


<p>Massachusetts Department of Correction</p> <p>NCCI Gardner PROCEDURE</p>		<p>Superintendent Approval Date</p> <p>3/3/2025</p>	
		<p>Reviewing Authority Approval Date</p> <p>3/25/2024</p>	
<p>Procedure in accordance with:</p> <p>103 CMR 483 Visiting Procedures</p>		<p>Internal Reviewing Authority:</p> <p>Administrative Captain Director of Security Deputy Superintendent of Operations</p>	
		<p>ACA/PREA Standards:</p> <p>5-ACI-7D-14; 5-ACI-7D-15; 5-ACI-7D-16; 5-ACI-7D-17; 5-ACI-7D-19; 5-ACI-7D-21; 5-ACI-7D-22</p>	
		<p>Applicability: Staff/Visitors/Inmates</p>	
<p>Attachments</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Inmate Library</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>Public Access</p> <p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	

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I. INSTITUTION INFORMATION (483.06)

- A. North Central Correctional Institution is a medium security institution. It is located at 500 Colony Road, Gardner, Massachusetts 01440. The institution phone number is (978) 630-6000. NCCI is approximately 55 miles northwest of Boston. The institution is accessible by car or taxi via Route 2 and by train.
- B. Local transportation includes the following taxi and commuter rail line:
1. Twin City Kab (978) 342-4410,
 2. Ken's Taxi (978) 534-5570; and
 3. Wachusett Commuter Rail which runs daily from Boston.
- C. Directions to NCCI:

From Route 2 East or West take the Route 140 North exit #90B and continue Route 140 North straight through one set of lights. After passing straight through these lights, take your second right. Follow the road to the end (stop sign) and take a left. The parking area is on the right after the Entrance Gate.

II. VISITOR APPROVAL PROCESS (483.10)

Visitation days and times shall be in accordance with 103 NCCI 483 (3). Inmates transferred from a Minimum-Security institution or below will be allowed to select two (2) approved visitors for removal from their approved visitor list. The Director of Security (DOS) will be responsible for all visitor processing.

- A. Inmates and potential inmate visitors will be required to submit one (1) or more of the following attachments from the 103 CMR 483 to the DOS.
- Attachment #1 (Visitation Application)
 - Attachment #2 (Minor Consent Form)
 - Attachment #3 (Inmate Visitor List)

All visitation applications and minor consent forms can be sent via mail by the potential inmate visitor. The DOS will be responsible for the collection, processing and filing of these forms.

- B. The DOS shall review all potential visitors through the Criminal Justice Information System (CJIS). If the potential visitor(s) have been cleared through the CJIS checks, Attachment #4, Visitor Status Notification, will be sent via mail or email stating approved for visitations with the designated inmate. The visitor status notification sheet will also be used for the denial of visits.

- C. All approved visitation applications will be given to the Visiting Room Sergeant so they may be added to the inmate's IMS visitor screen. Once the updates have been complete, all documentation shall be filed in the Operations area.
- D. Inmates will be able to add potential visitors during the months of March, July, and November. The change period will be the first fifteen (15) days of each month. Deletions of approved visitors can occur at any time.

III. VISITING SCHEDULE AND LIMITATIONS (483.17)

- A. Inmates at NCCI shall normally be allowed three (3) visiting periods each week. Holiday visits shall be in addition to the normal schedule of visits during the week and shall not be counted as a regular visit. If a holiday falls on a Monday, Tuesday, Wednesday or Thursday, normal visiting hours will be observed unless specific times are established. Only two (2) of the four (4) weekend periods may be used by each inmate. Inmates may receive visits during the following periods:

Friday	1:00 to 8:00 pm	(Open Period)
Saturday	1:00 pm to 4:30 pm	A-L
Saturday	4:30 pm to 8:00 pm	M-Z
Sunday	1:00 pm to 4:30 pm	M-Z
Sunday	4:30 pm to 8:00 pm	A-L

Monday - Thursdays there are no visits for general population inmates (Exceptions made for Holidays from 1:00 pm to 4:00 pm).

