


<p>Massachusetts Department of Correction</p> <p><b>NCCI Gardner PROCEDURE</b></p>		<p>Superintendent Approval Date</p> <p>5/18/2026</p>	
		<p>Reviewing Authority Approval Date</p> <p>6/25/2026</p>	
<p>Procedure in accordance with:</p> <p><b>103 CMR 483 Visiting Procedures</b></p>		<p><b>Internal Reviewing Authority:</b></p> <p>Administrative Captain Director of Security Deputy Superintendent of Operations</p>	
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**I. INSTITUTION INFORMATION**

- 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. **Directions to NCCI:**  
  
From Route 2 East or West take the Route 140 North exit #90B and continue on 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.
  
- C. 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.

**II. VISITOR APPROVAL PROCESS**

- A. Inmates at NCCI-Gardner 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*) and submit the form to the Director of Security. The visitor application process shall not begin until the Visitor Listing Form (Attachment #3), 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 his Visitor Listing Form. Each visitor will be required to complete the Visitor Application Form (Attachment #1 from 103 CMR 483, *Visiting Procedures*) along with all required documentation as outlined on the application form. Each visitor shall send the application and required documentation to NCCI-Gardner, Attention Director of Security. These applications are also available at [www.mass.gov/doc](http://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*).
  
- E. All approved Visitor Applications will be given to the DOS's administrative assistant so they may be added to the inmate's IMS visitor screen. Once the information has been entered, all documentation shall be filed in the Operations area.

- F. Inmates shall be able to make additions to their Visitor Listing Form (Attachment #3 from 103 CMR 483, *Visiting Procedures*) during the months of March, July, and November. The change period will be the first fifteen (15) days of the month. Applications for the approval of visitors shall be processed at any time as long as Attachment #3 is on file and forwarded to the DOS's Administrative Assistant.
- G. Inmates returned to NCCI from a Minimum-Security institution or below must select two (2) approved visitors for removal from their approved visitor list. (Eight (8) visitors is the maximum allowed in a Medium Institution)
- H. 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.
  - 3. 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.
- I. 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, *Visiting Procedures*, Attachment #2).
- J. All former inmates of any correctional institution and persons having been convicted of a felony are prohibited from visiting any inmate at NCCI-Gardner unless prior permission has been granted by the Superintendent.

**III. VISITING SCHEDULE AND LIMITATIONS**

- A. Inmates at NCCI shall normally be allowed three (3) visiting periods each week. Only two (2) of the four (4) weekend periods may be used by each inmate. Inmates may receive visits during the following periods:

Day	Visiting Period	Availability
Friday	1:00 PM to 4:15 PM	Open Period
	4:45 PM to 8:00 PM	Open Period
Saturday	1:00 PM to 4:15 PM	A-L
	4:45 PM to 8:00 PM	M-Z
Sunday	1:00 PM to 4:15 PM	M-Z

	4:45 PM to 8:00 PM	A-L
Holidays	1:00 PM to 4:00 PM	Open Period

Note: If a holiday falls on an established visiting day, the normal visiting schedule and availability shall be followed. If a holiday falls on a non-visiting day, the visiting period shall be in addition to the normal schedule of visits during the week and shall not be counted as a regular visit.

- B. All inmate visits must be scheduled prior to arrival at the institution. Appointments can be made Monday through Friday, 8:00am to 3:30pm, excluding holidays. To schedule an appointment, inmate visitors must call **978-630-6000, Ext. 201**. The institution requires at least twenty-four (24) hours of notice.
  - 1. Assigned institutional staff will schedule the visiting appointment for the day and time requested utilizing the Inmate Schedule screen in IMS.
  - 2. In addition, the assigned institutional staff member shall forward the visitor's name and appointment information to all Shift Commanders via Microsoft Outlook.
- C. A maximum of two (2) adults shall be permitted to visit an inmate at the same time during any visiting period. There are no limitations on the number of children, however, the number 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, *Visiting Procedures*) 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.
  - 1. 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.

