



Pondville Correctional Center

**PCC 483 Inmate Visiting Procedures
In accordance with:
103 CMR 483 – INMATE VISITING PROCEDURE**



I. Institution Visiting Rules and Procedures (483.06)

A. Address and Directions

1. The address of the facility is:
Pondville Correctional Center
Industries Drive
Norfolk, MA 02056
508-660-3924

2. Directions to the facility:

From the Boston area:

Rte. 93 South to Rte. 95 South (Providence). Rte. 95 South to Exit 9 (Rte. 1 South). Right onto Pine Street to Rte. 1-A. Right on Rte. 1-A North. Pondville Correctional Center's entrance is on the left. Follow road approximately 7/10 mile. Pondville Correctional Center is on the right. Drive around to the front parking lot.

From Lawrence area:

Follow Rte. 495 South to Rte. 1-A, Exit 14. Follow Rte. 1-A north. Pondville Correctional Center's entrance is on the left. Follow road approximately 7/10 mile. Pondville Correctional Center is on the right. Drive around to the front parking lot.

From Cape Cod:

Follow Rte. 495 North to Rte. 1, Exit 13. Follow Rte. 1 North to Pine Street. Take a left onto Pine Street and a right on Rte. 1-A North. Pondville Correctional Center's entrance is on the left. Follow road approximately 7/10 mile. Pondville Correctional Center is on the right. Drive around to the front parking lot.

3. Public Transportation

Rail service from Boston stops in Norfolk Center approximately 4 miles away. Information on transportation, including cab companies, train schedule and private bus service from Boston is posted in Pondville Correctional Center's Lobby area.

B. Vehicles

1. Careless or reckless operation of vehicles on state property is subject to prosecution and/or loss of visiting privileges.
2. There is a fifteen-(15) mile per hour speed limit while on State property.
3. All vehicles shall be locked while unattended. Handicap parking is provided at the main entrance of the facility. Only vehicles with a valid handicap registration, or approval by the Superintendent or his/her designee, may utilize handicap-parking spaces. All other visitor's vehicles shall park in the available spaces in the main parking lot in front of the facility. Do not use spaces reserved for State vehicles or for staff members.
4. Visitors are not allowed to talk to inmates while they are in their cars or in the parking lot.

C. Visiting Rules

1. All visitors are responsible for being familiar with the Visiting Rules and Regulations, and shall conduct themselves accordingly while visiting at Pondville Correctional Center. A copy of PCC 483 Visiting Procedures is posted in the entrance foyer and will be made available to all visitors upon request.

D. Personal Effects

1. All visitors are expected to leave personal effects securely locked in their vehicles or in the lockers provided at the Main Entrance. The lockers at the Main Entrance require one quarter to operate.
2. The carrying of guns or other weapons, controlled substances, alcohol, cellphones, electronic devices, or any other article into or out of state property may result in loss of visiting privileges as well as criminal prosecution. All cellphones and electronic devices must be left secured in your vehicle and are not allowed in the institution.
3. The institution assumes no responsibility for lost or stolen items. No personal items shall be left in the Control Desk area.
4. Smoking on state property is prohibited. The possession of tobacco and tobacco related products within Pondville Correctional Center is prohibited.

E. Designated Visiting Areas

1. The Visiting Room is the only approved visiting area at Pondville Correctional Center.
2. Attorneys shall be permitted to visit inmates housed in the general population during institutional visiting hours for inmates and upon one hour notice at any other time between the hours of 9:00 A.M. and 8:30 P.M. If visiting other than the normal visiting hours, it is requested that the Attorney call within 1 hour of the visit.

Attorney visits shall occur in designated visiting areas to assure the confidentiality/privacy of the inmate-attorney contact. Designated attorney visit areas shall be as follows:

- a. During non-visiting hours the Visiting Room shall be utilized for attorney visits.
 - b. During visiting hours, a quiet area in the visiting room may be used if this is acceptable to the Attorney/Inmate. If the attorney or inmate requests a more private area, the first floor classroom shall be utilized for the Attorney/Inmate visit.
 - c. All attorneys requesting special visiting accommodations may be asked to provide appropriate credentials such as a Mass Bar Association Card or other documentation giving him/her attorney privileges and complete a visiting form.
3. Any visitor requesting to breast-feed their child will be afforded the opportunity to do so in a private area. The designated area will be the alcove located at the Control Center. The Shift Commander will designate an officer to escort the mother and baby to that private area. A chair will be provided and any further assistance required may be requested from the Shift Commander. Upon conclusion of breast feeding, an appropriate search shall be conducted in accordance with 103 CMR 483.07 (3)s.