- B. 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 or overcrowding exist. In the event the visiting room is overcrowded the officer in charge shall solicit volunteers prior to resorting to the termination of visits. If there are no volunteers then visits will be terminated by the order in which the visitors arrived, (i.e. the first visitors in shall be the first asked to leave.) Visitors shall be allowed a one (2) hour visit before their visit is terminated due to overcrowding. Special consideration will be given to any visitor that has travelled over 100 miles. Any exceptions to this shall be under the approval of the Superintendent or their designee.
- C. 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 is bringing into the institution must be of an amount that can be adequately supervised by this individual.
- D. Minors or children under the age of eighteen (18) must be accompanied by their parent and/or legal guardian. Parents are required to provide birth certificates or an official hospital record verifying the birth of the child, the date of birth of the

child and parent information can be utilized as well. Legal guardians shall provide court documents as proof of custody.

- E. Minors may obtain permission to enter NCCI with another adult by providing a notarized statement of consent from their parent/legal guardian on a Minor Consent Form (Attachment 2 of the 103 CMR 483) and receive prior approval from the Superintendent. (See Special Rules for Children).
- F. Visitors are only authorized to visit one (1) inmate housed at this institution. Visitors shall not attempt to visit any inmate other than the one they were pre-approved for.
- G. As stated in section F “Visitors are only authorized to visit one (1) inmate housed at this institution”. The only exception to this is if the relationship between the visitor and the inmate(s) is by blood. (i.e., immediate family, parents - children, siblings, etc. and must be verified). This special visit must be pre-approved by the Superintendent or their designee.
- H. Visitors will not be permitted on institution grounds prior to 12:15pm. The visitor processing officer shall start processing visitors at 12:30pm. The visitor processing officer will do this in accordance with 103 CMR 483.11. Visitors cannot enter the pedestrian trap between 2:30pm and 3:15pm due to shift change, however visitors will continue to be processed until 2:40pm. Those visitors-who were processed until 2:40pm will be able to enter the institution after 3:15pm. Visitor processing will commence again upon count clearing and continue until 7:30pm. Visitors will not be permitted to enter the institution after 7:30pm.
- I. Visitors must park their vehicles in the designated visitors’ parking lot, located in the lot outside of the Locust building. All vehicles must always be locked. Visitors shall not be allowed to park anywhere else unless authorized by the Superintendent or Designee. Violators will be towed at the owner’s expense. NCCI cannot be held responsible for theft or damage to vehicle while on NCCI property. Loitering is not allowed in the Visitors’ Lobby, parking lots or on state property. Visitors shall be restricted to the seating area in the lobby only. Any visitor who is denied entrance must leave the property, unless approved to stay by the Shift Commander. (i.e. waiting for a ride, etc.). Visitors must read all posted warnings and notices in the lobby area. Any search of a vehicle will be in accordance with 103 DOC 506, *Search Policy*, section 506.09.
- J. Visitors should only bring the allowed items with them. Prior to entering the institution, visitors must secure all personal possessions in the coin operated lockers provided in the lobby. Coin-operated lockers are available in the Visitors bathrooms and lobby for this purpose. NCCI cannot be held responsible for lost or stolen articles. The only items authorized to enter the institution are medic alert bracelets/necklaces, lifesaving medications, a wedding band and/or engagement ring, (1) handkerchief, prescription eyeglasses with no case, hearing aids,

credit/debit cards for vending machine use, and locker key. All other items (weapons, firearms, controlled substances, alcohol, money, cigarettes, jewelry, watches, cell phones, pagers/beepers gum/candy, etc.) are considered contraband. Any individual attempting to introduce any contraband item into the institution shall have their visiting privileges terminated or suspended and may be subject to arrest and/or criminal prosecution. Any special items brought into the institution by a visitor must be specifically authorized by the Shift Commander. In such instances, control room staff shall notify the visiting room staff of such articles that have been authorized.

- K. All visitors are expected to abide by institution rules and regulations and conduct themselves in a manner appropriate to a public place. 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 denial of visiting privileges. Excessive profanity, familiarity, or serious deviations from appropriate standards of behavior will result in administrative action, such as warning, termination of visit, loss of visiting privileges, etc.
- L. All visitor searches shall be in accordance with 103 CMR 483.13.
- M. Once the visitor has failed to pass the metal detector, they shall be directed out of the visitor trap to the waiting area. The trap officer will complete the processing of the remaining visitors in the trap, prior to allowing the visitor who failed the detector to re-enter. The visitor will then be processed through alone. The visitor shall sign the search log prior to being personally searched. If the visitor refuses a personal search, they will not be allowed into the institution. All searches shall be conducted in accordance with 103 CMR 483.13 and 103 DOC 506, *Search Policy*.
- N. There is to be no wearing or possession of any type of glitter make-up materials to include Chap Stick or lip balms, facial makeup, nail polish, eye shadow etc., when visiting inmates within the institution.
- O. Smoking is prohibited on NCCI-Gardner property.

