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| <p>Massachusetts<br/>Department Of Correction</p> <p><b>NCCI Gardner<br/>PROCEDURE</b></p> |   | <p>Superintendent Approval<br/>Date</p> <p>2/8/2021</p>  |  |
|  |   | <p>Reviewing Authority<br/>Approval Date</p> <p>4/2/2021</p>   |   |
| <p>Procedure In accordance with:</p> <p><b>103 CMR 483<br/>Visiting Procedures</b></p>     |   | <p><b>Internal Reviewing Authority:</b></p> <p>Administrative Captain<br/>Director of Security<br/>Deputy Superintendent of Operations</p> |   |
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|  |   | <p>Applicability: Staff/Visitors/Inmates</p>   |   |
| <p>Attachments<br/>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> | <p>Inmate Library<br/>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> | <p>Public Access<br/>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>   |   |
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## **I. FACILITY 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 facility is accessible by car or taxi via Route 2 and by train.
- B. Local transportation includes the following taxi and commuter rail line:  
Twin City Kab (978) 342-4410, Ken's Taxi (978) 534-5570 and Wachusett Commuter Rail which runs daily from Boston.
- C. Directions to NCCI: From Route 2 East or West take the Route 140 North exit #24 and continue on Route 140 North straight through one set of lights. After passing straight through these lights, take your second right. Follow 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 Facility or below will be allowed to select two 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 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 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 four (4) visiting periods each week. Holiday visits shall be in addition to the normal schedule of visits during the course of 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 8:30 pm | (Open 2 Periods) |
| Saturday | 9am to 12pm     | A-L              |
| Saturday | 12pm to 3:30pm  | M-Z              |
| Sunday   | 9am to 12pm     | M-Z              |
| Sunday   | 12pm to 3:30pm  | A-L              |

Monday - Thursdays there are no Visits for General Population Inmates (Exceptions made for Holidays from 8:30am to 12:30pm).

- 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 (1) hour visit before their visit is terminated due to overcrowding. Any exceptions to this shall be under the approval of the Superintendent or his/her 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 his/her designee.
- H. Visitors will not be permitted on institution grounds prior to 12:15pm on Fridays and 8:15am on weekends. The visitor processing officer shall start processing visitors at 12:30pm on Fridays and at 8:30am on Saturday and Sundays. 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 3:45pm. All movement through the pedestrian trap will cease between 3:15pm and 3:45pm in preparation for the 4:00pm count. Visitor processing will commence again at 5:00pm and continue until 8:00pm. Visitors will not be permitted to enter the institution after 8:00pm.
- I. Visitors who wish to leave the visiting room on Fridays prior to the Official 4:00 p.m. Count must do so by 3:15 p.m. Once the count has begun, visitors may not leave the visiting room until the count is completed.
- J. Visitors must park their vehicles in the designated visitors’ parking lot, located in the lot outside of the Locust building. All vehicles must be locked at all times. Visitors shall not be allowed to park anywhere else unless authorized by the Superintendent or his/her designee. Violators will be towed at the owner’s expense. NCCI cannot be held responsible for theft or damage incurred while on NCCI property. Loitering is not allowed in 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 506.09.
- K. Visitors should bring only necessary items with them. Prior to entering the institution, visitors must secure all personal possessions. 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, life saving medications, a wedding band and/or engagement ring, (1) handkerchief, prescription eyeglasses with no case, hearing aids, Debitex card 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.

- L. All visitors are expected to abide by institution rules and regulations and conduct themselves in a manner appropriate to a public place. Children must remain under the constant supervision of their parent(s) or guardian(s) at all times. 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.
- M. All visitor searches shall be in accordance with 103 CMR 483.13.
- N. Once the visitor has failed to pass the metal detector, he or she 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 personal searched. If the visitor refuses a personal search, he/she 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.
- O. 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.
- P. 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 breast feed 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 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 are in need of special accommodations 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 in order to validate any special accommodations to be provided.
- F. Photographs are only approved on pre-determined, authorized photograph dates.

