Verbal consent by the parent, even if they are present, is not acceptable.*

*When the Visiting Processing Officer announces the correct ticket number the visitor and minor visitor(s) shall approach the Visitor Processing window with their completed Visitor Entry Form and proper valid photo identification.*

*The Visitor Processing Center Officer shall ensure the visitor is approved by reviewing the IMS Visitor Log. The Visitor Processing Officer shall also complete the bottom portion of the Visitor Entry Form. Any preapproved medication(s) and/or medical device(s) the visitor(s) may have shall be documented on this portion of the form.*

*Upon the Visitor Processing Officer completing the required documentation, the visitor(s) shall be instructed to wait in the seating area.*

### **VIII. Separate Housing Visiting Schedule**

#### **A. All Visits That Occur in the Behavior Assessment Unit (BAU)**

- 1. All BAU visits must be pre-approved. Visits may be scheduled by calling M.C.I. Norfolk at (508) 668-5900 ext. 5997, Sunday, Monday, Tuesday, Wednesday, & Saturday from 1:00 PM – 7:00 PM. There will be no scheduling of visits on Thursdays or Fridays. Appointments will not be made more than 72 hours in advance. The Visitor Processing Officer shall ensure the visit is approved prior to scheduling them on the BAU Visitor Scheduling Form (Attachment #7). The Visitor Processing Officer shall document all scheduled visits that occur in the BAU on the BAU Visitor Scheduling Form (Attachment #7). **Inmates in BAU are allowed three (3) visits per week.***
- The BAU Visiting Center can accommodate no more than 3 inmates for each visiting session. A maximum of 2 persons are permitted to visit (2 adults or 1 adult & 1 child).*
- All BAU visits shall be no contact.*
- Holiday Visiting Hours shall generally remain the same for those holidays which fall on the days the visiting room is open. On holidays that fall on Thursday or Friday when the Visiting Room is closed, visits shall be held from 8:30AM – 11:30AM or 12:30PM – 3:30PM.*

### **BAU Visiting Schedule Matrix**

*The below schedule indicates available Visiting appointments by day.*

<b>Slot</b>	<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturdays</b>
<b>#1</b>	1:05PM to 2:05PM	1:05PM to 2:05PM	1:05PM to 2:05PM	1:05PM to 2:05PM			1:05PM to 2:05PM
<b>#2</b>	2:10PM to 3:10PM	2:10PM to 3:10PM	2:10PM to 3:10PM	2:10PM to 3:10PM			2:10PM to 3:10PM
<b>#3</b>	6:05PM to 7:05PM	6:05PM to 7:05PM	6:05PM to 7:05PM	6:05PM to 7:05PM			6:05PM to 7:05PM
<b>#4</b>	7:10PM to 8:10PM	7:10PM to 8:10PM	7:10PM to 8:10PM	7:10PM to 8:10PM			7:10PM to 8:10PM

### **BAU Scheduled Visits**

*When a visitor arrives at the Gatehouse lobby and is requesting to visit an inmate in the Behavior Assessment Unit (BAU) visiting area the following will occur:*

- The Visitor Processing staff verifies that a visit has been scheduled by checking the BAU Visitor Scheduling Form (**Attachment #7**).*
- The visitor will then be processed thru the Visitor Processing Area under the same guidelines as all other visitors being processed.*
- When the visitor has been processed and is clear to enter the institution, the Pedestrian Trap Officer will notify the Ad Gate Officer of the visitor departing the trap area. The Pedestrian Trap Officer will then direct the visitor to proceed up the walkway and into the Administration Building.*
- The Ad Gate Officer will request the visitor to remain stationary in the lobby area while the BAU I Post Officer is contacted. The BAU I Post Officer is to notify the BAU OIC and request assistance in processing the visitor into the BAU.*
- The BAU staff member assigned to escort the visitor will meet the visitor in the Ad Building Lobby area.*
- The assigned staff member will then process the visitor into the BAU Visiting Room.*

**Note:** *At no time will a visitor be allowed to utilize the staff bathrooms located in the Ad Building Lobby. Any visitor requesting the utilization of a bathroom will be required to depart the*



*institution, therefore forfeiting the scheduled visiting period.*

- *Upon entering the visiting area, the officer shall direct the visitor where to be seated. When the inmate arrives, he will sit opposite the visitor. The inmate and visitors will pick up the telephones and begin the visit.*

**B. Clinical Stabilization Unit Visits (CSU)**

*Only those inmates who are permanent residents of the CSU are eligible to receive visits. Inmates admitted for observation purposes are not eligible to receive visits.*

*All visits for inmates in the CSU shall occur in the visiting room during normal visiting hours.*