IV. SPECIAL RULES FOR CHILDREN (483.07)

All approved visitors that wish to visit with a child under the age of eighteen (18) must meet the guidelines set forth by 103 CMR 483.10 (a), (b) or (c).

- A. Children in the visiting area shall be the responsibility of the adult visitor and shall not be allowed by their parent(s) or legal guardian to engage in disruptive behavior or to roam the visiting room unattended, or the visit will be terminated. Minors may not be left unattended in any area on state property, i.e., vehicles, lobby, etc.

- B. Women visitors requesting to breastfeed their children will be directed to a designated partitioned area within the Visiting Room, shielded from view and monitored by staff to prevent intrusion by others. The mother and child will be searched in accordance with 103 CMR 483.07 (3)(s) prior to this area and then re-entering the visiting room.

V. SPECIAL VISITS/EXTENDED VISIT REQUESTS (483.07)

Special visits will be subject to the pre-approval process outlined in 103 CMR 483.10.

- A. Inmates may submit a request for a special visit to the Superintendent's designee (Director of Security) at any point during the calendar year. Requests will be considered in justified emergency situations and/or based on compelling need.
- B. An extended visit (being able to visit on both visiting periods on a split day) may be requested for family traveling over 100 miles one way or for additional visitor(s). An extended visit will only be approved for a single day. All other visits will be in accordance with the inmate's established visiting schedule.
- C. A maximum of three (3) adults shall be permitted to visit an inmate during a special visit. There shall be no limitation on the number of children allowed to visit, however all children must be adequately supervised by the visitors.
- D. Inmates must submit their request in writing no later than fourteen (14) calendar days prior to the anticipated visit to allow time for evaluation and approval, unless there is an emergency/compelling situation that dictates otherwise. Inmates must identify all individuals and their relationship in the request.
- E. Inmate visitors who need special accommodation due to physical limitations may apply to the Superintendent's Designee (Director of Security) for a waiver on some aspects of the entrance procedures. Medical verification will be required to validate any special accommodation.
- F. Photographs are only approved on pre-determined, authorized photograph dates.

VI. ATTORNEY/PROFESSIONAL ACCESS (486)

- A. Visits by attorneys, approved law students, paralegals, private investigators, and interpreters accompanied by an attorney shall be processed in accordance with 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions*.
- B. Legal visits shall take place in the attorney conference room to allow a degree of privacy between the attorney and their client.

VII. INSTRUCTIONS FOR MENTAL HEALTH STATUS INMATES (483.09)

Inmates on mental health watches will have visits at the discretion of prison mental health staff and security staff. These visits, if allowed, will be held in a manner appropriate to the inmate's risk status and behavior.

VIII. RULES FOR CHILDREN'S PLAY AREA (483.06)

- A. Children are to be always supervised by their parent(s) legal guardian(s) while in the children's play area to ensure proper conduct. Serious behavioral problems may result in the suspension and/or termination of visiting privileges.
- B. Parent(s) or legal guardians are to ensure that toys played with are age appropriate for use by the child.
- C. Visitors who arrive with children who will be utilizing the children's play area are to be seated directly in the children's area to facilitate supervision and family reunification.
- D. Toys, coloring items and activities are **not** to leave the children's room.
- E. Food and drinks are **not** to be consumed in the activity or TV areas. Children should eat and drink seated in chairs along with the parent or guardian.
- F. Visitors utilizing the restroom facilities or designated nursing areas may be subject to a personal search prior to and upon reentering the visiting room area. Failure to comply shall result in termination of the visit and suspension of visiting privileges upon review by the Superintendent.
- G. It is the responsibility of the parent(s) or legal guardian to ensure that all toys and books utilized by their child are returned to the proper shelves at the end of the visit.
- H. The visiting room Correctional Staff will keep control of the television remote and playing the movies.

IX. SPECIAL HOUSING VISITING (BAU, HSU CELLS A/B)/NON-CONTACT VISITS (483.09)

A. Special Housing Definitions

BAU: Behavioral Assessment Units are a separate housing area from general population within institutions in which inmates may be confined to a cell for more than 21 hours per day where:

1. It has been determined that the inmate poses an unacceptable risk to the safety of others, of damage or destruction of property, or to the operation of a correctional institution.
2. The inmate requires protection from harm by others; and/or
3. The inmate is serving a disciplinary detention sanction.