II. Department Standards for Institution Rules and Procedures (483.07)

A. Visiting Hours

Visiting hours at Pondville Correctional Center are as follows:

WEEKDAYS*

6:00 p.m. - 9:00 p.m.

*Note: No visits on Tuesdays and Wednesdays

WEEKENDS*

Saturday: 1:00 p.m. - 4:00 p.m. (Units 1-1, 1-2, 1-3)
6:00 p.m. - 9:00 p.m. (Units 2-1, 2-2, 2-3 and 2-4)

Sunday: 1:00 p.m. - 4:00 p.m. (Units 2-1, 2-2, 2-3 and 2-4)
6:00 p.m. - 9:00 p.m. (Units 1-1, 1-2, 1-3)

HOLIDAYS*

1:00 p.m. - 4:00 p.m.
6:00 p.m. - 9:00 p.m.

*Note: Visits are restricted to one visiting period on Holidays. Visitors may enter the building 15 minutes prior to visiting hours and shall leave the property promptly at the conclusion of visiting hours.

B. Special Restrictions

1. Due to space, visits are normally limited to two (2) adults and three children (under 18) per inmate, per visiting period. Inmates with more than three children shall write to the Superintendent for an exception as noted. Exceptions may be considered for compelling reasons and with sufficient prior notice request to the Superintendent's office via mail. A minimum of two (2) weeks notice must be given if the visitor has not been pre-approved through the Visitor Application (CMR 483 Attachment 1).

Inmates are only allowed one set of visits during their assigned time period. For example, if an inmate receives a visit(s) and they leave and the inmate is processed out of the visiting room, the inmate is no longer allowed to receive another visit during that assigned period.

2. All children (under 18) must be accompanied by an adult.
3. Children must be accompanied by the parent or legal guardian who has physical custody. Otherwise the minor must have the written consent of a parent or legal guardian who has physical custody. Written consent may be obtained by completing a Minor Consent Form (CMR 483 Attachment 2) and submitting it to the Superintendent. Upon the Superintendent's approval, the visit must carry the approved form and 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 can also be utilized when visiting with the minor. Minor Consent Form (CMR 483 Attachment 2) that have previously been approved at another institution will be accepted at Pondville Correctional Center. A copy of the approved minor consent form must be provided to Pondville for our files.
4. The Shift Commander reserves the right to limit the number or length of visits in the event of overcrowding or other restrictive circumstances.

5. The institution reserves the right to cancel any visiting period without prior notice due to emergencies, which may include inclement weather.

C. Inmate and Visitor Conduct

1. Inmates are not allowed in the visiting room until they have been paged by the Control Desk or the Visiting Room Officer.
2. Inmates are not allowed to meet visitors at the entrance to the facility, congregate on the second floor landing or escort visits from the visiting area when the visit has concluded.
3. Inmates who fail to report to a scheduled work assignment shall not be eligible for visits on the same day.
4. Inmates who have obtained a medical special order for bed rest shall not be eligible for visits on the same day.
5. Inmates are not allowed to visit during their scheduled work/program assignment.
6. Inmates receiving visits must also wear proper attire. This shall include, at a minimum, a shirt (no white t-shirts), pants and footwear. Sweatshirts that are not baggy or stained are allowed. The following will **NOT** be considered as presentable dress in the visiting area:
 - No altered or torn clothing;
 - Excessively baggy or tight clothing;
 - Sweatpants, Sweat-shorts;
 - Flip flops;
 - Hats;
 - Thermal tops worn as outer garments;
 - Undershirts worn as outer garments;
 - Jewelry other than wedding ring, religious medal or medical alert bracelet/necklace.
7. Visitors and inmates shall adhere to the following conduct guidelines 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 verbal warning, termination of a visit, or loss of 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 and furniture is not to be rearranged;
- e. No sitting with one person's legs crossed over another person's legs;
- f. Feet shall remain visible at all times;
- g. No lying across or sitting on another's lap. Exceptions shall be made for children eight (8) years of age and under, who may be allowed to sit on the accompanying parent/guardian's lap;
- h. When sitting, hands shall be in plain sight at all times;
- 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. No article(s), with the exception of food and beverage items as described in (n), shall be passed between visitors and inmates;
- l. 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;
- m. No cross visiting (visiting an inmate other than the specifically approved inmate) is permitted between inmates and visitors;
- n. If available, visitors may purchase a beverage or food item and deliver it to the inmate they are visiting. The visitor and the inmate shall not be permitted to share any beverage or food item at any time;
- o. At no time shall visitors and/or inmates be allowed to change seat, unless directed to or given permission by a visiting room staff member;
- p. Interactions between an inmate and the visitor of another inmate or between visitors are not allowed;
- q. Possession or use of tobacco or alcohol products is prohibited;
- r. Parents or legal guardians shall be responsible for an accompanying child's actions and behavior at all times. Children shall not be allowed to engage in disruptive behavior or to roam the visiting room or lobby unattended. This type of behavior may result in the termination of the visit;
- s. Visitors utilizing the restroom facilities in the visiting room may receive a personal search prior to entering the restroom and after use of the restroom. Failure to comply shall result in termination of the