*The Shift Commander will facilitate the escort of CSU inmates that require assistance and/or escort to/from the visiting room.*

**IX. Family Emergencies**

**A. Visiting Schedule**

*In the event of a family emergency (death, etc.) inmate visitors may petition the Superintendent in writing or by telephone to arrange a special visit. The Superintendent will determine when and under what conditions the visit will take place. The visitor will be notified in writing (**if time permits**).*

*All approved special visiting arrangements will be maintained in a database and posted on the MCI-Norfolk Intranet page.*

**B. Death Notification/Critical Illness of Family Members in the Visiting Room**

*If an inmate or inmate's family member informs the Visiting Room Staff of a death or critical illness to someone in the inmate's family. The following shall be adhered to:*

1. *The inmate's family may request the use of an attorney room.*
2. *The Shift Commander will be notified immediately and informed of all pertinent details and the family's request from the inmate's family member (s) to use an attorney room (for a brief period of time up to 15 minutes).*
3. *If the Shift Commander approves the use of an attorney room, the Visiting Room Staff will then escort the inmate with his family to an assigned attorney room. The inmate and his family will be granted a brief period of time (up to 15 minutes) in the attorney room. The visiting room staff shall then position themselves outside the room and remain there until the*

*granted time is up. The inmate and his family will then be allowed back into the general population visiting room for the remainder of the visit. The inmate should be monitored by staff during this time.*

*At the completion of the visit the inmate will be detained pending the notification of M.H.M. and/or clergy. If the inmate wishes to speak to either, he will be escorted by staff to O.P.D. If the inmate declines, he may return to his housing unit and the Unit Officer and Area Supervisor shall be notified. All pertinent information shall be entered into the IMS Activity Log.*

#### **X. Loss of Visit Sanctions**

*The Disciplinary Officer shall commence all loss of visit sanctions on Mondays. The Visiting Room OIC shall ensure that an IMS Disciplinary Sanction report for loss of visit sanctions is run on a weekly basis every Sunday evening.*

*To access the report in IMS, choose “Administrative”, “Reports”, and “Run Report”. From the Run Report screen, choose Report Module: Disciplinary, then choose Report Name: Disciplinary Sanctions. The criteria selected shall be as follows:*

- A. *Institution = (MCI-Norfolk)*
- B. *Type of Sanction = (Loss Visits)*
- C. *Sanction Start Date = (Monday of the current week)*
- D. *Click the “Run Report” button*

*The aforementioned report shall be delivered to the Gatehouse upon completion of the shift.*

#### **XI. Entrance and Search Procedures for Visitors (483.06)**

- A. Lockers are available to visitors at a cost of one quarter per locker. Each time a visitor secures the locker, they will need to deposit an additional quarter. The Institution is not responsible for money lost in the operation of the lockers or for the safekeeping of the contents of the lockers while in use by visitors.
- B. The only items that visitors will be allowed to carry into the Institution are:
  - 1. Locker keys
  - 2. Request to Visit Inmate forms
  - 3. One debit card per adult visitor
  - 4. Life saving medications (if approved and declared)( i.e. nitroglycerine, inhalers, glucose tablets)
  - 5. Approved jewelry (i.e. engagement rings, wedding rings/band, religious medallion, medical alert jewelry)
  - 6. Supply's for Infants (2 plastic bottles with either formula, milk, juice or water, 1 empty sippy cup, 2 infant diapers & wipes in a clear plastic bag, 1 blanket, 1 pacifier, 2 clear plastic sealed containers of baby food 1 plastic

- spoon, 1 bib.
- 7. Handkerchief
- 8. Prescription eyeglasses & hearing aids
- C. Prior to entering the Institution, each visitor will be called to the Visitor Processing Center window. An Officer will ask each visitor the following questions:
  - 1. “Did you lock up all unauthorized belongings?”
  - 2. “Do you have any weapons, guns, ammunition, drugs, medication, handcuff keys, money, jewelry, cell phone, electronic devices, gum, candy or any other unauthorized items?”

Upon entry into the Visitor Processing Search Area an Officer will hand each visitor their completed Visitor Entry Form (**Attachment #1**). Each visitor shall note their locker number on the locker number line provided on the form. Visitors must initial their own forms.

## **XII. Visitor Processing Search Procedures (483.06)**

- A. A Visitor Processing Search Officer shall assemble the previously identified numbered visitor(s) and escort them into the Visitor Processing Search Room. The Visitor Processing Search Room is to be secured at all times unless entering/exiting.