HSU Cells A/B: Suicide resistant mental health watch cells for any inmate whose behavior is deemed concerning enough to warrant some level of increased observation regardless of the inmate's mental health diagnosis shall be placed on a mental health watch.

B. Scheduling

1. Inmates on Special Housing status and/or those housed in Behavioral Assessment Units (BAU) are allowed three (3) visits per week and only one (1) per day. Only one (1) BAU inmate shall be allowed to visit at a time.
2. BAU/Special Housing visits shall be scheduled on Tuesdays and Wednesdays at the following times: 1:00 - 2:00 pm, 2:00 – 3:00 pm, or 6:00 - 7:00 pm and 10:00 am – 11:00 am on Sundays. The Superintendent/designee may authorize additional days/times.
3. Intended visitors must schedule visits at least twenty-four (24) hours and no more than forty-eight (48) hours in advance by contacting the BAU Sergeant/Officer in charge, extension 352. Appointments are made on a 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.
4. The BAU Sergeant/Officer in charge will:
 - a. Arrange a time slot for intended visitors.
 - b. Record the inmate's name, commitment number, date, visitor, number of visitors, and any comments or restrictions on the non-contact visitors' schedule.
 - c. Schedule the inmate's visit in the IMS Inmate Schedule Screen.
 - d. Notify Outer Control Sergeant/Officer in charge of the scheduled BAU visit to be placed on roster.
5. General population inmates on non-contact status will receive visits on the same schedule as other general population inmates.

C. Limitations:

1. Duration: Special Housing Visits shall be a maximum of one (1) hour in duration. It is the visitor's responsibility to arrive early enough to be processed so that the visit will start on time. These visitors will take priority and be processed before all other social visits.
2. Cancellation of Visits: If a visitor fails to arrive within twenty (20) minutes after the visiting period was to begin, the inmate's entire visiting period may be forfeited, if not forfeited the visit will end at the scheduled time.
3. Visitors are restricted to two (2) adults and their children. The Shift Commander may make exceptions to this based upon staffing and the number of visits at that time or by special request, in advance.
4. Location: Visitors are restricted to the area designated for visiting and are to remain seated throughout the visit. All visits will take place in the D-Building non-contact visiting area. Inmates assigned to BAU or HSU cells A and B for temporary housing to await a general population bed assignment, shall be allowed visiting privileges in the main visiting room unless they are on non-contact status.
5. Conclusion of Visit: The inmate shall remain in the non-contact visiting area until his visit has left the visiting room.
6. Attorney Access: Visits by attorneys, paralegals, law students, etc., shall be in accordance with the 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions Policy*. The one (1) hour time limit shall not apply. Visits will be conducted in the non-contact area. The Superintendent or their designee may authorize alternate visiting and restraint status.
7. Inmates serving a sanction of loss of visits shall only be authorized visits for attorney/paralegal assistants and the attorney shall schedule their visits with the Outer Control Sergeant.
8. The visiting duration for general population inmates on non-contact status may be limited by the available space in the non-contact visiting area. Non-contact visiting periods may be reduced or denied based on available space. The shift commander will be notified and will render a decision.

X. INMATE FUNDS/PROPERTY

- A. Property **will not** be allowed to enter the institution with a visit.
- B. Funds by visitors to inmates must be placed in the designated collection box

located in the Visitors' lobby. Only cashier's checks, money orders and personal checks may be left for inmates. Personal checks require seven (7) days to clear. Cash is not allowed. Funds should be placed in a sealed envelope with the inmates' name and commitment number clearly written on the check and envelope.

This mailbox shall not be used for normal correspondence between visitors and inmates. Any such correspondence is unauthorized and will not be forwarded to the inmate and will be returned to the sender whenever possible.