#### IV. INSTITUTION RULES

- A. It is a felony in Massachusetts (M.G.L c. 268 s.28) for any person to deliver any article to an inmate, procure any article to be delivered to an inmate, possess any article with intent to deliver it to an inmate, or to deposit or conceal any article with intent that an inmate shall obtain it, without the permission of the Superintendent or Commissioner.
- B. 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.
  - 1. The above statement will also be conspicuously displayed in the NCCI Pedestrian Trap, using Attachment #3, and will be reviewed as necessary.
- C. The smoking, possession, or other use of tobacco products by visitors is prohibited in all Massachusetts Department of Correction (DOC) institutions and on all DOC properties.
- D. Visitors who appear to be under the influence of drugs or alcohol or have the odor of what appears to be alcohol on their breath or marijuana on their clothes shall be refused entrance to the institution. In these instances, the officer shall immediately contact the Shift Commander to receive further instructions.
- E. Visitors who utilize medical devices such as an automatic implantable cardioverter/defibrillator and or pacemaker, wheelchairs, prosthetic devices, insulin pumps, casts, braces, medically necessary shoes, cane, walkers, etc. or requiring the use of oxygen tanks shall obtain prior approval to visit with such devices. The process for pre-approval is outlined in NCCI 483, *Visiting Procedures*, XIII (B).
- F. Loitering is not allowed in the institution's lobby, parking lots, or on state property.
- G. Cell phones, laptop computers/tablets, smart watches or paraphernalia related to such are not permitted inside the institution.
- H. 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.
- I. NCCI has implemented an Automated Deposit System (ADS), through Access Corrections, for the receipt and processing of inmate funds. All funds shall be submitted through the ADS in accordance with 103 CMR 405, *Fund Accounts* and 103 CMR 405 SOP, *Fund Accounts*.

- J. Any visitor who is denied entrance must leave NCCI-Gardner property, unless approved to stay by the Shift Commander for an exigent circumstance, like waiting for transportation.
- K. A copy of the institutional visiting rules and procedures, directions to the institution, and local transportation information will be made available to any visitor upon request.

**V. VISITOR ENTRANCE PROCEDURES**

- A. Visitors shall arrive at the institution no more than thirty (30) minutes prior to their scheduled appointment.
- B. Upon arrival, visitors shall park their vehicles in the designated visitors' parking area, located adjacent to the Locust Building or in the marked handicap spaces in front of the institution, if applicable. Visitors shall not be allowed to park anywhere else, unless prior authorization has been granted by the Superintendent or their designee. Violators may be towed at the owner's expense and NCCI cannot be held responsible for theft or damage incurred while on the institution's property.
- C. Upon exiting and securing their vehicles visitors shall proceed to the visitor processing area located in the institution's lobby. Visitors shall retrieve a number, fill out a Visitor Admission Form (Attachment #1), and wait for their number to be called by the Visiting Processing Officer in the Pre-screening area.
  - 1. Instead of Attachment #1, all attorney visits shall fill out the Request to Visit Inmate Form (Attachment #3) in accordance with the 103 CMR 486, *Attorney Access at Massachusetts Correctional Institutions*.
- D. Once called, visitors shall submit their required attachment and produce identification which, in the opinion of the Visiting Processing Officer, is adequate. Acceptable identification for adult visitors shall include a current photographic identification, such as a valid state driver's license, a passport, a military identification card or official photographic identification card originating from any state or federal agency. Adults entering with a minor shall have the minor's original or a copy of the minor's birth certificate or an official hospital record verifying the birth of the child, the date of birth of the child, and parent information, and if the adult is not parent or guardian, a copy of the approved minor consent form. The Processing Officer shall then verify pre-approval against the inmate's IMS pre-approved visitor listing. The Visitor Processing Officer shall then instruct the visitor to return to the pre-screening area to await further instruction.
  - 1. Prior to denying a visitor visiting privileges, or in cases in which the visitor's identification is questioned, the Visiting Processing Officer shall notify the Shift Commander for final determination.

