Massachusetts
Department of Correction

MCI-Shirley
PROCEDURE

Superintendent Approval Date

04/16/2026…

Reviewing Authority Approval Date

6/25/2026

Procedure In accordance with:

103 CMR 483
Visiting Procedures

Internal Reviewing Authority:

Operations Sergeant
Captain
Director of Security
Deputy of Operations

ACA/PREA Standards:

5-ACI-4B-21, 5-ACI-7D-14, 5-ACI-7D-15
5-ACI-7D-16, 5-ACI-7D-17, 5-ACI-7D-21,
5-ACI-7D-22

Applicability: Staff/Incarcerated Individuals

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

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I. INSTITUTION INFORMATION (483.06)

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

1. Institution Address Information:

MCI-Shirley
Harvard Road
P.O. Box 1218
Shirley, MA 01464
Phone Number: (978) 425-4341

2. Directions to MCI-Shirley:

From Boston - RTE 2 West to exit 105 (old exit 36) - Shirley Rd. bear right at the end of exit to stop sign. Turn left onto Shirley Rd, then right onto access road, follow signs for medium institution.

From the North - Route 495 South to RTE 2 West, RTE 2 West to exit 105 (old exit 36) - Shirley Rd., bear right at end of exit to stop sign. Turn left onto Shirley Rd, then right onto access road, follow signs for medium institution.

From the South - Take Route 495 North to RTE 2 West, RTE 2 West to exit 105 (old exit 36) - Shirley Rd., bear right at end of exit to stop sign. Turn left onto Shirley Rd, then right onto access road, follow signs for medium institution.

From Springfield - Take Mass Pike (RTE 90) East to RTE 290 East. RTE 290 East to RTE 190 North to Leominster, RTE 2 East to exit 105 (old exit 36) - Shirley Rd., bear right at end of exit and proceed over bridge. After the bridge, turn right onto the access road, follow signs for medium institution.

3. Public transportation to MCI Shirley is available by Commuter Train at a terminal point one mile from the institution. An MBTA schedule and phone book are available in the Main Lobby. For more information, visit www.mbta.com.

B. Attorney Access

Inmates at MCI-Shirley have access to counsel and confidential contact with attorneys and/or legal professionals in accordance with 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions*

II. VISITING LIMITATIONS (483.07)

A. **ALL** incarcerated individuals' visits must be scheduled at least one (1) day in advance (24 hours). Visitors should be onsite no more than thirty (30) minutes prior to their appointment. Visit times will not be extended due to the tardiness of the

visitor. Failure to meet these requirements shall result in a loss of the visitation period.

B. The Visitor Trap will close at 4:15 p.m. and remain closed until the Major Count is cleared. At 4:00 p.m. the Visiting Room OIC shall announce for any visitor wishing to exit the Visting Room. Those visitors will be processed through the trap accordingly. No visitors will be processed for visits during the time of shift change (between 2:30 p.m. to 3:10 p.m.)

Visits can be scheduled by contacting:

General Population	978-425-4341 Ext. **4202**	Monday through Friday 8:00 a.m. – 3:00 p.m.
Secure Adjustment Unit (SAU)	978-425-4341 Ext. **4925**	Daily Between 5:30 p.m. – 9:00 p.m.
CSU/NCU	978-425-4341 Ext. **4802**	Daily Between 9:00 a.m. – 3:00 p.m.
Behavior Assessment Unit (BAU)	978-425-4341 Ext. **4521**	Daily Between 5:00 p.m. – 9:00 p.m.

C. There are no 'back-to-back' in person visits allowed on the weekends. For example, inmates that have a visit on Saturday shall not also have a visit on Sunday.

D. Incarcerated individuals who wish to have a double visit on Wednesday, Thursday, or Friday shall be placed on an Out Count. Individuals who choose to remain in the Visiting Room will not be permitted to egress until directed by the Visiting Room OIC.

E. Visits shall normally be allowed, at a maximum, the entire length of a visiting period. Visits may be terminated sooner if conditions, such as inappropriate behavior, etc. or overcrowding exist.

E. Wednesday through Friday, visitors will be open for all General Population inmates, Weekends will be by inmate's last name. The inmate will be allowed **four (4) visiting periods per week,** allowing **two (2) adult visitors plus minors.** If the visitor chooses to stay for both sessions, Wednesday through Friday, it will count as **two (2) visits.**

Wednesday - Friday
Session 1: 1:00 p.m. – 4:30 p.m.
Session 2: 5:30 p.m. – 8:30 p.m.

Visits Saturday	
Session 1: 1:00 p.m. to 4:00 p.m.	Inmates **A-L**
Session 2: 5:30 p.m. to 8:30 p.m.	Inmates **M-Z**

Visits Sunday	
Session 1: 1:00 p.m. to 4:00 p.m.	Inmates **M-Z**
Session 2: 5:30 p.m. to 8:30 p.m.	Inmates **A-L**

Holidays
9:00 a.m. – 1:00 p.m.

1. **HOLIDAYS OBSERVED** - New Year's Day, Martin Luther King Jr. Day, Washington's Birthday, Patriot's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

F. A maximum of two (2) adults shall be permitted to visit an inmate at the same time during any visiting period. No limitations on the quantity of children shall exist; however, the quantity of children any parent/guardian brings into the institution must be of an amount that can be adequately supervised by this individual.

G. Visitors may only visit one (1) inmate at a time. The only exception to this is if the relationship between the visitor and the inmate(s) is immediate family as defined by 103 CMR 483.05.