Visitors shall secure all items in a locker prior to entering the Visitor Processing Search Room. Any visitor entering with unauthorized items may be denied entry for the day or longer, depending on the nature of the unauthorized items. In any case, the Shift Commander shall be briefed on the nature of the unauthorized item. The Shift Commander shall consider: the type of contraband, age of the visitor, distance traveled, frequency of visits, and familiarity with institutional rules, etc. before denying entrance to the institution.
- B. Upon entering the Visitor Processing Search Room, each visitor shall remove their: belt, shoes, and outerwear (i.e. coats, sweaters, multiple shirts, etc.). The visitor shall remove all items in his or her pockets. Pockets must be turned inside out. An Officer will search these items. The visitor shall be directed to stand/sit in the designated pre-screen search area.
- C. Upon completion of the personal items search, each visitor shall be directed to walk thru a fixed metal detector.

If an individual is unable to successfully pass through the walk-through metal detector a handheld detector shall be utilized to determine the cause. Unsatisfactory results from this search method may result in further search methods.

Prior to an additional search methods being conducted, staff must contact the Shift Commander for approval.

- D. If, after removing all metal items, an individual still cannot successfully pass a metal detector search, a personal search shall be required. The Shift Commander shall be notified for authorizations prior to the personal search being conducted. The visitor shall then be asked if they have any objections to submitting to an additional personal search. After completing the search process, the visitor will be allowed entrance into the Visiting Center. This authorization shall be noted in a search log maintained in the Visitor Processing Center & Pedestrian Trap exclusively used to document these occasions.

Visitors who refuse this search shall be denied entrance until the Superintendent has completed a review of the matter.

### **XIII. Pedestrian Trap Entry**

*Upon visitor(s) successful search within the Visitor Processing Search room, the visitor(s) will be allowed to retrieve all removed searched items and prepare to exit area and enter the Pedestrian Trap. The Visitor Processing Search Room staff will contact the Gatehouse and request permission to exit the search room and have immediate access to the Pedestrian Trap. When permission is granted staff shall ensure unimpeded access from the search area to the entry point of the Pedestrian Trap. The Officer shall then escort the visitor(s) from the search room into the Pedestrian Trap. Upon the Pedestrian Trap door being secured, the escorting Officer shall inform the Pedestrian Officer of the visitor(s) having successfully being searched and request the proper hand stamp be applied to the designated area of each visit. The Pedestrian Trap Officer being satisfied all security requirements having been met shall notify the Tower Five Officer of entry being allowed. The Tower Five Officer shall allow the visitors access and visually observe the entry into the Visiting Room.*

### **XIV. Visitor Search of the Day (483.06)**

All visitors may be subject to additional random personal searches. This search will be conducted in the Visitor Processing Search Room. The visitor shall sign the Visitor Search Log prior to the search taking place.

### **XV. Additional Searches (483.06)**

- A. All searches beyond that which is conducted by the officer in the Visitor Processing Search Room shall be approved by the Shift Commander prior to the search taking place.
- B. Unless probable cause exists, the primary reason for additional searches shall be to identify the area of interference that led to the failure to successfully pass the metal detector/handheld search.
- C. Upon receiving the search authorization, the visitor to be searched shall be

escorted to the curtained search area located within the Visitor Processing Search Room. Visitor shall be searched by an Officer of the same sex as the visitor. Upon request by the visitor, the personal search shall be conducted by an Officer of the same gender as the one with which the visitor identifies.

- D. The Officer conducting the search shall explain the search process to the visitor.
- E. The Officer shall then ask the visitor if they want to submit to the search process. If the visitor agrees, they will be instructed by the Officer to sign the Visitor Processing Center Search Room Search Log.
- F. The Officer will conduct a thorough search. Once satisfied that no contraband exists, the visitor will be allowed to proceed to the Visiting Center.

In the event the Officer discovers contraband or there exists probable cause that contraband is being concealed and/or smuggled into the institution, the visitor may be detained as provided under Massachusetts General Laws.

#### **XVI. Visiting Room Processing**

1. *Once at the Visiting Center entrance, the visitor shall press the doorbell to the visiting room once. The door will be electronically released open and the visitor will enter and hang up any coats, jackets or outerwear (religious headwear is allowed), etc.*
2. *Visitors will then proceed to the first desk and give the Officer his/her request to visit inmate form. The Officer will then instruct the visitor as to the available seating areas. Once seated, visitors and inmates will not be allowed to change their seats without the Officer's permission.*
3. *The inmate and visitor(s) will sit opposite each other in a face-to-face fashion. The inmate will be seated in the plastic chair located directly across from their visit. Both the inmate and visitor(s) shall keep both feet flat on the floor, maintaining a correct, upright posture with their backs against the chair. The plastic chair legs will not be allowed to cross the designated out of bounds mark placed on the floor. Excessive touching of the other will not be permitted. In order to maintain a pleasant atmosphere conversational voice volume is to be used any distracting loudness will not be permitted. Staff shall document via an IMS incident report indicating visitor/inmate patterns non-compliance after a verbal warning had been given to each individual.*
4. *Five (5) minutes prior to the end of the visiting period, the Officer will announce that visiting hours are ending. The inmate shall ensure his visitors leave the visiting center before the end of the visiting period.*