XI. VISITOR DRESS CODE (483.14)

Visitor dress code guidelines shall be in accordance with Attachment VI of *103 DOC 501 Institution Security Procedures*

XII. ENTRANCE PROCEDURES (501)

- A. Visitors shall register at the visitor processing window, (starting at 12:30pm) located in the main lobby of the institution. A current, valid photo I.D. card, (i.e., driver's license, a passport, a military identification card or official photographic identification card originating from any state or federal agency, including government employee identification card and Immigration and Customs Enforcement documents) and vehicle registration (if vehicle is parked on property) must be presented. **NOTE:** Any questions regarding appropriate identification the area Supervisor/Shift Commander shall be notified for final determination before a visitor is denied visiting privileges.
- B. Upon being processed and approved to visit, all visitors shall lock up all their personal belongings and/or items not authorized for entry into the institution and remain in the seating area until they are called by correctional staff to enter the pedestrian trap. Once processed they will proceed to the visiting room. The visiting room officer shall notify the inmate by calling the respective housing unit.
- C. Visitors entering with infants will be allowed to enter with the following items:
 - Two (2) clear plastic bottles with either formula, milk, water or juice
 - One (1) empty sippy cup
 - Two (2) infant diapers and infant wipes in a clear plastic bag
 - One (1) receiving blanket
 - One (1) pacifier
 - Two (2) plastic sealed jars of baby food
 - One (1) plastic spoon and
 - One (1) bib.

XIII. SEARCHES (483.07)

- A. All visitors are subject to search prior to entering the institution. Visitors that fail to remove contraband items from their person shall be denied entrance into the institution. Parents/legal guardians are responsible for making certain any minors they have brought with them are also free of contraband.
- B. Visitors who are required to maintain life-saving medication on their person (*e.g.*, nitroglycerine, inhalers, and glucose tablets) shall obtain prior approval from the Superintendent to visit with such medication. Correctional staff will verify the approval of the Superintendent prior to entering the Pedestrian Trap.
- C. In the event a visitor informs the officer that they have an automatic cardioverter/defibrillator implant and/or pacemaker, or any device that may be interfered with by the metal detector, the visitor shall produce written medical evidence signed by a doctor, documenting such device(s). If the visitor is visiting for the first time, they shall be subject to a personal search prior to entering the institution. The visitor will be informed that they will be required to provide medical evidence of such device(s) prior to the next visit. Once medical evidence is produced the visitor will be subject to a personal search each time they visit.
- D. Upon entering the Pedestrian Trap, visitors shall be required to turn their pockets inside out, remove shoes, belts, jackets, any hair articles, eyeglasses, or any other item deemed appropriate by correctional staff during the search process. 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 hands at their sides.
- F. Any visitor that does not successfully pass through the metal detector will be subject to a personal search. Once the visitor has failed the metal detector, they will be directed out of the visitor trap to the waiting area. If the adult has children with them the children must leave the trap area with the adult.
 - 1. Hand-held scanners may be used to aid in determining the reason why an individual was unable to successfully pass through the walk-through metal detector. Unsatisfactory results from this search method may result in further search methods as listed below.
 - 2. Personal searches shall be conducted by a correctional employee of the same sex as the visitor. Upon request by the visitor, personal searches shall be conducted by a correctional employee of the same gender as the one with which the visitor identifies. Visitors shall consent to personal searches by signing their name in the logbook located in the Pedestrian Trap. All visitors are subject to a personal search, in compliance with the search of the day, which would require a visitor pass a metal detector and personal search.

All visitors shall be afforded the opportunity to leave the institution rather than submit to a search. Visitors who refuse this search shall be denied entrance until the Superintendent has completed a review of the matter.

- G. Personal searches of a visitor with artificial limbs or prosthetic devices shall remove those items for inspection by correctional staff. These searches shall be conducted by a correctional employee of the same sex as the visitor. Upon request by the visitor, personal searches shall be conducted by a correctional employee of the same gender as the one with which the visitor identifies. Such searches shall be done in an area out of view of other visitors, and by a correctional staff member of the same gender as the visitor.
- H. 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 view of other visitors and consent by the parent/legal guardian which shall be recorded in the appropriate log. The parent/legal guardian shall sign the log prior to the search taking place.
- I. Any visitor who appears, in the opinion of correctional staff, to be under the influence of alcohol or drugs, or has the odor of alcohol on their breath, shall be denied entrance into the institution. In these instances, the officer shall contact the Shift Commander immediately to receive further instruction.
- J. Once successful entrance requirements are met, all adult visitors (male/female) and children more than five (5) years of age, shall be stamped with an ultraviolet stamp on the hand designated by the Shift Commander prior to entering the visiting room. A correctional staff member shall direct them to the visiting room.