## **VI. ATTORNEY/PROFESSIONAL ACCESS (486)**

- A. Visits by attorneys and approved law students, etc. shall be in accordance with 103 CMR 486, Attorney Access. Legal visits shall take place in the attorney conference room to allow a degree of privacy between the attorney and his/her client.

- B. Upon entry into NCCI, all attorneys will be required to present a bar membership card and one (1) picture identification may be requested at the discretion of the Shift Commander. No other identification shall be required. **Attorneys shall not be denied access to visit without approval of the Superintendent.**
- C. Attorneys and approved law students are required to provide the vehicle registration number.
- D. A law student is required to present a picture I.D. and a letter from his/her supervising attorney. The letter of introduction shall include the full name and address of the law student, the supervising attorney's business name, address and telephone number. Attorneys and approved law students shall be subject to all departmental regulations and institutional policies governing visitors, not directly in conflict with these regulations. Law students and paralegals shall be allowed entrance to visit during the general population visiting hours. Inmates on disciplinary detention status and/or extra restraint status shall only be authorized visits from attorney/paralegal assistants and shall schedule their visits with the Outer Control Sergeant. The pre-approved law student clearance list is located on the Office of Investigative Services (OIS) home page.
- E. All attorneys are required to follow the Attorney Dress Code Guidelines set forth by Attachment V of the 103 DOC 501. Law Students will follow the same dress code guidelines as a regular visit (Attachment VI of the 103 DOC 501). Each attachment is located at the end of this procedure.

**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 supervised by their parent(s)/legal guardian(s) at all times 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 (T-RHU, B-RHU, HSU CELLS A/B)/Non-Contact Visits (483.09)**

**Special Housing Definitions:**

**TRHU/BRHU:** Restrictive Housing Units are a separate housing area from general population within institutions in which inmates may be confined to a cell for more than 22 hours per day where:

- a) 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 facility;
- b) The inmate requires protection from harm by others; and/or
- c) 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.

**A. Scheduling**

- 1. Inmates on Special Housing status and/or those housed in Restrictive Housing Units are allowed three (3) visits per week and only one per day. Only one RHU inmate shall be allowed to visit at a time.
- 2. RHU/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 6:00-7:00 pm 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 RHU 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 RHU 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 RHU 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.

**B. Limitations:**

1. Duration – Special Housing Visits shall be a maximum of one 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 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 T-RHU, B-RHU,

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 Policy. The one-hour time limit shall not apply. Visits will be conducted in the non-contact area. The Superintendent or his/her 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 facility with a visit.*
- B. *Funds by visitors to inmates must be placed in the designated collection box located in the Visitors' lobby. Only cashiers 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)**

All visitors are expected to conduct and dress themselves in a manner that is appropriate for a public place. All visitors will need to follow the Visitor Dress Code Guidelines set forth by Attachment VI of the 103 DOC 501. This attachment is located at the end of this procedure. Any visitor not following these guidelines may be denied their visit. **The Shift Commander or his/her designee shall make the final decision on all issues.**

## **XII. ENTRANCE PROCEDURES (501)**

- A. Visitors shall register at the visitor processing window, (starting at 12:30pm on Friday and at 8:30 on weekends) 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 empty sippy cup, two (2) infant diapers and infant wipes in a clear plastic bag, one (1) receiving blanket, (1) pacifier, two (2) plastic sealed jars of baby food, (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 facility. Parents/legal guardians are responsible to make 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 he/she has 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, he/she shall be subject to a personal search prior to entering the facility. 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, eye glasses, 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 (pat search). Once the visitor has failed the metal detector, he/she 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 log book 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.  
Visitors shall be forewarned that if they sign to consent to a personal search, they are expected to cooperate fully. Failure to do so may result in suspension of visiting privileges.

Anyone refusing a search will be denied entrance for that day and may be barred by the Superintendent.

**Note:** All visitors shall be afforded the opportunity to leave the institution rather than submit to a search.

- 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 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 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 sit on their parent's/legal guardian's lap. 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 control and be responsible for their children at all times 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 be personally (pat) 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 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 be strip-searched 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.
  - 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 inmate 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 will be on the floor at all times, not on chairs. Hands shall be in plain sight at all times.