III. VIDEO VISIT LIMITATIONS

A. **ALL video visits** at MCI-Shirley will be scheduled by appointment only on a first-come, first-serving basis for preapproved visitors only. These visits must be scheduled at least 24 hours in advance through Securus Video Visitation Online at **Securustech.net.**

B. **ONLY** visitors on the inmates pre-approved 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(s) on camera will be considered a violation of 103 CMR 483 and grounds for termination of visits and a disciplinary report will be issued. The inmate and visitor may be suspended from video visits.

C. MCI-Shirley 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-Shirley also reserves the right to restrict participants from all future use of the system.

D. All Video sessions are recorded and subject to electronic monitoring. Your use of the video system constitutes consent to this recording and monitoring.

E. Any unauthorized activity, including but not limited to **nudity**, **sexual conduct**, **weapons**, **drugs** and **tight fitting or provocative clothing** is prohibited and will result in termination of the video visit and loss of visiting privileges. Any illegal activity will be reported to local law enforcement.

F. Inmates serving a loss of visits sanction cannot receive video visits.

G. Visitors are not allowed to record or take screen shots of the inmate during the video visit.

IV. VISITOR APPROVAL PROCESS (483.10)

A. Inmates at MCI-Shirley Medium are allowed up to eight (8) pre-approved visitors.

B. Prior authorization of each visitor is required. It will be the responsibility of the inmate to complete the Visitor Listing Form (Attachment #3 from 103 CMR 483, *Visiting Procedures Attachments*) and submit the form to the Director of Security. The visitor application process shall not begin until the Visitor Listing Form (Attachment #3 in 103 CMR 483, *Visiting Procedures Attachments*), has been completed and received by the Director of Security's office. The forms are available both in the inmate library and in inmate housing units.

C. Each inmate shall notify their visitor that their name has been added to their Visitor Listing Form. Each visitor will be required to complete the Visitor Application Form (Attachment #1 from 103 CMR 483, *Visiting Procedure Attachments*) along with all required documentation as outlined in the application. Each visitor shall send the application and required documentation to MCI-Shirley, Attention Director of Security. These applications are also available at www.mass.gov/doc.

D. Once the application process has been completed, the visitor and inmate shall be notified if they have been approved or denied via the Visitor Status Notification Form (Attachment #4 from 103 CMR 483, *Visiting Procedures Attachments*).

E. Effective March 1, 2019, and every 120 days thereafter **(March – July – November)**, inmates are allowed to update (add/delete) inmate visitor lists. The change period will be the first 15 days of the month.

F. Minors under the age of eighteen (18) must be accompanied by their parents and/or legal guardian. To gain permission to visit a state correctional institution, a minor must:

1. Demonstrate that the minor has the consent of a parent or guardian who has physical custody and,

2. Be accompanied by the parent or guardian having physical custody of the minor or by an adult pre-approved by the parent or guardian.

NOTE: No child who was a victim of the inmate's offense shall be authorized to visit without the authorization of the Commissioner or a designee.

G. An adult that is not the parent or guardian having physical custody of the minor must submit a completed minor consent form to the institution's Superintendent or designee and obtain approval prior to visiting with the minor (refer to 103 CMR 483, Attachment #2, 103 CMR 483, *Visiting Procedures Attachments*).

H. Adults entering with a minor shall have the minor's birth certificate (short form is acceptable). In the event the birth certificate is not available, an official hospital record verifying the birth of the child, including the date of birth of the child, and parent information can be utilized as well. If the adult is not the parent or guardian, a copy of the approved minor consent form must be brought with them each time they visit. Legal guardians shall also be required to provide court documents indicating proof of custody.

I. All former inmates of any correctional institution and persons having been convicted of a felony are prohibited from visiting any inmate at MCI-Shirley unless prior permission has been granted by the Superintendent.

V. VIDEO VISIT APPROVAL PROCESS

A. Potential visitors may access the Securus Technologies Video Visitation website at **videovisitanywhere.com.**

B. Once on the website all family and friends will be able to create a remote visitation account. These accounts will all be automatically approved by the Securus Technologies system.

C. The system will require the account holder to state their relationship with the inmates and provide a photo along with a government issued photo ID.

D. After an account is created and the Terms and Conditions are accepted, account holders will be able to schedule a visit with an inmate.

E. Account holders may schedule remote visits up to seven (7) days in advance with a minimum of twenty-four (24) hours between the current date and the date of the visit being requested.

F. Emails will be generated and sent to the account holder by Securus one time daily at 5:00 a.m. EST.

G. Exceptions to the visiting schedule and duration of the visit, and/or other requests can be approved under special circumstances. Such requests must be submitted in writing to the Director of Security. The Superintendent shall approve special visits, and approval will be documented in writing, and a copy will be sent to the requested visitor, the inmate, and the office of the Director of Security.

VI. SPECIAL VISITS (483.10)

A. A Special Visit is a visit that deviates from the normal visiting guidelines in some manner (i.e. time of visit, length of visit, number of visitors, etc.).

B. Special Visits may only be granted by the Superintendent or designee. Exceptions to the visiting schedule, duration of visits, the number of people allowed to visit at one time, and/or other requests, may be considered under special circumstances (e.g.,

visitors who have traveled over 100 miles one way).

C. Such requests must be submitted in writing to the Superintendent or designee and special visit approval shall be documented in writing and a copy shall be sent to the requesting visitor, the inmate, the visitor processing area, and outer control. Consideration for a special visit shall be at the Superintendent's discretion.

D. All visitors approved through such requests shall be subject to the preapproval process outlined in 103 CMR 483.10(2)(e), prior to entry into MCI-Shirley.

E. Inmates will not be allowed visits at an outside hospital. If an inmate is determined by the attending physician to be at risk of imminent death, only the Superintendent or acting Superintendent may authorize a special visit. All requests for these visits must be made through the Superintendent's office per 103 CMR 483.11.