visit and suspension of visiting privileges until reviewed by the Superintendent;

8. Inmates may not return to their room or go elsewhere within the facility, except for use of the bathroom in the holding cell, while on visits. Permission from the Visiting Room Officer must be obtained. Inmates leaving the visiting room shall receive an unclothed search prior to re-entering the visiting room. The holding cell shall also be searched.
9. Any disruptive action which threatens the security of the institution shall result in termination of the visit upon approval by the Shift Commander. Following such incidents, each Visiting Area Officer shall submit a written report to the Superintendent before completing his/her tour of duty at that post. All details concerning the reason(s) for termination of the visit shall be noted.
10. Passing money directly to an inmate is not allowed, and may result in termination of visit and/or suspension of visiting privileges. An inmate fund drop box is located in the control area for visitors to deposit checks or money orders for deposit into inmate accounts. Visitors shall be allowed to declare up to twenty dollars (\$20.00) per person, per visit for the purpose of purchasing debit cards to be used in the institution vending machines. Debit cards must be purchased prior to entering the Visiting Room. Once visitors enter the Visiting Room they are not allowed to leave to purchase another card. No cash is to be brought into the Visiting Room. A one-dollar bill is required to purchase an initial Debit Card. Debit cards will only allow a maximum amount of \$39.00 on the card.
11. Inmates are allowed to bring their debit cards into the visiting room. Visits are not allowed to give their debit cards to an inmate.
12. All institution visiting rules shall be enforced.

D. Inmate Photo Program

1. Inmates will be allowed to have two (2) pictures per visiting period with visits, if desired. The inmate will put a money slip in the Treasurer's Box located in the main corridor by 8am on Mondays (for the coming week). The money will be deducted from the inmate's account at a cost of \$1.50 per photo ticket.
2. A list of approved inmates will be submitted to the inmate Photo Program Coordinator by the Treasurer. Pictures that are requested to be taken without the presence of a visitor will be coordinated by the Photo Program Coordinator with the individual inmate.

3. The Visiting Room Officer will notify the Shift Commander to acquire the Inmate Photo Camera from the locked file cabinet in the Shift Commander's office. The Shift Commander or designee will then give the camera to the assigned inmate and the assigned inmate will take the photos in the visiting room on the far wall next to the door to the main corridor. This designated location shall be the only approved location for inmate photos. The Visiting Room Officer will inspect the designated area prior to the photos being taken and will ensure visitors not involved in the photo are out of the area.
4. The inmate assigned to the camera will then give the camera and all pictures (good and bad photos) to the Visiting Room Officer for review. This review will ensure the photo is appropriate in nature and that no suspected security threat group hand signals are present. The Visiting Room Officer will then return the camera to the Shift Commander's Office to be placed back in the secured file cabinet.
5. The Photo Program Coordinator will then schedule a time to print photos for the individual inmates. The Photo Program Coordinator will then initial and date the inmate's photo ticket then return the ticket to the Treasurer. The Treasurer will then log the date the photo was taken in the Inmate Photo Log Book.

III. Visiting Area Officer

- A. Responsibilities of the Visiting Area Officer shall include, but are not limited to:
 1. Maintaining safety and security;
 2. Enforcing the Department's regulation and the institution's procedures on visiting;
 3. Maintaining cleanliness and sanitation in the visiting room;
 4. Appropriately processing and providing all required information to visitors;
 5. Supervising the inmates and visitors.
- B. Inmates shall enter the visiting room through Control Center door only.

IV. Visitor Approval Process (483.10)

- A. Inmate/Visitor Approval Procedure
 1. Each inmate shall be allowed a maximum of ten (10) pre-approved adult visitors and an unlimited number of children (under the age of 18).
 2. Pre-approved visitors may consist of a combination of immediate family members and/or friends. All inmates must submit an Inmate Visitor Listing (CMR 483 Attachment 3) prior to the

facility processing any Visitor Applications (CMR 483 Attachment 1). Visitors need to complete the application in its entirety, include a copy of a photo ID and submit to the Director of Security. Incomplete applications will not be processed. Once the application has been processed, visitors will receive notification via email or letter of their approval/denial.