- 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 to ensure 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 his jacket after the strip search is completed. The area Lieutenant may request additional staff to aid the visiting room in searching 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 he/she must obtain the specific written approval of the Superintendent before attempting any future visits at 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 he/she 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 his/her designee shall promptly review all visitor incident reports via the IMS and conduct whatever factual investigation he/she deems 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 at 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 in order 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 facility will not be authorized to visit.*
3. *With the approval of the facility 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 to 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 one (1) visit 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 requesting visitor, the inmate, and the Director of Security's office.*
  - e. *Visitors must log into the Securus Technologies website in order 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 visit restriction are ineligible to participate in video visitation until the sanction completion.*
  8. *Video visitation kiosks are located in all general population housing units, B-RHU and T-RHU.*
  9. **PROPOSED TERMS OF AGREEMENT:**

***Facility 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 conduct themselves in an appropriate fashion at all times 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 to the procedures set forth and the Video Visitation schedule.*

**C. *Attorney Visits***

*Attorney video visits shall be conducted in accordance with 103 CMR 486 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 SOP.*

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

NCCI Daily Non-Contact Visiting Schedule

| Date | Day    | Time     | Inmate Name | Comm # | Visitor (s) Name | Unit | Staff Scheduling / Comments |
|------|--------|----------|-------------|--------|------------------|------|-----------------------------|
|      | Sunday | 6 – 7 pm |             |        |                  |      |                             |
|      | 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 RHU Inmate shall be allowed to visit at a time**

Inmates housed in Restrictive Housing Units or Special Housing Status are allowed three (3) visits per week. Only 1 RHU inmate shall be allowed to visit at a time. RHU 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 6:00 – 7:00 pm. Visitors must schedule at least twenty-four (24) hours and no more than forty-eight (48) hours in advance by contacting the Restrictive Housing 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 conduct themselves in an appropriate fashion at all times during a video session in accordance with 103 CMR 483 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 thru the Deputy Superintendent of Operation's office for approval.

The cost of a 20 minute visiting period is \$5.00. Number of visits per week, one (1).

Visits can only be scheduled no more or no less than 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.

Any illegal activity will be reported to local law enforcement.

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INMATE NAME (PRINT)  
DATE

INMATE SIGNATURE

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STAFF SIGNATURE

DATE

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



**Massachusetts Department of Correction**  
**Visitor Dress Code Guidelines**  
**Attachment VI**  
*in accordance with 103 DOC 501 – Institutional Security Procedures*



Prior to any visitor being denied entrance, the Shift Commander shall be notified for approval. A visitor who is denied entrance shall, if he/she chooses, be allowed to leave the institution, correct his/her clothing and come back during the same day to visit as defined in 103 CMR 483.15, however, repeat violations shall be documented and after the third warning the Superintendent may suspend the visitor's visiting privileges.