VII. VISITOR REGULATIONS (483.06)

A. Visitors to MCI-Shirley must park their vehicles in the designated visitor lot, located across from the main entrance of the Institution. The violators will be towed at the owner's expense.

B. Vehicles are to always be locked. Visitors to the institution are subject to search upon request by correctional staff. Prior to a search, staff shall secure the owner's permission. If permission is not granted, the visitor shall be allowed to leave the property, unless there is probable cause.

C. Visitors are not allowed to wander the grounds or lobby of the institution and shall be restricted to the seating areas only.

D. Children must always remain under the constant supervision of their parent(s) or guardian(s). Failure to monitor children or children exhibiting extreme behavioral problems may warrant a denial of visiting privileges.

E. Prior to entering the institution, all diapers should be changed.

F. Visitors to MCI-Shirley shall be permitted to only bring necessary items with them. All other items must be locked in lockers in the lobby. Visitors that refuse to comply with this procedure shall be denied entrance. The only authorized items are outlined by 103 DOC 483.13.

G. Parent(s) and guardian(s) shall make sure any minor accompanying is also free of contraband. Any individual attempting to introduce any contraband item into the institution shall have their visiting privileges suspended or terminated and may be subject to arrest and/or criminal prosecution.

H. The use of cell phones by visitors within the lobby is prohibited.

I. Smoking or the use of any tobacco product, vaping or electronic smoking devices is prohibited on Department of Correction property.

J. All visitors are expected to conduct and dress themselves in a manner that is appropriate for a public place. All visitors are required to follow the Visitor Dress Code as outlined in 103 CMR 483.

VIII. ENTRANCE PROCEDURES (483.11)

A. Upon arrival, visitors shall take a number and have a seat in the waiting area. Once their number is called the visitor shall proceed to the visitor processing area. A current and valid I.D. will be required. A photographic I.D. card, and all the following will be accepted; a valid state driver's license, a passport, a military identification card or official photographic identification cards originating from any state or federal agency, including government employee identification cards and Immigration and Customs Enforcement documents. Once the paperwork is handed to the visit processing officer, a visitor must wait behind the red line until processing is completed.

NOTE: Failure to produce a valid photo I.D. as noted above may result in denial of visit.

B. Once entrance requirements are met, the visitor processing officer shall stamp the visitors hand with the stamp of the day. The visitor will then return to the visitor's waiting area to await processing through the Visitor's Trap.

C. Upon being processed and approved to visit, all visitors must lock up all their personal belongings and/or items not authorized for entry into the institution and shall remain in the seating area until they are called by correctional staff to enter the Visitor Trap.

D. Upon entering the Visitor Trap, visitors shall be required to remove shoes, belts, jackets, any hair articles, and eyeglasses. Each item shall be inspected for contraband and returned to the visitor only after the visitor has been searched and passed a metal detector test.

E. When instructed by the correction officer, the visitor shall move through the metal detector with their hands at their sides.

F. Any visitor that does not successfully pass through the metal detector may be subject to any of the following searches:

1. Hand-held metal detectors may be used to aid in determining the reason why an individual was unable to successfully pass through the walk-through metal detector.

2. Personal searches shall be conducted with the prior approval of the Shift Commander, in an area out of view of other visitors, by an officer of the same sex as the visitor and documented in a logbook for this purpose. (Visitors must record their consent by signing the logbook.) Upon the request of the visitor, personal searches shall be conducted by a correctional employee of the same gender as the one which the visitor identifies with. Random personal

searches, in compliance with the search of the day, shall also be conducted by staff members to ensure no contraband is entering the institution.

NOTE: All visitors shall be afforded the opportunity to leave the institution rather than submit a search. The only exceptions to this shall be those described in 103 CMR 483.

G. Visitors are allowed to bring in their Debit Card for use on the vending machines inside the Visiting Room. The Visiting Trap Officer will log the card into the Debit Card Logbook before leaving the Visiting Trap. They will then give the visitors back their card and issue them a lanyard with a clear card holder where the Debit Card must remain during the entire visiting period.

H. 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 beyond the view of other visitors, and by a correctional staff member of the same gender as the visitor.

I. Any further search of a child/minor shall be done only with the approval of the parent/legal guardian and in their presence. This search shall also be conducted out of the view of other visitors and consent by the parent/legal guardian shall be recorded in the appropriate log.

J. Any visitor who appears, in the opinion of correctional staff, to be impaired by or under the influence of alcohol or other narcotic/controlled substance, shall be denied entrance into the institution.

K. Upon successful entrance requirements being met, all visitors shall be stamped with an ultraviolet stamp prior to entering the institution. At the discretion of the Control OIC, minors, either male or female, may be stamped.

L. Once visitors have been searched and authorized to enter into the institution, a correctional staff member shall escort the visitor(s) to the Visiting Room.

M. In the event a visitor is denied entrance to visit, the Control OIC shall be responsible for calling the inmate's housing block. The Control OIC shall inform the unit officer the name of the visitor who was denied entrance. If appropriate the Control Sergeant will inform the officer, the reason for the visitor was denied entrance. The Block Officer is responsible for informing the inmate.

IX. BREASTFEEDING OF INFANTS/CHILDREN BY INMATE VISITORS (483.06)

Inmate visitors who have infants/children that need to be breast-fed may do so in accordance with the following procedure:

A. MCI-Shirley has designated a room in its Visiting Room as its "Childcare Room", to be used by female visitors who need to breast-feed their infant/child.

B. The "Childcare Room" is located adjacent to the visiting area. The lock to the door is

configured so that the visitor cannot be locked in the room. The room is equipped with chairs, a changing table, and other pertinent supplies/items.