5. *Good-byes must be said while inmates and visitors are seated in their seats. Good-byes must be brief so there is no interference with the Officer's view.*
6. *At the end of a visiting session all visitors shall proceed to the Visiting Room foyer retrieve their articles and the Officer will release the door allowing them to exit. Visitors shall walk down the walkway to the steel door and enter when instructed to do so by Tower staff. Once in the Pedestrian Trap, an Officer will check each visitor's hand stamp and visitors will then be allowed to leave.*

## **XVII. Visiting Center Rules and Regulations (483.06)**

The visiting center rules and regulations should be followed in accordance with 103 CMR 483.07(3)(a-s).

## **XVIII. Additional Limitations (483.06)**

- A. Smoking and possession of tobacco and tobacco related products are prohibited on state property.
- B. Holiday visits will be counted as visiting periods, the same as any other days.
- C. Visitors are only allowed to visit one inmate.
- D. Visitors and inmates may not cross visit with other visitors or inmates.
- E. Inmates are limited to receive a maximum of two (2) adults and a reasonable number of children per visit.
- F. Once a visitor leaves the institution they will not be permitted to visit again on that day.
- G. Inmates will be charged for two visits for all visits that extend through the count.
- H. General population inmates are limited to five visiting periods per week.
- I. Inmates staying through the count will not be permitted to leave until the count is complete and clear.

## **XIX. Visitor Restrooms**

- A. *Restrooms are available for use in the Visiting Center.*
- B. *Restrooms are closed 30 minutes prior to the end of all visiting periods and 30 minutes before counts until the count clears. When closed the Visiting Room Officer in Charge will conduct a review of access on a case-by-case basis.*
- C. *If the visitor agrees to being searched, they shall record his/her consent by*

*signing the search log kept for that purpose (Attachment #3 and #4).*

- D. Prior to using the restroom visitors shall be forewarned that if they sign the consent to be searched, they are expected to cooperate fully. Failure to do so shall result in suspension of visiting privileges.*
- E. If the visitor refuses to allow the search they will not be allowed access to the restroom or to return to their visit and their visiting privileges will be suspended until reviewed by the Superintendent.*

**Female Visitor Access to Restroom**

- A. Every effort shall be made by the Shift Commander to ensure that a female Correction Officer is assigned to the Visiting Center.*
- B. In the event that staffing does not permit a female Correction Officer to be assigned to the Visiting Center, the visitor shall be allowed to exit the facility to utilize the ladies' room in the Outer Control Lobby.*
- C. The visitor shall take any/all garments with her when she leaves the Visiting Center (coat, jacket, etc.).*
- D. The visitor shall be advised that this procedure is for the sole purpose of utilizing the lavatory. Accessing her locker and/or contact with other visitors (in the lobby) shall be reason to terminate the visit and possibly any future visitation privileges.*

**NOTE:** *Visitors returning from the ladies room shall not stand in line, but shall go to the head/front of the line to be processed in the pedestrian trap.*

- E. The normal search procedures shall again apply to that visitor.*
- F. Upon the successful completion of the searching process, the visitor shall be allowed to return to her visit.*

**XX. Minor Visitors (483.06)**

- A. Minors are to be accompanied by an adult at all times. At no time will a minor be left unattended in the visiting room or on state property by the parent, legal guardian or any other adult.*
- B. Each adult visitor must present a copy of the original birth certificate or official hospital record verifying the birth of the child, the date of birth and parent information for every minor child they are requesting to visit with. If the Visitor Processing Officer deems that the original or copy of birth certificate has been altered or fraudulent, the Shift Commander shall be contacted and required to review the document prior to denying the visitor entrance.*

*A notarized Minor Request Form (103 CMR 483 Attachment #2)) that has been*

approved and signed by the Superintendent at the facility that it was originally requested and should be accepted by all facilities that the inmate transfers to, is required for each minor child with an adult visitor that is not the parent or legal guardian of the minor child. Verbal consent by the parent, even if they are present, is not acceptable.

- C. All visitors, including minors/infants, using the restroom/baby changing area are subject to search. All visitors have the right to refuse to be searched.
- D. Woman visitors requesting to breastfeed their children will be directed to an attorney room for privacy of mother and child.