- E. The Visiting Processing Officer shall instruct the visitor to lock up all their personal belongings and/or items not authorized for entry into the institution and then proceed to the initial search area. Coin-operated lockers are available in the visitor processing lobby for this purpose. NCCI cannot be held responsible for lost or stolen articles.
1. Visitors should bring only necessary items and declare them to the processing officer. These items are to be carried in hand or in a clear plastic bag.
    - a. Visitors are allowed to bring engagement rings, wedding rings/band, one religious medallion, medical alert jewelry, a handkerchief, prescription eyeglasses (no case), hearing aids, and one (1) credit/debit card for vending machine use.
    - b. Visitors who are required to maintain life-saving medication on their person (e.g., nitroglycerine, inhalers, and glucose tabs) shall obtain prior approval from the Superintendent's designee (Director of Security) to visit with such medication. This process is outlined in NCCI 483, *Visiting Procedures XII (A)*.
    - c. Visitors with infants shall be allowed to enter with the following items.
      - i. Two (2) clear plastic bottles with either formula, milk, water or juice.
      - ii. One (1) empty sippy cup
      - iii. Two (2) infant diapers and infant wipes stored in a clear plastic bag
      - iv. One (1) Receiving blanket
      - v. One (1) Pacifier
      - vi. Two (2) sealed plastic jars of baby food
      - vii. One (1) plastic spoon
      - viii. One (1) bib
- F. The Visitor Processing Officer shall then conduct the search of the visitor in accordance with 103 CMR 483.13 and institution procedures. All visitors must comply with the institution's search procedures, any visitor refusing will be denied entry, upon approval of the Shift Commander. Once the visitor has been searched and cleared, the visitor will be given their attachment #1 and instructed to sit in the post-screening area to await entry into the pedestrian trap.
- G. The Pedestrian Trap Officer will then escort the searched visitor(s) for entry. Upon entry into the trap.

1. In compliance with 103 DOC 501, *Institution Security Procedures*, visitors that are identified as the search of the day must consent to a personal search and sign the pedestrian trap search log. Visitors refusing to sign the log and/or consent to a personal search will be denied entry.
  2. All adult visitors and children more than five (5) years of age shall be stamped with an ultraviolet stamp on the hand designated by the Shift Commander.
  3. All visitors in possession of a credit/debit card for vending purposes shall be hand stamped with the same hand stamp of the day a second time on the same hand. The visitor shall be issued a lanyard with a clear pouch to which the credit/dent card shall be stored in when not in use.
  4. Upon exiting the institution through the pedestrian trap, the hand stamp will be referenced. If two hand stamps are observed the officer shall verify that the visitor is still in possession of their credit/debit card and collect the lanyard. If the visitor is not in possession of their debit or credit card, the Shift Commander shall be notified.
- H. Upon exiting the pedestrian trap the visitor shall proceed to the visiting room and turn in their required Attachment #1 to the Visiting Room Officer. The officer shall enter the time the visitor arrived into IMS, and request the inmate receiving the visit by calling the respective housing unit.
- I. At the beginning of each visiting period, an officer assigned to the visiting room will be selected by the Visiting Room Sergeant to assist with visitor processing. If applicable this staff member should be of the opposite sex of the Visiting Processing Officer to expedite the search process. This officer will be assigned to this area until most of the visitors have been processed.

## **VI. SEARCHES**

- A. All visitors and their vehicles are subject to being searched. Any visitor that declines or refuses to comply with a search shall be denied visiting privileges for that day.
- B. NCCI shall conduct the search of visitors in accordance with 103 CMR 483.13
- C. NCCI shall conduct the search of visitor vehicles in accordance with 103 DOC 506, *Search Policy*.