C. The "Childcare Room" is to be thoroughly searched prior to each visiting session and immediately after each use by an inmate visitor.

D. If the need arises to breast-feed a child in the visiting room, the visitor shall inform the Visiting Room Officer who will notify the Visiting Room Sergeant.

E. A Visiting Room Officer will escort the visitor to the "Childcare Room" Only one (1) visitor will be allowed in the room at a time. If the room is occupied, the visitor should be informed of this and may choose to wait for the room to become vacant (time permitting) or may choose to leave the institution. Staff will ensure the window shade/curtain in the room is drawn or closed.

F. When the visitor has finished feeding her infant/child, she shall inform the Visiting Room Officer to ensure they are aware the room is vacant in the event other visitors are waiting to utilize it. The childcare room should be thoroughly searched immediately after each use.

If for any reason a visitor is denied access to, or the use of, the "Childcare Room", an incident report shall be submitted indicating the visitor's name, the name and commitment number of the inmate being visited, and the reason for the denial. No visitor shall be denied access to, or use of, the childcare room without the prior authorization of the Shift Commander.

X. VISITING ROOM PROCEDURES – (483.06 AND 483.07)

A. Upon visitor escort and arrival to the Visiting Room, each visitor shall be directed where to sit by the Visiting Room Officer.

B. Inmates and visitors are to sit directly opposite each other in the Visiting Room. Inmates and visitors are not permitted to sit side by side. The chairs are to remain in the position they were placed in by staff. Staff must be afforded a clear aisle way to conduct security rounds.

C. All inmates entering the Visiting Room shall be personal searched by correctional staff before being allowed to begin their visit. The inmate shall only bring with them those items necessary for the visit (i.e. inmate ID, visiting pass, and authorized medication/inhaler). These items shall be presented to the correctional staff assigned to the visiting room and returned to the inmate upon departure. No other items shall be allowed to be brought into the Visiting Room.

D. A designated Children's Play Area is established within the Visiting Room which children are able utilize throughout the duration of the visit under the supervision of the child's parent(s) and/or guardian(s).

1. Inmates and visitors may not sit side-by-side when utilizing the Children's Play Area.

2. Children may remove books from the Children's Play Area and bring them to the general visit area during the visit.

E. Vending machines and their contents are made available to the inmates and their visitors for their personal consumption. All food is to be consumed in the visiting room. No food purchased from these machines will be allowed to be taken out of the institution.

1. Inmates are not permitted to escort their visitor(s) to the vending machine. They must remain seated.

2. Any visitor purchasing an item from the vending machine must bring it to the officer's desk and empty it onto a plate in front of the officer, the package shall be thrown away and food eaten from the plate.

3. It is the responsibility of the inmates to ensure that all trash is deposited in the receptacles provided.

4. Abuse of the machines could result in the suspension of privileges to use the vending machines.

5. There will be no sharing of food between inmates and visitors.

6. Inmates and visitors are not allowed to move chairs. Inmates and visitors cannot change their seats once the visit begins.

F. Five (5) minutes prior to the end of the visiting period, notice shall be given that five minutes remain in the visiting period. Staff shall be responsible for ensuring the visitors leave by the end of the visiting period.

G. At the end of the visit, inmates shall remain in their seats until called by staff and instructed further.

H. Each inmate shall be unclothed searched by correctional staff at the end of their visit, prior to returning to their unit. The area lieutenant may request additional staff to aid the visiting room in searching inmates at the end of the visiting period.

XI. VIDEO VISIT PROCEDURES

A. Inmates are allowed a twenty (20) minute visiting period. These visits will be scheduled by unit throughout the institution on a first on a first-come first-serve basis.

B. Video visits will **NOT** be scheduled during the count time.

C. The institution's general video visiting period will begin at 8:30 a.m. and end at 9:00 p.m. for all housing units (A-F) SAU, CSU, and NCU except for the following:

1. **E1 and E2** (CRA Program) – Video visits for this unit will be from 4:30 p.m. to 8:30 p.m. Monday through Friday. Visits on Saturday and Sunday will be from 8:30 a.m. until 9:00 p.m.

2. **BAU**- In this unit inmates will be allowed four (4) visits per week limited to the already established visiting schedule. Visits will take place in a designated area in the BAU. Officer escorts are required.

D. Visits will be scheduled through Securus and shall end twenty (20) minutes after the scheduled time has begun. This time frame will remain in place if an inmate starts the visit later than the scheduled time. There will be a five (5) minute buffer in between visit periods.

E. During the visit, a clock will be on screen to keep the inmate informed of how much time remains for their visit.

F. Inmates housed in HSU will have video visits either through a mobile video visit within the unit or in the unit's visiting area depending on availability.

G. Inmates on mental health watch/observation will be allowed to participate in video visits if they have been deemed clinically able by mental health staff.

XII. VISITING PROCEDURES FOR CRITICAL STABILIZATION UNIT (CSU) AND NURSING CARE UNIT (NCU) (483.09)

A. Inmates restricted to the CSU shall receive their visits within the NCU Visiting Area. Such visits in the unit shall normally be limited to two (2) hours, three (3) times per week for each inmate.

Visit Times are:

Tuesday, Wednesday, and Saturday
1:15 p.m. – 3:15 p.m.
3:30 p.m. – 5:30 p.m.
6:15 p.m. – 8:15 p.m.

B. Visits will be scheduled a minimum of twenty-four (24) hours in advance through the Deputy Superintendent of Reentry's Office at ext. 4802. Between the hours of 9:00 a.m. to 3:00 p.m. Monday through Friday. Medium Control will be responsible for scheduling CSU visits when there is no telephone operator on duty, utilizing the same procedure.