XIV. VISITING ROOM RULES AND REGULATIONS (483.06)

- A. All Visitors and Inmates are expected to abide by Institutional rules and regulations and conduct themselves in a manner appropriate to a public place. Visitors and inmates shall not engage in excessive physical contact, (i.e., petting, fondling, prolonged kissing, etc.). The only exception will be once at the beginning and once at the end of the visit during the exchange of a common display of affection (hug/or closed mouth kiss). Young children may only sit on the lap of the accompanying parent/legal guardian. Excessive familiarity, profanity, behavior that may be offensive to another visitor or inappropriate in the presence of children may result in administrative action, such as a warning, termination of a visit or loss of visiting privileges.
- B. Smoking and the possession of any type of tobacco product within NCCI-Gardner is prohibited.
- C. Visiting parents or legal guardians shall always control and be responsible for

their children and shall escort young children to the toilet facilities. Visitors using the toilet facilities are subject to a search before and after use.

- D. Windows may only be opened with the permission of the Visiting Room Officer and objects may not be placed on the windowsills.
- E. There shall be no loitering in the Visiting Room hallway, near the officer's desk or visitor's entrance area.
- F. Prior to entering the visiting room all inmates shall hang their coat and or hat (hats may only be worn during winter months) on the coat rack in the search area. Inmates will be given a corresponding tag so that the officer can retrieve their coat at the conclusion of their visit
- G. All inmates entering the visiting room shall submit to a personal search 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 I.D., required authorized medication/inhaler, and handkerchief). These items shall be presented to the correctional staff assigned to the visiting room and returned to the inmate upon his departure. No other items will be allowed in the visiting room. Inmates that fail to comply with this may be sent back to their unit to return the unauthorized items to their cell or may have their visiting privileges denied for serious or repeated violations.
- H. Bathrooms shall remain locked. Inmates requesting to use the bathroom shall submit to an unclothed search prior to and after using the bathroom.
- I. Vending Machines/Microwaves
 - 1. The 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.

All food will be immediately opened and put on a paper plate, prior to returning to the visit.
 - 2. Inmates are not permitted to escort their visitor(s) to the vending machine or microwave. Inmates must remain seated. The exchange of vending machine cards between visitor(s) and inmates is strictly prohibited.
 - 3. It is the responsibility of the inmates and visitors to ensure that all trash is deposited in the receptacles provided.
 - 3. Children must be accompanied by an adult in the vending area. No food is allowed in the rear visiting room.

4. Abuse of the machines could result in the suspension of privileges.
- J. Inmates and visitors cannot change their seats once the visit begins without approval from the Visiting Room Sergeant/OIC. No cross visiting between inmates and visitors. Interaction between inmates and another visitor or between visitors is not allowed. No article(s) shall be passed between visitors and inmates without the permission of a visiting room officer.
- K. Straddling of chairs is not permitted. Inmates and visitors are not allowed to move chairs. No sitting with legs crossed over one another. Feet must always be on the floor, not on chairs. Hands shall always be in plain sight.
- L. Five (5) minutes prior to the end of the visiting period, a notice shall be given that the visiting period will end in five minutes. Inmates shall be responsible for ensuring their visitors leave the visiting room by the end of the visiting period.
- M. At the end of the visiting period, inmates shall remain seated until their visit has departed the visiting room.
- N. Each inmate shall be subject to an unclothed search by correctional staff at the end of his visit, prior to returning to his unit. The officer will retrieve the coat tag from the inmate and issue the inmate their jacket after the unclothed search is completed. The area Lieutenant may request additional staff to aid the visiting room in searching for inmates at the end of the visiting period.
- O. Inmates and visitors shall follow the orders of the officers assigned to the visiting room and any related areas.

XV. EXCLUSION OF VISITORS (483.15)

- A. In the event the officer discovers contraband or probable cause exists that contraband is being concealed and/or smuggled into the institution, the person(s) may be detained as provided under Massachusetts General Laws.
- B. 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.
- C. If a visitor is suspected of carrying contraband, or is suspected of passing contraband, the visit may be terminated after consultation with the Shift Commander. The visitor may be subject to search in accordance with institution search procedures.