## **VII. VISITOR DRESS CODE**

Visitor dress code guidelines shall be in accordance with Attachment #6 of 103 CMR 483, *Visiting Procedures* and are available at [www.mass.gov/doc](http://www.mass.gov/doc).

## **VIII. INMATE PROCESSING**

- A. All inmate visits must be scheduled in advance following the process detailed in NCCI 483, *Visiting Procedures*, Section III (B).
- B. Inmates are to remain in their units until visiting room staff calls the housing unit officer requesting the inmate's presence. Inmates that arrive for a visit prior to being called shall be considered out of place and subject disciplinary action or may result in the termination of the visit.
- C. Once notified by their housing unit officer inmates may proceed to the visiting room entrance located on the north side of D-Building.
- D. Prior to entering the visiting room, all inmates are required to submit to a personal search conducted by correctional staff. If an inmate is wearing a coat, hat, or similar outerwear, the item must be removed and hung up as directed by staff before entry.
- E. Inmates shall only bring items that are necessary for the visit and must be disclosed to the correctional staff conducting the search. These items include an inmate identification (ID), movement pass and authorized medications (e.g., nitroglycerin, inhalers, glucose tablets). No other items shall be allowed to enter the visiting area. Failure to comply may result in the inmate being returned to their housing unit to secure the unauthorized items. Serious or repeated violations may lead to suspension or denial of visiting privileges.
- F. Upon completion of the personal search, the inmate will proceed to the officer's desk located in the visiting room. The inmate will be responsible for placing their ID on the movement board in the slot corresponding to their housing unit. The inmate must also turn over any authorized medications to the officer. These medications will be returned to the inmate upon departure from the visiting room.
  - 1. Inmates shall immediately notify correctional staff if they are requesting the use of their medication. An incident report shall be generated.
  - 2. Should the situation appear to be a life-threatening medical emergency, staff shall follow the procedures in accordance with NCCI 562, *Code 99/Emergency Response*.
- G. The visiting room staff shall enter the arrival time of the inmate into IMS and instruct the inmate when they may join their visit.
- H. Each inmate shall submit to an unclothed search at the conclusion of their visit.

**IX. INMATE DRESS CODE**

- A. All inmates shall adhere to the following dress code.
1. No sweatpants, sweatshirts, T-shirts, thermals or shorts.
  2. No double layered clothing, (i.e. pants over pants, shirts over shirts, white T-shirts may be worn under shirts).
  3. Underwear must be worn.
  4. All shirts must be tucked in.
  5. No altered clothing of any type.
  6. Religious head gear is allowed but subject to search (Medicine bags can be searched only with inmate emptying out contents. Staff are not allowed to open the medicine bag.
  7. Hats are allowed between the months of November through April.
  8. Sweaters may be worn during cold weather.
- B. Failure to comply with this dress code may lead to suspension or denial of visiting privileges.

**X. VISITING ROOM RULES**

Visitors and inmates shall adhere to the following guidelines and institutional rules while in the visiting room.

- A. Excessive familiarity, profanity, offensive behavior or serious deviation from appropriate standards of behavior in a public place, may result in administrative action such as a verbal warning, termination of a visit, or loss in visiting privileges.
- B. Commonly accepted public displays of affection shall be allowed, which include one closed mouth kiss/hug upon inception and conclusion. Anything that exceeds this standard shall receive a notice of discretionary caution.
- C. Disruptive behavior of any kind shall not be tolerated.
- D. No straddling chairs. Furniture is not to be rearranged.
- E. No sitting with one person's legs crossed over another person's legs.