3. The Inmate Visitor Listing (CMR 483 Attachment 3) may be revised every 120 days utilizing the Inmate Visitor Listing Form (Attachment 3 to 103 CMR 483). During the months of March, July and November, inmates may submit their requests for changes within the first 15 days of the month to the Director of Security for processing. Inmates that transfer to Pondville Correctional Center from medium security can add two (2) additional visitors to their Visitors Listing within two weeks of arrival. If an inmate requests to delete a visitor from the Inmate Visitor Listing Form (CMR 483 Attachment 3), a new form shall be completed and submitted to the Director of Security. A Visitor Status Notification (CMR 483 Attachment 4) shall be completed and a copy forwarded to both the visitor and the inmate.
4. Visitors who have previously been approved to visit at another facility will be eligible to visit at Pondville Correctional Center without being required to fill out another Visitor Application (CMR 483 Attachment 1).
5. Visitors may not be placed on more than one (1) inmate's visiting list at the same institution or visit an inmate at another institution unless the inmate(s) are immediate family members of the visitor.
6. Inmate Visitor Listing Form (CMR 483 Attachment 3), Visitor Applications (CMR 483 Attachment 1) and Minor Consent Forms (CMR 483 Attachment 2) are located in the Inmate Library and in the main lobby.
7. Approval of visitors shall be at the Superintendent or designees discretion, in accordance with 103 CMR 483 Visiting Procedures, 483.10 (9), (10), (11).

B. Special Visit Requests

1. Exceptions to the visiting schedule, duration of visits, the number of people allowed to visit at one time, and/or other requests, may be considered under special circumstances. Such requests must be submitted at least two (2) weeks in advance in writing, via the Special Visit Request Form PCC 483 Attachment 5, to the Superintendent. Special visit approvals will be documented in writing and a copy will be sent to the requesting visitor, the inmate and placed in the Visiting Binder at the Control Center. Consideration for a special visit will be at the Superintendent's discretion.

2. If an inmate's immediate family member exceeds ten (10) and the inmate only has immediate family on their list, then the exceptions may be made to exceed this number, upon the written approval of the Superintendent.

C. Processing Applications

1. Upon receipt of a Visitor Application, the Director of Security shall review the application. An improper and/or incomplete application shall be returned to the individual submitting the application. The reason for the returned application shall be included as well as the need for resubmittal. No visitor application will be processed unless the inmate has submitted an Inmate Visitor Listing Form (CMR 483 Attachment 3).
2. After consulting with any necessary staff, the Director of Security shall make the final decision of approval/disapproval. Should the Director of Security have concerns with an application based on a background check, the application shall be submitted to the Superintendent for final approval/disapproval.
3. A criminal history background and Victim Notification Certification (VNC) checks of the potential visitor shall be conducted using the criminal justice information system (CJIS).
4. The CHRI Officer shall run all recertification checks on inmate visitors. If there are any positive checks, the CHRI Officer shall print and forward to the Director of Security for further processing.
5. If an application is approved or denied, the visitor's name and status shall be entered on the Inmate Visitor Listing (CMR 483 Attachment 3) which shall be maintained in the Visiting Binder at the Control Center.
6. The prospective visitor shall be notified in writing or via email of an approval or, in the case of a denial, the reason(s) for a denial, through the Visitor Status Notification Form (CMR 483 Attachment 4), within a reasonable period of time. The prospective visitor may appeal a denial in writing to the Superintendent. The inmate shall be notified in writing of whether the visitor has been approved or denied.
7. Reasons for denial may include, but are not limited to 103 CMR 483, Visiting Procedures 483.10 (7).
8. All copies of visitor applications shall be maintained in the institutional visitation file located in the Pondville ACA/Operations Office, clearly marked "approved" or "disapproved" with the signature of the Director of Security. A record of the names of all visitors admitted to the institution to visit inmates shall be maintained on the inmates visiting record in IMS. These records shall be maintained in

accordance with the Massachusetts State-Wide Record Retention Schedule.

D. Visits to Hospitalized Inmates

1. No one may visit an inmate temporarily confined in an outside hospital without the prior approval of the Superintendent.

E. Visits to Inmates in Disciplinary Status

1. Unless otherwise stipulated by a disciplinary sanction (i.e., loss of visiting privileges, room restriction), inmates with pending disciplinary matters or appeals may continue to receive visits as usual.