C. Visits for General NCU Inmates will be as follows:

1. Inmates housed in NCU may receive visits providing an inmate is granted medical clearance to visit in the main visiting room during regular visiting hours. Visitors will be required to follow all institution rules and regulations regarding entrance procedures and visits as outlined in 103 CMR 483.

2. Visitors that attend visits inside the NCU must comply with any medical procedures or precautions regarding patients in medical isolation (e.g. patients with infectious diseases). All visits that take place inside the NCU will be supervised and limited to two (2) adults at one time. Minors cannot visit inmates in the NCU due to the location being inside the secured institution.

3. Visits to the NCU may be terminated at any time, when in the opinion of the Medical Director, or their designee, continuation of visits would be against sound medical advice. Visits may also be terminated if the NCU Officer feels that the visitors or inmates are acting in an inappropriate manner inconsistent with established visiting procedures.

4. Inmates will be notified of their visit one (1) hour in advance in order to allow them to prepare. They will be personal searched prior to their visit and unclothed searched at the conclusion of the visit.

5. Inmates requesting toilet facilities during their visit in NCU will return to the ward/cell. Prior to entering the ward/cell, the inmate shall be unclothed searched.

6. Visitors requesting to use toilet facilities shall have access to a bathroom but will be subject to personal search before returning to the visiting area. Visitors must sign a search book consenting to a search.

7. Visitors shall not be allowed to exit the NCU visiting area at the completion of the visit until an escorting officer has arrived.

D. Visits for BAU Inmates Housed in CSU will be as follows:

1. Any inmate housed in the CSU will be allowed visits in accordance with BAU Visiting Procedures. Minors are prohibited from visiting BAU inmates in the CSU (due to the location being inside the secured institution).

2. Visits will be scheduled twenty-four (24) hours in advance in compliance with the BAU visiting schedule. Two (2) adult visitors are allowed for a one (1) hour visit.

3. All BAU inmates will be unclothed searched and placed in restraints prior to the visit area. Inmates are to remain in full restraints during the entire visit. All BAU visits will take place in the non-contact visiting area of the BAU Visiting Room unless the inmate is restricted to CSU.

E. Visits for Inmates on Therapeutic Supervision (TS) will be as follows:

Inmates on TS will have visits at the discretion of Mental Health staff and security staff. If allowed, these visits will be held in a manner appropriate to the inmates' risk status and behavior.

XIII. VISITING PROCEDURES FOR BEHAVIORAL ASSESSMENT UNIT (BAU) (483.09)

A. Visits will be scheduled for a minimum of 24 hours in advance. Scheduling is done daily between 5:00 p.m. – 9:00 p.m. at Ext. 4521.

B. General Instructions for BAU Visits

1. Inmates in Pending Investigation/Administrative Restriction shall be entitled to receive visits. Each inmate shall be afforded three (3) visiting periods per week.

2. Visiting hours will take place:

Tuesday, Friday, and Saturday
1:15 p.m. – 2:15 p.m.
2:30 p.m. – 3:30 p.m.
3:30 p.m. – 4:40 p.m.
6:15 p.m. – 7:15 p.m.
7:15 p.m. – 8:15 p.m.

3. The only exception to this will be attorney visits that require at least one (1) hour prior notice. Any visitor arriving 30 minutes late for their scheduled visit shall not be allowed to visit and must reschedule their appointment.

4. All visits will take place in the BAU non-contact visiting area.

5. All visitors shall be escorted from the visitors building to the BAU by correctional staff.

6. The BAU Sergeant shall notify the inmate they has a visit. The inmate will be unclothed searched prior to the visit, placed in restraints, and escorted to the BAU visiting area by correctional staff.

7. Once the visit has commenced, the inmate and visitor will remain seated.

8. Visitors are restricted to the area designated for visiting.

9. Bathroom facilities for visitors are available in the BAU.

10. Inmates who must use the toilet facilities will return to their cells. Prior to entering the unit, the inmate will be unclothed searched.

11. Inmates are to remain in the designated visiting area until all visitors have left. Inmates will then enter a designated room for an unclothed search following their visit.

12. In the event of a lockdown or evacuation, visitors will be instructed to leave the institution and escorted from the BAU by correctional staff.

13. Unless mentioned, all other visiting regulations shall coincide with general population regulations governed by 103 CMR 483, *Visiting Procedures*.

NOTE: Appointments for CSU and BAU are made on first come, first-served basis. We reserve the right not to schedule a visit on a particular day due to overcrowding or other security related reasons. Inmates shall not be allowed to schedule their own visits.

XIV. VISITING PROCEDURE FOR SECURE ADJUSTMENT UNIT (SAU) (483.09)

A. Visits will be scheduled a minimum of 24 hours in advance by calling the visiting room after 1:00 p.m. Wednesday through Sunday (ext. 4220).

B. All SAU visits will take place in the Visiting Room non-contact area.

C. Visiting hours will take Place:

Monday, Tuesday, and Sunday
1:00 p.m. – 4:00 p.m.
5:30 p.m. – 8:30 p.m.

D. The SAU Sergeant shall be notified that the inmate has a visit. The inmate will be personal searched prior to the visit and escorted to the Visiting Room by correctional staff. Once the visit is complete all inmates will be unclothed searched and escorted back to the unit.

E. Once the visit has commenced, the inmate and visitor will remain seated.

F. Inmates who must use the toilet facilities will return to their cells. Prior to entering the unit, the inmate will be unclothed searched.

G. Unless mentioned, all other vising regulations shall coincide with general population regulations governed by 103 CMR 483.