- F. Feet shall always remain visible.
- G. No lying across or sitting on another's lap. Exceptions shall be made for children younger than eight years old, who may be allowed to sit on the accompanying parent/guardian's lap.
- H. When sitting, hands shall always be in plain sight.
- I. Inmates and visitors shall not be allowed to put their arms around each other when sitting or standing. The only exception shall be once at the inception of the visit (greeting) and once at the conclusion of the visit during departure.
- J. Inmates and visitors shall follow the orders of the officers assigned to the visiting room and its related areas.
- K. Vending machines are available for visitors to purchase a beverage or food item and deliver it to the inmate they are visiting. No food or beverages will be allowed to enter the non-contact visiting area.
  - 1. The visitor and inmate shall not be permitted to share any beverage or food item at any time.
  - 2. All credit/debit cards must remain in the provided lanyard when not in use.
  - 3. All purchased items are to be consumed in the visiting room. No food or beverages shall be allowed to be taken out of the visiting room.
  - 4. Inmates shall not be permitted to escort their visitor(s) to the vending machine or microwave. Inmates must remain seated.
  - 5. Upon making a food purchase, visitors are required to immediately open their item and place the contents onto a disposable plate provided by the institution.
  - 6. Minors shall not be allowed entrance into the vending area unless they are escorted by their accompanying adult visitor.
  - 7. Inmates and visitors are responsible for cleaning up and throwing away trash, left over vending machine items, or wrappers or purchased items during the visit.

8. Abuse of the vending machines and these rules could result in the suspension of privileges.
- L. No article(s), except for food and beverage items shall be passed between visitors and inmates.
- M. No cross visiting (visiting an inmate other than the specifically approved inmate) is permitted between inmates and visitors.
- N. At no time shall visitors and/or inmates be allowed to change seats, unless directed to or given permission by the Visiting Room Sargeant/Officer in Charge.
- O. Interactions between an inmate and the visitor of another inmate or between visitors are not allowed.
- P. Parents or legal guardians shall always be responsible for an accompanying child's actions and behavior.. Children shall not be allowed to engage in disruptive behavior or to roam the visiting room or lobby unattended. This type of behavior may be grounds for termination of the visit.
- Q. 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.
- R. Inmates requesting to use the restroom facilities shall submit to an unclothed search prior to and after using the restroom.
- S. Windows may only be opened with the permission of the Visiting Room Officer and items must not be placed on the windowsills.
- T. Photographs are only approved on pre-determined, authorized photograph dates.
- U. There shall be no loitering in the visiting room hallway, vending area, officer's desk, or visitor's entrance area.
- V. Five (5) minutes prior to the end of the visiting period, the visiting room staff shall verbally announce that the visiting period will end in five (5) minutes.

**XI. SPECIAL RULES FOR CHILDREN**

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.

**XII. RULES FOR CHILDREN’S PLAY AREA**

- A. Children are to always be 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 area. 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.

**XIII. SPECIAL VISITS/EXTENDED VISIT REQUESTS**

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.

**XIV. VISITOR PRE-APPROVAL OF MEDICATION AND MEDICAL DEVICES**

**A. Life Saving Medication**

- 1. Visitors that are required to maintain life-saving medication on their person shall submit written evidence, signed by a health care professional, documenting the need for such medication to the Superintendent's designee (Director of Security).
- 2. Once substantiated, written approval will be provided to the visitor, allowing the visitor to enter the institution with the medication.
- 3. Visitors shall be required to declare this medication and produce the written approval to the Visiting Processing Officer each time they visit the institution.
  - a. If this is the visitor's first time visiting a department institution, the Shift Commander shall be notified for authorization to enter with the necessary medication. This one-time approval shall be documented via an incident report.
  - b. The Visitor Processing Officer shall advise the visit that they must obtain the required approval prior to their next visit.
- 4. Visitors who have life-saving medication shall always keep it on their person.s.

**B. Medical Devices**

- 1. Visitors who utilize medical devices shall submit written evidence, signed by a health care professional, documenting the need for the medical device(s) to the Superintendent's designee (Director of Security). In

circumstances where the medical condition is temporary, the written evidence shall include an anticipated end date for the device.