#### **XXI. Attorney/Spiritual Advisors (483.06)**

Attorney/Spiritual Advisors may utilize a private room in the Visiting Room and/or Administration Building Gate. All Spiritual Advisor visits must be approved through the Superintendent's Office.

#### **XXII. Inmate Funds**

- A. *Financial deposits for inmates by visitors can be made daily during normal visiting hours (A receipt will be forwarded to inmate only) Visitors may place check or money order in the provided depository, located in the Outer Control Lobby. Cash deposits are not recommended.*
- B. *Visitors are prohibited from delivering personal property, clothing, etc. to inmates without approval from the Superintendent.*

#### **XXIII. Vending Machine Debit Cards**

*Debit cards are located at the entrance lobby in the money card machine. The initial card purchase requires a five-dollar bill to be placed into the machine. By pressing the button, a person will receive a card with \$4.00 credited to it (there is a \$1.00 non-refundable charge for the card). Additional monies may be added to the card by inserting the card into the machine and inserting bills up to twenty dollars. At no time may an inmate be in possession of a debit card. MCI-Norfolk bears no responsibility for the debit card system, which is a contracted service through an outside vendor. Any problems should be addressed with the company. Contact information for this vendor is posted in the outer control lobby.*

#### **XXIV. Parking**

*Personal vehicles are to be locked and secured in the Visitors Parking lot located across the street from the institution.*



**XXV. Handicap Parking**

*Handicap parking is located in the east parking lot along the left side of the main entrance facing the facility. These spaces are clearly marked and are for handicapped persons (plates/placards required).*

**XXVI. Inmate Related Matters**

*In the event that an inmate's visiting privileges have been suspended the inmate shall have access to the inmate telephone system to notify any potential visitors of said suspension.*

*If the inmate's telephone privileges have been suspended the inmate shall be afforded a supervised telephone call for the sole purpose of notifying any potential visitors of said suspension. This telephone call will be facilitated by the inmate's assigned Correctional Program Officer*

- A. Inmates entering the visiting center shall undergo a personal search.*
- B. At the conclusion of each visit all inmates shall undergo an unclothed search.*
- C. Inmates may not be near any vending machines or the microwave area and inmates may not have their visitor's debit cards or locker keys in their possession at any time.*
- D. Inmates will be allowed to use a designated bathroom in the visiting room.*
- E. All inmates requesting to use the restroom will undergo an unclothed search before and a personal search after restroom use.*

**Visitor Communication Form**

*This form was developed as a way to give visitors and volunteers a forum to address issues and/or forward comments to MCI Norfolk's management regarding the visiting process. Visitor Communication Forms (**Attachment #6**) can be obtained in the Outer Control Gatehouse. After completing the Visitor Communication Form they shall be placed in the Comments box located in the Gatehouse Lobby. The Visitor Communication Forms shall be reviewed by a member of management staff and if requested will reply with in 10 business days.*

## **XXVII. Visitor Dress Code**

*The visitor dress code is outline in 103 DOC 501 Institutional Security Procedures Policy Attachment VI.*

## **XXVIII. Inmate Dress Code**

*The General Population inmate dress code shall be posted in all living areas.*

*A. The following clothing shall be worn by inmates on visits:*

- 1. Pants – blue or black dress slacks, blue or black denim (jean) pants, gray scrub pants only;*
- 2. Shirts - white, blue or black dress shirts, state issued Chambray or gray scrub shirts only,*
- 3. T - shirts – white only*
- 4. Sweaters – gray and blue only;*
- 5. Footwear – boots, sneakers, or shoes (footwear will be tied at all times);*
- 6. Belts – traditional belts (no torn material or shoelaces allowed as belts);*
- 7. Underwear – proper undergarments (under shorts, or thermal underwear and socks,) are required;*
- 8. Hats - Religious headwear only*
- 9. One chain/necklace with one (1) religious medal attached to it. A chain/necklace may not be worn inside the Visiting Center if no religious medal is attached.*
- 10. Wedding bands shall be the only item of jewelry to be worn while on a visit. The wedding band must be documented on each inmate's property card.*
- 11. All inmates will be neat and clean in appearance at all times while on visits.*
- 12. All shirts will be tucked in at all times while on visits.*
- 13. One (1) comb, one (1) handkerchief, and photo ticket will be allowed.*

B. *The following clothing may not be worn by inmates on visits:*

1. *Watches*
2. *Sweatpants*
3. *Shorts of any kind (shorts may not be used as underwear, traditional underwear only).*
5. *Nothing may be worn in the hair (hair elastics, hair ties, string, etc.)*
6. *No layering of clothing (i.e., no more than one pair of underwear will be worn at one time, no more than one pair of socks will be worn at a time, etc.)*
7. *Gloves, coats and hats*
8. *Altered clothing of any kind*