XV. DENIAL AND/OR EXCLUSION OF VISITS (483.10)

A. In addition to the reasons for denial outlined within 103 CMR 483.10(8), the following reasons shall also be cause for denial of a visit:

1. Inmate is under Pending Investigation, and the visit may compromise the investigation.

2. Visitors have been barred for refusal to comply with visiting rules and/or regulations.

3. Inmates have been restricted from having visits by medical personnel for medical reasons.

4. The inmate poses a threat to oneself, other inmates, staff, visitors, or the security of the institution.

5. The inmate has been restricted from having visits as a sanction from a disciplinary hearing.

B. Exclusion of Visitors

1. In the event the officer discovers contraband or probable cause exists that contraband is being concealed and/or smuggled into the institution; the Officer shall notify the Shift Commander for further direction.

2. Any visitor discovered carrying contraband may be barred from a visit for that day at the discretion of the Shift Commander. A serious breach shall result in notification to the visitor that they must obtain the specific written approval of the Superintendent before attempting any future visits to the institution.

3. At the discretion of the Visiting Room OIC, if a visitor is suspected of carrying contraband, or is suspected of passing contraband, the visit may be terminated and visitor may be subject to search in the search area of the Pedestrian Trap, in accordance with institution search procedures.

4. The Visiting Room officer(s) responsible for denying entrance or terminating a visit shall file an incident report on all visitors who are denied entrance, including a day bar, prior to the end of the shift. This report shall include the name of the visitor, and the inmate visited, the time of and reason(s) for the denial or termination. Report(s) shall be written via the appropriate IMS Screen. If the visitor has been informed that they may return at some specified time in the near future or upon satisfaction of some condition, the report shall so indicate. Abusive or problematic visitors shall be directed to the Shift Commander.

5. The Superintendent or designee shall promptly review all visitor incident reports via IMS and conduct whatever investigation that they deems necessary. After such review, the Superintendent shall follow all procedures set forth in 103 CMR 483 regarding the processing of exclusion of visitors.

XVI. INMATE DRESS CODE (483.05)

A. No sweatpants, sweatshirts, or shorts are allowed.

B. No double layered clothing will be allowed, i.e. pants over pants, shirts over shirts.

C. Underwear and undershirts must be worn.

D. All shirts worn must be tucked in, with the exception of scrubs.

E. Hooded sweatshirts or jackets are not allowed.

F. No altered clothing or shirts with midriff exposed.

G. No jewelry except a wedding ring, religious medal or medical alert bracelet or necklace.

H. No hats.

XVII. *INMATE/VISIT PHOTOGRAPHS*

A. *Inmates will be allowed to have pictures taken with their visits during approved visiting periods throughout the weekend of the observance of the following holidays:*

1. *Christmas and New Years – Combined*
2. *Valentine's Day*
3. *Mother's Day*
4. *Father's Day*
5. *Thanksgiving*

B. *The Job Assignment Officer and IPS will assign the Inmate Photographer for MCI-Shirley as well as identify a back-up photographer if needed.*

C. *The camera and memory card will be located in the Control Room Armory. The Visiting Room Supervisor is responsible for chitting out and transporting the equipment to the visiting room at the start of the visiting period.*

D. *The visiting room staff must verify that the requesting inmate's name is on the approved list generated by the Treasurer's office weekly.*

E. *A maximum of two (2) photographs per inmate will be allowed. The cost is .50 cents per photograph.*

F. *Inmates must use all pictures purchased (1 or 2) at the same visiting period. Splitting up pictures to use on another date is not allowed.*

G. *Inmate Photograph Requests and Processing*

1. *Inmates requesting to have their picture(s) taken in the Visiting Area are required to submit a charge slip, indicating how many photos' they are requesting through the Treasurer's Office for approval. A maximum of two (2) photos may be requested per week. Charge slips received by the Treasurer's office after 12:00pm Monday will not be credited until the following week.*

2. *Visiting Room staff will ensure that the Photo Tracking Sheet (Attachment #3) with the inmate's name, commitment # and number of pictures taken is accurately filled out as inmates have their pictures taken at each visiting*

period.

H. *At the conclusion of the visiting period, the camera and memory card shall be placed back in the camera bag and secured in the Control Room Armory by the Visiting Room Supervisor.*

I. *The approved list from the Treasurer's Office will be initiated by staff, stapled together with the dated Photo Tracking Sheet, and then placed in the photo drop box at the end of each visiting period. The drop box is located in the visiting room behind the staff desk.*

J. *Lists and Photo Tracking Sheets are collected from the drop box weekly by Recreation Officer staff and utilized to ensure that proper payment has occurred.*

K. *Rules for Photographs*

1. *One (1) inmate only will be allowed per photograph, unless verified via IMS of immediate family member (i.e. father/son or brother/brother). This must be approved by the Director of Treatment prior to the visits.*
2. *Inmates will not be allowed to take photos with another inmate's visitor.*
3. *Inmates and visitors must have photo taken in the designated area.*
4. *No inappropriate touching will be allowed.*
5. *No displaying of STG hand signs. Hand signs of any kind, or STG affiliated colors will not be allowed during photographing.*
6. *No handwritten or hand drawn signs or pictures in the photo*
7. *Proper dress required, i.e. shirts must be worn, no tank tops.*
8. *No head gear.*
9. *No sunglasses.*
10. *No swapping of jewelry.*
11. *No inappropriate actions during photo taking, to include oiling of body for photo.*
12. *No props of any kind-religious or otherwise.*
13. *All photos will have the date the photo was taken imprinted on the photo for purposes of identifying and distributing photos.*

L. *All requests for extra camera and/or printer supplies (memory cards, batteries, photo paper, etc.) will be directed to the Treasurer's Office.*