2. Once substantiated, written approval will be provided to the visitor, allowing the visitor to enter the institution with the device(s).
3. If applicable, the Superintendent or designee shall authorize an alternate search whenever the visitor is unable to submit to a metal detector search due to physical limitations or the presence of the device(s). If an alternate search is approved, the visitor shall be subject to a personal search each time they enter the institution.
4. Visitors shall be required to declare the device and produce the written approval to the Visiting Processing Officer each time they visit the institution.
  - a. If this is the visitor's first time visiting a department institution, the Shift Commander shall be notified for authorization to enter with the necessary device(s) provided the visitor has agreed to a personal search prior to entry. This one-time approval shall be documented via an incident report.
  - b. The Visitor Processing Officer shall advise the visit that they must obtain the required approval prior to their next visit
5. A tool inventory sheet shall be completed by the Pedestrian Trap Officer for all oxygen tanks that enter the institution.

**XV. ATTORNEY/PROFESSIONAL ACCESS**

- 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.

**XVI. INSTRUCTIONS FOR MENTAL HEALTH STATUS INMATES**

Inmates on mental health watches will have visits at the discretion of 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.

**XVII. NON-CONTACT/SPECIAL HOUSING VISITS**

- A. **Non-Contact Visits**

1. General population inmates on non-contact status will receive visits on the same schedule as other general population inmates.
2. All non-contact visits shall be scheduled in accordance with NCCI 483, *Visiting Procedures*, Section III (B).
3. 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.

**B. Behavior Assessment Unit (BAU)**

1. All BAU visits are non-contact. Inmates housed in the BAU shall be allowed three (3) visiting periods each week. BAU inmates will be allowed to visit one (1) per day. Inmates may receive visits during the following periods:

<b>Day</b>	<b>Visiting Period #1</b>	<b>Visiting Period #2</b>	<b>Visiting Period #3</b>
Tuesday	1:00PM-2:00PM	2:00PM-3:00PM	6:00PM-7:00PM
Wednesday	1:00PM-2:00PM	2:00PM-3:00PM	6:00PM-7:00PM
Sunday	10:00AM-11:00AM		
Holidays	10:00AM-11:00AM		

Note: The Superintendent or their designee may authorize additional days and times.

2. BAU visitors must schedule their visit at least twenty-four (24) hours in advance and no more than forty-eight (48) hours before the intended time. To make an appointment, contact the BAU Sergeant/Officer in Charge at **(978) 630-6000, extension 328/329**. Appointments are scheduled on a first-come, first-served basis. Please note that visits may not be scheduled on certain days due to overcrowding or security concerns. Inmates are not permitted to schedule visits.
3. 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 visitor's schedule (Attachment #2).
  - c. Schedule the inmate's visit in IMS under the Inmate Schedule Screen.
  - d. Notify Outer Control Sergeant/Officer in charge of the scheduled BAU visit to be placed on roster.

4. BAU visits shall be a maximum of one (1) hour in duration. Visitors shall arrive at the institution no more than thirty (30) minutes prior to their scheduled appointment. These visitors will take priority and be processed before all other social visits.
5. If a visitor fails to arrive within twenty (20) minutes of the scheduled start time, the inmate's entire visiting period may be forfeited. If the visit is still allowed to proceed, it will end at the originally scheduled time—no extensions will be granted
6. 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.
7. The inmate shall remain in the non-contact visiting area until his visit has left the visiting room.
8. 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.
9. 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.