- D. The officer(s) requesting the denial of entrance or termination of a visit shall file an incident report on all visitors who are denied entrance prior to the end of the shift. This report shall include pertinent visitor information such as name, address, I.D.#, the inmate visited and 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.
- E. The Superintendent or their designee shall promptly review all visitor incident reports via the IMS and conduct whatever factual investigation they deem necessary. After such review, the Superintendent shall follow all procedures set forth in 103 CMR 483 regarding the processing of exclusion of visitors.
- F. Visitors barred or suspended from other correctional facilities in the Commonwealth shall not visit NCCI while the suspension is in force.

XVI. VIDEO VISITATION

A. General Procedure

- 1. All visitors wishing to participate in video visitation must be pre-approved and have a remote visitation account through Securus Technologies before being allowed to have a video visit with an inmate.
- 2. Visitors must meet the following eligibility requirements to participate in video visitation:
 - a. Must be currently registered in the Securus Technologies Video Visitation website at <http://videovisitanywhere.com/>. Securus Technologies charges \$5.00 per 20-minute visiting session.
 - b. Visitors that are not currently registered in the Securus Technologies system must apply online.
 - c. All visitors are required to submit an acceptable picture and a photo of a valid government identification card or passport.
 - d. Visitors must be already on the inmate approved visitation list.
 - e. Visitors barred from entering a Department of Correction institution will not be authorized to visit.
- 3. With the approval of the institution and Securus, only those individuals on an inmate's pre-approval list are authorized to schedule and participate in

a video visit. An inmate's children of an approved parent or guardian may attend a video visit to include periods when the parent or guardian may not appear on the screen.

4. Visitors may request a video visit by scheduling a time slot online in accordance with the Video Visitation schedule corresponding to an inmate's designated housing unit.
 - a. Remote visits may be scheduled no more or less than forty-eight (48) hours prior to the visiting period being requested.
 - b. Inmate will be limited to three (3) visits per week. Subject to change based upon demand.
 - c. The visiting periods will be: 9:00a.m. to 10:30a.m., 1:00p.m. to 4:00p.m. and 6:30p.m. to 9:00p.m. All visitation sessions will be twenty minutes (20 minutes) in duration.
 - d. Exceptions to the visiting schedule and duration of visits, and/or other requests must be submitted in writing as a special visit request. Such requests must be submitted in writing to the Superintendent thru the Deputy Superintendent of Operation's office. If approved, all special visit approvals will be documented in writing and a copy will be sent to the requested visitor, the inmate, and the Director of Security's office.
 - e. Visitors must log into the Securus Technologies website to cancel a visit.
 - f. An inmate shall not be restricted from participating in a video visit solely due to their quarantine status.
5. During the visitation period, only the pre-approved visitor is authorized to be on camera for the video visit, any other person on camera will be considered a violation of the video visit SOP and grounds for termination of visit and a disciplinary report will be issued. The inmate and visitor may be suspended from video visits.
6. Visitors and/or inmates who engage in inappropriate behavior or rule violation during a video visit may result in disciplinary action and/or loss of visiting privileges.
7. Inmates that are on loss of visits are ineligible to participate in video visitation until the sanction completion.

8. Video visitation kiosks are in all general population housing units, and BAU.

9. PROPOSED TERMS OF AGREEMENT:

Institution T & C – Friends and Family - REMOTE Sessions

General Rules:

- a. Participation in video sessions is a privilege, not a right. All parties are expected to always conduct themselves in an appropriate fashion during a video session.
- b. NCCI reserves the right to deny, cancel or terminate a video session prior to or during a video session based upon misconduct of either part. NCCI also reserves the right to restrict participants from all future use of the system.
- c. All family member/friend video sessions are recorded and subject to electronic monitoring by NCCI Inner Perimeter Security and Visiting Room Staff. Your use of this video system constitutes consent to this recording and monitoring.
- d. Nudity, sexual conduct, weapons, drugs and tight fitting or provocative clothing is prohibited. Any illegal activity will be reported to local law enforcement.
- e. Visitors are not allowed to record or take screen shots of the inmate.
- f. Only those inmates who have a signed attachment #3 on file will be allowed to participate in video visits.

NOTE: A disturbance may take place which makes it necessary to deactivate the video visitation service.

B. HSU Video Visitation

Upon medical approval, inmates housed in the HSU shall receive video visitation in accordance with the procedures set forth and the Video Visitation schedule.

C. Attorney Visits

Attorney video visits shall be conducted in accordance with 103 CMR 486, Attorney Video Visits SOP. Social Workers from the Department of Children and Families may be scheduled for ZOOM meetings with inmates in accordance with the attorney scheduling guidelines.