M. *All excess related equipment shall be ordered by and stored within the Treasurer's Area.*

XVIII. VISITING ROOM STAFF RESPONSIBILITIES

A. The responsibilities of the Visiting Room Officer include but not be limited to:

1. Maintain safety and security, supervise inmates and visitors.
2. Enforce the Institutional rules and regulations regarding visiting.
3. Maintain cleanliness and sanitation in the visiting area.
4. Ensure inmates arrive and depart in a timely fashion to and from the unit in

which they came from via phone calls to housing officers.
5. Appropriately greet and provide information to visitors.
6. Ensure inmates are searched after a visit and before and after bathroom use.
7. Ensure visitors are searched after bathroom use.
8. Record in the Visiting Room logbook, the inmate's name, arrival time, the visitor's arrival time and the time the visit ends.
9. Upon completion of the visit, ensure that inmates do not leave the visiting room with food or beverages.
10. Provide a five (5) minute warning to inmates and visitors that the visiting hours are coming to an end.
11. The Visiting Area is to be searched by correctional staff prior to and after each visiting period, and prior to inmate workers arriving. These searches shall be logged into the IMS Activity log.
12. Ensure trash is removed in accordance with 103 DOC 750, *Hygiene Standards* floors are swept, etc.

XIX. VIDEO VISIT STAFF RESPONSABILITY

A. Securus will generate a daily email of recently requested visits that will be sent to specified staff.

B. The office of the Director of Security will screen potential visitors and will approve or deny the first visit between a potential visitor and inmate. The office of the Director of Security will be sure to identify if the visitor has submitted an acceptable photo and matching photo identification (government issued). Visitors will also be screened to ensure the visitor is not barred from visiting the inmate requested. Should a visitor be rejected, the office of the Director of Security will need to periodically re-check for submission of corrected documentation.

C. The 11x7 Housing Unit Officer will be responsible for printing the video visit schedule and having it posted in all units.

D. Attorney visits are allowed and will follow the same schedule. Attorney-client visits will not be recorded. Attorney's register with Securus and need to provide a picture of their MA Bar card during the registration process.

XX. EXCLUSION OF VISITORS (483.15)

A. Any visitor may be denied entrance or be required to terminate a visit and leave the premises even if they have obtained prior permission for visit. M.G.L. c.266 §123 makes it a criminal trespass to refuse to leave the institution after being ordered by an officer.

B. If an officer denies or terminates a visit, they will then call the Shift Commander for approval. The Shift Commander will then make the decision as to whether the visit shall be denied, barred, or terminated.

C. Before an attorney is denied, barred, or terminated, the Superintendent must be consulted. In accordance with 103 CMR 486, *Attorney Access at Massachusetts*

Correctional Institutions,

The Commissioner and/or the General Counsel shall be notified of such action by the institution Superintendent or a designee within 24 hours of the incident. Within 15 business days of any such action, the Superintendent shall take any of the actions listed in 103 CMR 483.15(8). In addition to the right to seek reconsideration or review by the Superintendent, pursuant to 103 CMR 483.15(9), the attorney may immediately appeal any exclusion to the Commissioner.

D. Before any official is denied, barred or terminated, the Superintendent will notify and consult with the Assistant Deputy Commissioner and, when appropriate, the Director of Legislative Affairs. The Superintendent will then decide if denial, bar or termination is appropriate. Within 15 business days of any action the Superintendent will determine if a factual investigation is necessary. In addition to the right to seek reconsideration or review by the Superintendent, the official may immediately appeal any exclusion to the commissioner.

E. A visitor denied entrance or asked to leave will be given a reason for such action unless the reason might jeopardize security interest or the safety of any person.

F. If the problem can be resolved, then the visitor may be told they can return to the institution at some specified time in the future (next day or next visiting period) or upon completion of some stated condition (having sufficient identification or being appropriately dressed). In situations that are not appropriate then the visitor shall await notification from the Superintendent before returning to the institution.

G. When denial or termination is based off a prior order from the Superintendent or is based on a failure to obtain prior permission to visit when required then the officer will file an incident report prior to the end of shift with the name of the visitor that was denied entrance, is barred, or had their visit terminated. The report will also include time of incident, reason, if they can return at a specified time, or if they can return upon satisfaction of some condition.

H. Any incident reports written will be reviewed by the Superintendent or designee and conduct whatever factual investigation deemed necessary. Within one (1) week of receiving the incident report one of the following will occur:

1. No action will be taken since the visitor has been approved to return at a specified time or upon completion of some stated condition.

2. The visitor will be notified that they may return to resume visiting.

3. The visitor will be notified in writing that they may resume visiting under specified conditions.

4. The Visitor will be notified in writing that visiting privileges are suspended are a specified amount of time. They may reapply for admission at the end of the specified time.

a. Based on the severity of the incident, visiting privileges can be suspended for up to one (1) year if the Superintendent obtains authorization from the Commissioner.
b. After that one (1) year the visitor may reapply for admission.
c. After that one (1) year the Superintendent can consult with the Commissioner and deny admission for an additional period of up to one (1) year as long as the specific reason for continued denial is known.
d. *Any visitor who is barred from visiting due to the introduction of drug contraband or weapons shall not be eligible to visit a correctional facility again under any circumstances. A copy of each such notice shall be sent forthwith to the Commissioner or their designee, and a copy shall be given to the inmate.*

I. All visitors will be advised that they may seek a review or reconsideration of the barring, suspension, or restriction by writing the Superintendent a letter within fifteen (15) business days. The letter should include detailed narrative with a description of the incident