**XXIX. BAU Inmate Dress Code**

*BAU inmates must wear traditional undergarments, footwear and red scrubs when visiting.*

**XXX. HSU Inmate Dress Code**

*HSU inmates shall adhere to the general population dress code. Exceptions may be made based on medical need. In this event the inmate shall be provided with suitable hospital issued garments to wear during this visit.*

**XXXI. Department of Children & Family (D.C.F.) Supervised Visits**

*Department of Children & Family (D.C.F.) visits may take place during times that are not regular visiting hours.*

A. **Processing**

1. *Provide D.C.F. issued photo identification or driver's license.*
2. *Sign into the Outer Control Visitors log, indicate if they have been convicted of a felony and provide their business address only (CORI check is not required).*
3. *Provide proof that the child is in D.C.F. custody, which in most cases will be by a Court Order or Mittimus.*

4. *Once processed D.C.F. supervised visits will not have to wait behind other visitors to get into the institution. The D.C.F. Social Worker and supervised children will take precedence.*
5. *D.C.F. visits when supervising infants shall be allowed to enter with plastic bottles (no glass) containing milk, juice, formula or water. A diaper bag which may contain but not be limited to such essentials as diapers, blankets or small toys and will be subject to search.*

**Searching D.C.F. Social Workers and Inmate's Children Under Their Supervision**

**A. D.C.F. Social Workers - accompanying an inmate's child arriving to visit shall:**

1. *Be allowed to enter with a reasonable amount of paperwork, a pencil, and an appointment book, all of which are subject to search.*
2. *Not wear clothing that is overly casual or inappropriate in a correctional environment.*
3. *Submit to an article and walkthrough metal detector search.*
4. *If failing the walkthrough metal detector search be subject to a Personal Search by an employee of the same sex in private, but only with prior approval from the Shift Commander.*
- *The Social Worker may leave the institution rather than submit to a personal search and in the event the Search Officer discovers contraband or there exists probable cause that contraband is being concealed and/or smuggled into the institution; the person may be detained as provided under Massachusetts General Laws.*

**B. Children supervised by D.C.F. Social Workers- arriving to visit an inmate parent shall:**

1. *Submit to an article and walkthrough metal detector search.*
1. *If failing the walkthrough metal detector search, be subject to a Personal Search by an employee of the same sex as the child in private with the supervising D.C.F. Social Worker present, but only with prior approval from the Shift Commander.*  
***Note: The Social Worker may leave the institution with the child rather than submit to a personal search.***

**XXXII. Ex-Offenders**

*An ex-offender is any individual whose Criminal History Systems Board's (CHSB) Criminal Justice Information System (CJIS) check reveals that they have, or have had,*

*any type of court case(s). This includes open cases and closed cases that are felony convictions. All felony cases that appear as open must be closed in CJIS in order for consideration to be given. Paperwork from the court documenting that a case(s) has been closed will not be accepted.*



**MCI NORFOLK**  
**VISITING PROCEDURES**  
**VISITOR ENTRY FORM – ATTACHMENT #1**



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

INMATE NAME: \_\_\_\_\_

COMMITMENT #: \_\_\_\_\_ VISITOR NUMBER: \_\_\_\_\_

VISITORS NAME: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

MINOR NAMES(S): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

HAVE YOU LOCKED UP YOUR VALUABLES? YES ☐

INITIALS: \_\_\_\_\_ LOCKER #: \_\_\_\_\_

**DO NOT WRITE BELOW THIS LINE, FOR OFFICIAL USE ONLY**

\*\*\*\*\*

HOUSING UNIT: \_\_\_\_\_ HAS THE UNIT BEEN CONTACTED? ☐

APPROVED MEDICATIONS/MEDICAL DEVICES: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PROCESSING OFFICER'S SIGNATURE: \_\_\_\_\_