D. Outside Mental Health Professional Evaluations

Video visits with Outside Mental Health Professionals shall be conducted in accordance with 103 DOC 650, Mental Health Services SOP.

NCCI Daily Non-Contact Visiting Schedule**Weekending:** _____

Date	Day	Time	Inmate Name	Comm #	Visitor (s) Name	Unit	Staff Scheduling / Comments
	Sunday	10 – 11 am					
	Tues	1 - 2 pm					
	Tues	2 - 3 pm					
	Tues	6 - 7 pm					
	Weds	1 – 2 pm					
	Weds	2 – 3 pm					
	Weds	6 – 7 pm					

Only one (1) BAU Inmate shall be allowed to visit at a time

Inmates housed in Behavioral Assessment Units or Special Housing Status are allowed three (3) visits per week. Only one (1) BAU inmate shall be allowed to visit at a time. BAU visits shall be scheduled on Tuesdays and Wednesdays at the following times: 1:00-2:00 pm, 2:00 – 3:00 pm and 6:00 – 7:00 pm. Sundays from 10:00 – 11:00 am. Visitors must schedule at least twenty-four (24) hours and no more than forty-eight (48) hours in advance by contacting the BAU Sgt./OIC. Appointments are made on a first come, first serve basis. Visits shall be for a maximum of one (1) hour in duration. Non-contact visitors will take priority and be processed before other social visits.

If a visitor fails to arrive within twenty (20) minutes after the visiting period begins the entire visiting period may be forfeited at the discretion of the Shift Commander. If not forfeited the visit will end at the scheduled time. Visitors are restricted to two adults and their children.

THIS NOTICE IS TO BE POSTED IN THE FRONT TRAP/VISITING AREA.

NOTICE /AVISO

The carrying of guns or other weapons, controlled substances, alcohol, cellphones, electronic devices, or any other article into or out of the institution may result in the loss of visiting privileges as well as criminal prosecution.

El acarreo de armas de fuego u otra clase de armas, sustancias controladas, alcohol, teléfonos móviles, dispositivos electrónicos o cualquier otro artículo dentro o fuera de la institución puede dar lugar a la pérdida de privilegios visiting así como a la persecución penal.

Superintendent, NCCI

Date

Statement in accordance with 103 CMR 483.06(d), Visiting Procedures.

TERMS OF AGREEMENT
NCCI – FRIENDS AND FAMILY - REMOTE SESSIONS

General Rules:

Participation in video sessions is a privilege not a right. All parties are expected to always conduct themselves in appropriate fashion during a video session in accordance with 103 CMR 483, *Visiting Procedures* and NCCI's applicable visiting procedures.

The location of the visiting room is in your assigned housing unit.

A special visit request must be forwarded to the Superintendent or the designee for approval.

There is no cost for a 20-minute visiting period.

The number of visits per week is three (3).

Visits can only be scheduled no more or no less than two (2) days prior to the request of the visit.

ONLY visitors on the inmate's Pre-approval list will be allowed to schedule a video visit. **ONLY** the pre-approved visitor should be on camera for the video visit, any other person or people on camera will be considered a violation of the video visit SOP and grounds for termination of visit and a disciplinary report will be issued. The inmate and visitor may be suspended from video visits. Minors may be allowed on the video visit with or without the guardian.

The video visits should not be recorded, or screen shots taken of it. Screen shots and videotaping of the visit is grounds to terminate and bar visitor.

ONLY the inmate approved for visit is allowed. No additional inmates can participate in the visit.

NCCI reserves the right to deny, cancel or terminate a video session prior to or during a video session based upon misconduct of either party. NCCI also reserves the right to restrict participants from all future use of the system.

All family member/friend video sessions are recorded and subject to electronic monitoring by NCCI personnel. Your use of this video system constitutes consent to this recording and monitoring.

Nudity, sexual conduct, weapons, drugs and tight fitting or provocative clothing is prohibited. Clothing for both the inmate and visitor shall meet the requirements of the 103 CMR 483, *Visiting Procedure*. Any illegal activity will be reported to local law enforcement.

Inmate Name (Print)	Inmate Signature	Date
<div style="display: flex; justify-content: space-between;"> Staff Signature Date </div> <p style="text-align: center;">(Forward signed form to the Director of Security's office)</p>		