A. The following items are NOT ALLOWED:

1. Boots worn above the knee (exception – boots below the knee shall be permitted October 15 – April 15);
2. Work boots shall never be permitted;
3. Bare feet;
4. Bathing suits, shorts, any clothing with excessive pockets, metal, drawstrings, excessively baggy or tight clothing, hooded clothing, sheer, excessively revealing or transparent clothing, bodysuits of any type or wrap around shirts. (Children age 8 and younger may wear shorts.);
5. With the exception of undergarments, spandex or spandex type clothing is not allowed;
6. Any clothing that displays a gang affiliation or is in any way attributable to gang culture; additionally, clothing that is obscene, racist or displays sexual content is not allowed;
7. Any clothing similar to that issued to an inmate or uniformed personnel, to include nursing scrubs, police, postal and utility (Class A active military uniforms are allowed);
8. Fatigue or camouflage clothing;
9. Double layered clothing on the bottom half of the person (e.g. two (2) pairs of pants, or skirt and slacks);
10. Bibbed clothing of any type: shorts, dress, pants, overalls, jumpers etc. (allowable for age 8 and younger);
11. Hair accessories that cannot be easily removed to be searched;
12. Bobby pins, barrettes and ribbons;
13. Umbrellas, jackets, coats, vests or outerwear of any type. Exceptions may be made for those facilities where visitors have to travel outside to get to the visiting area. An area may be designated to store/hang these items not accessible to the visitor and inmate during the visit;
14. Visitors may not wear any type of blue or black jeans into an institution. (allowable for children 8 years old or younger);
15. Earrings, facial/body jewelry, necklaces, bracelets and watches are not allowed. The only exception regarding jewelry is a traditional engagement ring/wedding band, religious medallion and medical alert jewelry;
16. Dresses, skirts and skirt slits shall not exceed three (3) inches above the knee when standing. No wrap-around style skirts are allowed unless worn for religious reasons;
17. Tank tops, halter tops, muscle shirts, or clothing that reveals the midriff or excessively exposes the back. Tube tops of any type are not allowed. Sleeveless clothing is not allowed unless covered by an article of clothing, such as a sweater, that shall not be removed;
18. Sweatshirts, sweatpants, wind pants and exercise clothing (allowable for age 8 and younger);
19. Clothing with zippers that go the full length of the garment with the exception of outerwear (allowable for age 8 and younger);

20. Colored T-shirts are allowed. T-shirts with offensive logos are not allowed;
21. Leg warmers;
22. Hats and head coverings of any type, unless worn for religious or medical reasons; however they must be searched prior to entering the institution;
23. No electronic communication devices (e.g., cell phones, electronic devices) or those capable of storing information are allowed.
24. No wearing or possession of any type of glitter make-up materials to include Chap Stick or lip balms, facial make-up, nail polish, eye shadow etc.

B. Dress Requirements for all Visitors:

1. Undergarments must be worn;
2. Clothing shall not be ripped, torn, have holes or missing buttons.

C. Exceptions to the Dress Code:

1. Sweaters may be worn;
2. Hairpieces (i.e., toupees, wigs, extensions, weaves) may be worn but must be searched. It is the visitor's responsibility to inform the officer that he/she is wearing a hairpiece during the search processing;
3. Garments with elastic waists may be worn.
4. Jackets or blazers may be worn as part of a suit or outfit by students participating in a clinical/internship program.

**Allowable items**

**Infants** – 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 empty sippy cup, two infant diapers and infant wipes in a clear plastic bag, one (1) receiving blanket, (1) pacifier, two (2) plastic sealed jars/pouches of baby food, (1) plastic spoon and one (1) bib.

**Medication and or Medical Devices**

- Visitors who maintain life-saving medication or who utilize medical devices to include: nitroglycerine, inhalers, and glucose tablets, automatic implantable cardioverter/defibrillator and/or pacemaker, wheelchairs, prosthetic devices, insulin pumps, casts, braces, medically necessary shoes, canes, walkers, guide dogs etc., or requiring the use of oxygen tanks shall obtain prior approval from the Superintendent to visit with such medication/device(s).
  - The visitor shall submit written evidence signed by a medical doctor documenting the need for such device(s) to the Superintendent for review. Written evidence shall include an anticipated end date for the use of all devices that are necessary for a limited time period (e.g. cane, cast) due to temporary medical conditions.
  - Once substantiated, the Superintendent shall provide written approval to allow the visitor to enter the institution with the device(s); the Superintendent shall authorize an alternate search if deemed appropriate due to the visitor being unable to submit to a metal detection search due to physical limitations or the presence of the device(s).
  - The visitor shall be required to declare the device(s) and produce the written approval by the Superintendent every time they visit. If an alternative search is approved, the visitor shall be subject to a personal search every time they visit the institution.
  - If this is a first time visit to a correctional facility by the visitor, the Shift Commander shall be notified for authorization to enter with the necessary device(s) provided the visitor has agreed to a personal search prior to entering. This one time approval shall be documented via an incident report and made available to processing staff. The visitor shall be advised that they must obtain the required approval prior to their next visit.
  - Visitors who have life-saving medication shall keep it on their person at all times.



- The officer shall note all medication or medical device(s) upon entry on the visiting form and verify upon exit of the visiting room.