**MCI NORFOLK**  
**VISITING PROCEDURES**  
**SPANISH VISITOR ENTRY FORM – ATTACHMENT #2**



FECHA: \_\_\_\_\_

NOMBRE DE PRESO: \_\_\_\_\_

NUMBER DE IDENTIFICACION #: \_\_\_\_\_ NUMBER DE VISITANTE: \_\_\_\_\_

NOMBRE DE VISITANTE: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

NOMBRE DE MENOR(S): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

HA ASEGURADO SUS VALORES EN EL LOCKER? SI ☐

INICIALES: \_\_\_\_\_ NUMERO DE LOCKER #: \_\_\_\_\_

**NO ESCRIBA ABAJO DE ESTRA LINEA PARA USO OFICIAL SOLAMENTE**

\*\*\*\*\*

NUMERO DE UNIDAD: \_\_\_\_\_ LA UNIDAD FUE NOTIFICADA? ☐

MEDICANCIONES APROVADAS/SERVICIOS MEDICOS: \_\_\_\_\_

\_\_\_\_\_

FIRMA DEL OFICIAL PROCESADOR: \_\_\_\_\_

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

**MCI-NORFOLK****VISITORS MUST READ BEFORE SIGNING**

All visitors using the bathroom facilities are subject to search. All visitors have the right to refuse to be searched. If the visitor agrees to the search, he/she shall record his/her consent by signing this Search Log kept for that purpose. Visitors shall be forewarned that if they sign a consent to a search, they are expected to cooperate fully. Failure to do so shall result in suspension of visiting privileges. Anyone refusing to continue the search will be denied further visiting privileges until he/she receives a letter from the Superintendent.

**INMATE'S NAME****VISITOR'S NAME**

1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____
11. _____	_____
12. _____	_____
13. _____	_____
14. _____	_____
15. _____	_____
16. _____	_____



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

**MCI-NORFOLK****Todos Visitantes Usando Los Banos Estan Subjecto A Un Registro**

Todos visitantes tienen el derecho de negar a un registro. Si el visitante es de acuerdo a un registro el o ella tienen que firma su nombre en este papel de registro. Todos visitantes que estan de acuerdo a un registro tienen que cooperar completamente. Falta de su registro puede resultar en una suspencion de su privilegio de visitas hasta que el o ello reciba una carta del supintendente.

**INMATE'S NAME****VISITOR'S NAME**

1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____
11. _____	_____
12. _____	_____
13. _____	_____
14. _____	_____
15. _____	_____
16. _____	_____

**WARNING**  
**PLEASE BE ADVISED!**

**HAND HELD AND WALK THROUGH METAL DETECTORS ARE USED AS PART OF THE ENTRANCE PROCEDURES. THESE DEVICES MAY INTERFERE WITH THE OPERATION OF A PACEMAKER AND/OR IMPLANTED AUTOMATIC CARDIOVERTER DEFIBRILLATOR. IF YOU HAVE SUCH A DEVICE NOTIFY STAFF BEFORE ATTEMPTING TO ENTER THE TRAP AREA SO THAT AN ALTERNATIVE SEARCH PROCEDURE WILL BE USED.**

**Please have a statement, letter or card signed by your physician as to which device you have.**

Massachusetts Correctional Institution Norfolk**103 CMR 483 – Inmate Visits  
Visitor Communication Form****To: All Visitors****FR: Superintendent****RE: Visitors Communication Form****Completed forms should be placed in the wooden Visitors Communication Box on the window sill in the Gatehouse lobby.**

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

Reason for Communication (check the appropriate box(es):

☐ Rules & Regulations ☐ Search ☐ Staff ☐ Facility ☐ Other**Please Print****Name of Visitor:** \_\_\_\_\_**Address of Visitor:** \_\_\_\_\_**Name of Inmate Visited:** \_\_\_\_\_**Name of Staff Person(s) Involved:** \_\_\_\_\_**Communication (write out details in full):**


---



---



---



---



---



---



---



---



---



---

Please use back, if needed

Your correspondence will be reviewed by a member of the management staff and if requested you will receive a response within ten (10) business days of filing/mailing. If you wish, please write a follow up letter to the Superintendent at MCI-Norfolk, P.O. Box 43, Norfolk, MA 02056.

## BAU Visiting Appointment Tracker

for Week Ending \_\_\_\_\_

**How to schedule the visit in IMS:** Click **SCHEDULE** on the menu bar at the top of the screen. Click **INMATE SCHEDULE**.

Enter inmate #, click the select button. Click **ADD ACTIVITY**, in the activity details section choose a start date, appointment date and end date. Choose a start time and end time. Select **VISIT** as the activity type. Select **BAU VISITING ROOM** as a destination. Click **SAVE**.