#### **XVIII. EXCLUSION OF VISITORS**

- 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 the name, address, ID number, 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 another time, it should be documented in the incident report. Abusive or problematic visitors shall be directed to the Shift Commander.
- E. The Superintendent or 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 their 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 video visits are free for a 20-minute visiting session.
  - b. Visitors that are not currently registered in the Securus Technologies system must apply online on the Securus Technologies website.
  - c. All visitors are required to submit a clear picture and a photo of a valid government identification card or passport.
  - d. Visitors must be already on the inmate approved visitation list.
- 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/or other requests must be submitted in writing as a special visit request. Such requests must be submitted in writing to the Superintendent through the Director of Security's office. If approved, all special visit approvals will be documented in writing, and a copy will be sent to the requesting visitor and the inmate.
  - 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 violations during a video visit may result in disciplinary action and/or loss of visiting privileges.
7. Video visitation kiosks are located in all general population housing units, and BAU.

B. **Terms of Agreement:**

1. 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.
2. 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.
3. All family member/friend video sessions are recorded and subject to electronic monitoring by NCCI Inner Perimeter Security and other Security Staff. Your use of this video system constitutes consent to this recording and monitoring.
4. Nudity, sexual conduct, weapons, drugs and tight fitting or provocative clothing is prohibited. Any illegal activity will be reported to local law enforcement.
5. Visitors are not allowed to record or take screen shots of the inmate. Facetiming by an approved visitor with anyone is not allowed and is considered a 3-way call.
6. Only those inmates who have a signed attachment #4 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.

C. **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.

D. **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.

E. **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.

## North Central Correctional Institution-Gardner Visitor Admission Form

Date: \_\_\_\_\_

**Warning:** Anyone who willfully provides false information on the visitation form shall be guilty of perjury and subject to the penalty of imprisonment in a state prison for up to twenty years, or a one thousand dollar fine, or imprisonment in a jail for up to two and one half years or both imprisonment in a jail and a fine. M.G.L. c.268 1, 1A.

<b>Inmate Name:</b>		<b>Commitment #</b>
<b>Visitor Name:</b>	<b>Registration#:</b>	<b>Vehicle Make/Model:</b>
<b>Minor Name(s)</b>		<b>Date of Birth</b>

1. Do you have any pre-approved medication(s)/ medical device(s): Yes  No  N/A
2. If yes, do you have the required approval documentation? Yes  No

<b>Please list all pre-approved items below:</b>
(The visiting room staff shall ensure item(s) listed above are in the visitor's possession prior to allowing the visitor to leave the visiting room)

3. Have you been arrested/convicted of a felony since receiving approval to visit? Yes  No   
(If yes is answered above, the Shift Commander must be notified immediately)
4. Are you bringing a Debit/Credit card for vending machines? Yes  No
5. Have you locked up your remaining valuables? Yes  No

Locker #: \_\_\_\_\_ Visitor Signature: \_\_\_\_\_

**Singed under the penalties of perjury**

DO NOT WRITE BELOW THIS LINE, FOR OFFICIAL USE ONLY

\*\*\*\*\*

<b>Housing Unit:</b>	<b>Non-Contact Visit:</b>	<b>Visitor In:</b>	<b>Processing Officer's Initials:</b>	
	Yes <input type="checkbox"/> No <input type="checkbox"/>			
<b>Visitor in VR:</b>	<b>Inmate in:</b>	<b>Visitor Out:</b>	<b>Items accounted for:</b>	<b>VR Officer's Initials:</b>
			Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	

**NCCI Daily Non-Contact Visiting Schedule**

Weekending: \_\_\_\_\_

<b>Date</b>	<b>Day</b>	<b>Time</b>	<b>Inmate Name</b>	<b>Comm #</b>	<b>Visitor (s) Name</b>	<b>Unit</b>	<b>Staff Scheduling / Comments</b>
	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, substancias 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 conduct themselves in an appropriate fashion at all times during a video session in accordance with 103 CMR 483, *Visiting Procedures* and NCCI’s applicable visiting procedures.

Location of the visits will be 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.

Number of visits per week is three (3). One (1) visit per day.

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 DOC 501 , *Institutional Security Procedures*. Any illegal activity will be reported to local law enforcement.

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Inmate Name (Print) Inmate Signature Date

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Staff Signature Date

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