MCI-SHIRLEY
VISITING ROOM RULES AND REGULATIONS

1. NO STRADDLING CHAIRS AND BENCHES.
2. NO SITTING WITH LEGS CROSSED OVER ONE ANOTHER.
3. FEET WILL BE ON THE GROUND AT ALL TIMES, NOT ON CHAIRS OR BENCHES.
4. NO LYING ACROSS OR SITTING ON ONE ANOTHER'S LAP.
5. INMATES AND VISITORS ARE NOT PERMITTED TO SIT SIDE-BY-SIDE.
6. NO SITTING OR LYING ON THE FLOOR.
7. HANDS SHALL BE IN PLAIN SIGHT AT ALL TIMES.
8. SIT WITH BACK AGAINST THE CHAIR OR BENCH.
9. INMATES AND VISITORS WILL FOLLOW THE ORDERS OF THE OFFICERS ASSIGNED TO THE VISITING ROOM AND LOBBY AREAS.
10. PARENT OF CHILDREN WILL BE RESPONSIBLE FOR THE CHILD'S BEHAVIOR AT **ALL** TIMES.
11. COATS, JACKETS AND OUTERWEAR ARE TO BE HUNG ON APPROPRIATE COAT RACKS LOCATED AT ENTRANCE TO THE VISITING ROOM.
12. NO SMOKING.
13. BEHAVIOR WHICH MAY BE OFFENSIVE TO ANOTHER VISITOR OR INAPPROPRIATE IN THE PRESENCE OF CHILDREN WILL NOT BE TOLERATED.
14. ANY CONTACT THAT IS MORE THAN COMMONLY ACCEPTABLE TO PUBLIC DISPLAY OF AFFECTION AND WHICH IS EMBARRASSING TO OTHERS WILL NOT BE TOLERATED.
15. NO PETTING OR FONDLING WILL BE ALLOWED.
16. NO EXCESSIVE KISSING WILL BE ALLOWED.
17. VISITORS SHALL GIVE NOTHING TO AN INMATE AND SHALL TAKE NOTHING FROM AN INMATE.
18. NO FOOD OR DRINKS ARE ALLOWED IN THE CHILDREN'S PLAY AREA.
19. INMATES AND VISITS ARE NOT ALLOWED TO MOVE CHAIRS.
20. INMATES AND VISITORS MAY NOT CHANGE THEIR SEATS ONCE THE VISIT BEGINS.
21. INMATE VISITORS ARE RESPONSIBLE FOR KEEPING THEIR AREA CLEAN AND PROPERLY DISPOSING OF REFUSE.
22. NO FOOD OR DRINKS ARE TO EXIT THE VISITING ROOM BY VISITORS OR INMATES.
23. THE EXCHANGE OF DEBIT CARDS BETWEEN VISITORS AND INMATES IS STRICTLY PROHIBITED.

VIOLATIONS OF ANY OF THESE RULES COULD LEAD TO DISCIPLINARY ACTION AND TERMINATION OF THE VISIT. ALL OF THE ABOVE RULES WILL BE STRICTLY ENFORCED BY THE VISITING ROOM STAFF

MCI-SHIRLEY MEDIUM VISITING PERIODS

Visiting schedule shall be applicable to visitors at MCI-Shirley

General Population Hours:

Wednesday - Sunday
Session 1: 1:00 p.m. – 4:00 p.m.
Session 2: 5:30 p.m. – 8:30 p.m.

Visits Saturday	
Session 1: 1:00 p.m. to 4:00 p.m.	Inmates **A-L**
Session 2: 5:30 p.m. to 8:30 p.m.	Inmates **M-Z**

Visits Sunday	
Session 1: 1:00 p.m. to 4:00 p.m.	Inmates **M-Z**
Session 2: 5:30 p.m. to 8:30 p.m.	Inmates **A-L**

Weekend "Back-to-Back" visits will not be allowed. If an inmate receives a visit on Saturday, the inmate may not receive a visit the next day, Sunday.

Holidays On Non-Visiting Days
9:00 a.m. – 1:00 p.m.

E1 Inmates may not receive visits during their program schedule.

"Holidays" for the purpose of visits, shall be defined as: New Year's Day, Martin Luther King Day, Washington's Birthday, Patriots Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day.

Visitors will not be permitted on institution grounds until one half-hour (½ hour) before their scheduled visiting period begins.

Visitors are not to loiter in the front lobby, near the processing window, or the staff entrance door.

BAU Visiting Hours:

24 HOUR ADVANCE SCHEDULING NEEDED
Visits are scheduled by contacting the unit after 5:00 p.m.

Thursday, Friday, and Saturday
1:15 p.m. – 2:15 p.m.
2:30 p.m. – 3:30 p.m.
3:30 p.m. – 4:30 p.m.
6:15 p.m. – 7:15 p.m.
7:30 p.m. – 8:30 p.m.

CSU Visiting Hours:

24 HOUR ADVANCE SCHEDULING NEEDED
Visits are scheduled by contacting the Deputy Superintendent of Reentry's Office at Ext. 4802 Monday through Friday 9:00 a.m. to 3:00 p.m.

Tuesday, Wednesday, Saturday
1:15 p.m. – 3:15 p.m.
3:30 p.m. – 5:30 p.m.
6:15 p.m. – 8:15 p.m.

SAU Visiting Hours:

24 HOUR ADVANCED SCHEDULING NEEDED
Visits are scheduled by contacting the visiting room Wednesday through Sunday at ext. 4220 after 1:00 p.m.

Monday, Tuesday, and Sunday
1:00 p.m. – 4:00 p.m.
5:30 p.m. – 8:30 p.m.

MCI-Shirley
Photo Tracking Sheet

Commitment #:_____ **Total Pics:**_____

Photographer:_____ **Date:**_____

Inmate Name and Commit #	Unit	# of Pics Taken (1 or 2)	Inmate Signature upon receipt of photo