Sunday	Visitor Name	Inmate Name & Commitment #	Officer	Check When Entered into IMS	Room #
1:05-2:05				<input type="checkbox"/>	1
1:05-2:05				<input type="checkbox"/>	2
1:05-2:05				<input type="checkbox"/>	3
2:10-3:10				<input type="checkbox"/>	1
2:10-3:10				<input type="checkbox"/>	2
2:10-3:10				<input type="checkbox"/>	3
6:05-7:05				<input type="checkbox"/>	1
6:05-7:05				<input type="checkbox"/>	2
6:05-7:05				<input type="checkbox"/>	3
7:10-8:10				<input type="checkbox"/>	1
7:10-8:10				<input type="checkbox"/>	2
7:10-8:10				<input type="checkbox"/>	3
Monday	Visitor Name	Inmate Name & Commitment #	Officer	Check When Entered into IMS	Room #
1:05-2:05				<input type="checkbox"/>	1
1:05-2:05				<input type="checkbox"/>	2
1:05-2:05				<input type="checkbox"/>	3
2:10-3:10				<input type="checkbox"/>	1
2:10-3:10				<input type="checkbox"/>	2
2:10-3:10				<input type="checkbox"/>	3
6:05-7:05				<input type="checkbox"/>	1
6:05-7:05				<input type="checkbox"/>	2
6:05-7:05				<input type="checkbox"/>	3
7:10-8:10				<input type="checkbox"/>	1
7:10-8:10				<input type="checkbox"/>	2
7:10-8:10				<input type="checkbox"/>	3
Tuesday	Visitor Name	Inmate Name & Commitment #	Officer	Check When Entered into IMS	Room #
1:05-2:05				<input type="checkbox"/>	1
1:05-2:05				<input type="checkbox"/>	2
1:05-2:05				<input type="checkbox"/>	3
2:10-3:10				<input type="checkbox"/>	1
2:10-3:10				<input type="checkbox"/>	2
2:10-3:10				<input type="checkbox"/>	3
6:05-7:05				<input type="checkbox"/>	1
6:05-7:05				<input type="checkbox"/>	2
6:05-7:05				<input type="checkbox"/>	3
7:10-8:10				<input type="checkbox"/>	1
7:10-8:10				<input type="checkbox"/>	2
7:10-8:10				<input type="checkbox"/>	3

Wednesday	Visitor Name	Inmate Name & Commitment #	Officer	Check When Entered into IMS	Room #
1:05-2:05				<input type="checkbox"/>	1
1:05-2:05				<input type="checkbox"/>	2
1:05-2:05				<input type="checkbox"/>	3
2:10-3:10				<input type="checkbox"/>	1
2:10-3:10				<input type="checkbox"/>	2
2:10-3:10				<input type="checkbox"/>	3
6:05-7:05				<input type="checkbox"/>	1
6:05-7:05				<input type="checkbox"/>	2
6:05-7:05				<input type="checkbox"/>	3
7:10-8:10				<input type="checkbox"/>	1
7:10-8:10				<input type="checkbox"/>	2
7:10-8:10				<input type="checkbox"/>	3
Thursday	Visitor Name	Inmate Name & Commitment #	Officer	Check When Entered into IMS	Room #
1:05-2:05				<input type="checkbox"/>	1
1:05-2:05				<input type="checkbox"/>	2
1:05-2:05				<input type="checkbox"/>	3
2:10-3:10				<input type="checkbox"/>	1
2:10-3:10				<input type="checkbox"/>	2
2:10-3:10				<input type="checkbox"/>	3
3:15-4:15				<input type="checkbox"/>	1
3:15-4:15				<input type="checkbox"/>	2
3:15-4:15				<input type="checkbox"/>	3
7:10-8:10	**Legal Advisory Committee Visits Only**			<input type="checkbox"/>	
Friday	Visitor Name	Inmate Name & Commitment #	Officer	Check When Entered into IMS	Room #
1:05-2:05				<input type="checkbox"/>	1
1:05-2:05				<input type="checkbox"/>	2
1:05-2:05				<input type="checkbox"/>	3
2:10-3:10				<input type="checkbox"/>	1
2:10-3:10				<input type="checkbox"/>	2
2:10-3:10				<input type="checkbox"/>	3
6:05-7:05				<input type="checkbox"/>	1
6:05-7:05				<input type="checkbox"/>	2
6:05-7:05				<input type="checkbox"/>	3
7:10-8:10				<input type="checkbox"/>	1
7:10-8:10				<input type="checkbox"/>	2
7:10-8:10				<input type="checkbox"/>	3
Saturday	Visitor Name	Inmate Name & Commitment #	Officer	Check When Entered into IMS	Room #
10:05-11:05				<input type="checkbox"/>	1
10:05-11:05				<input type="checkbox"/>	2
10:05-11:05				<input type="checkbox"/>	3
12:25-1:25				<input type="checkbox"/>	1
12:25-1:25				<input type="checkbox"/>	2
12:25-1:25				<input type="checkbox"/>	3
1:30-2:30				<input type="checkbox"/>	1
1:30-2:30				<input type="checkbox"/>	2
1:30-2:30				<input type="checkbox"/>	3
3:40-4:40				<input type="checkbox"/>	1
3:40-4:40				<input type="checkbox"/>	2
3:40-4:40				<input type="checkbox"/>	3