V. Identification and Sign-In Requirements (483.11)

A. Sign-in Procedures

1. Visitors shall proceed directly from their vehicle to the main entrance of the facility. Visitors are not allowed to wait in the parking lot for extended periods of time prior to their scheduled visits. If a visitor is observed in the parking lot or on state property before 5:30 pm during nighttime visits or 12:30 pm for daytime and holiday visits, they will be asked to leave. Repeated violations may result in the visitor's visiting privileges being suspended.
2. A visitor shall be required to produce identification, which, in the opinion of the admitting officer(s), 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 cards originating from any state or federal agency, including government employee identification cards and Immigration and Customs Enforcement documents. Prior to denying a visitor visiting privileges, or in cases in which the visitor's identification is questioned, the admitting officer shall notify the Shift Commander for final determination. Exceptions may be made by the Superintendent.
3. The visitor shall be checked for approval against the inmate's visitor listing.

VI. Smuggling Prohibited (483.12)

- 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. Upon entering, visitors must disclose to the admitting or searching officer(s) any article they are carrying on their person except the clothes that they are wearing. Anyone who attempts to carry in or out of the institution any article without the knowledge of the admitting or searching officer(s) may be subject to arrest and loss of visiting privileges.
- C. Each visitor shall be asked by the admitting officer, before entrance into the institution, if he/she has any weapons, cuff keys, medication, cell phones, electronic devices, pagers or other contraband. All weapons shall be given to the officer prior to entry to the institution. No weapon requiring a license in order to be lawfully possessed shall be returned to the visitor unless the visitor can show proof of license.
- D. The provisions of 103 CMR 483.12 (1) and (2) will be posted at the entrance of the institution.
- E. Any visitor who is barred from visiting due to the introduction of drug contraband or weapons shall not be eligible to visit a correctional facility again under any circumstances.
- F. Violation of any rule or regulation governing visits at Pondville Correctional Center may result in refusal of visiting privileges, termination from current or future visits.
- G. The Shift Commander has the authority to restrict or suspend visiting privileges pending review and/or appeal to the Superintendent.
- H. Visitors whose visiting privileges have been suspended are restricted from entering any Department of Correction facility prior to reinstatement of their visiting privileges. Application for reinstatement may occur upon expiration of the period of suspension, unless reinstatement has previously been determined to be automatic. Application is made to the facility Superintendent where the inmate currently resides.
- I. Visitors whose visiting privileges have been suspended may seek a review of the suspension or restrictions by the Superintendent by sending him/her a letter within fifteen (15) business days. The visitor's letter shall include a detailed narrative describing the incident and setting forth the reasons the visitor feels the suspension or restriction should be lifted. The visitor may also request an informal meeting with the Superintendent or his/her designee.

VII. Searches of Visitors (483.13)

- A. Visitors are allowed to bring in the following item(s) but must declare them to the processing officer. Items are to be carried in hand or in a clear plastic bag;

1. Engagement rings, Wedding rings/band, One (1) religious medallion, and medical alert jewelry;
2. 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. The visitor shall submit to the Superintendent for review written evidence, signed by a health care professional, documenting then need for such medication. Once substantiated, the Superintendent shall provide written approval to allow the visitor to enter the institution with the medication. The visitor shall be required to declare this medication and produce the Superintendent's written approval to the officer in charge of the visitor processing area prior to entering the visiting processing area every time he/she visits. 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 and made available to processing staff. The visitor shall be advised that he/she must obtain the required approval prior to his/her next visit. Visitors who have life-saving medication shall keep it on their person at all times. The officer shall note on the Medication/Medical Devices Form (PCC 483 Attachment 6) all medication upon entry and verify the presence of the same medication upon exit of the visiting room. The Medication/Medical Devices Form (PCC 483 Attachment 6) shall be kept in the Visiting Binder located at the Control Desk.
3. Infants - Two (2) plastic bottles with either formula, milk, water or juice, one (1) empty sippy cup, two (2) infant diapers and infant wipes in a clear plastic bag, one (1) blanket, (1) pacifier, two (2) plastic sealed containers of baby food, one (1) plastic spoon and one (1) bib;
4. A handkerchief;
5. Prescription eyeglasses (no case) and hearing aids.

ALL OTHER ITEMS REQUIRE PRIOR APPROVAL

- B. Upon entering the processing area, the visitor shall remove all items in his/her pockets. The officer assigned to the area shall inspect all items for contraband.
- C. All visitors may be subject to search using a handheld metal detector wand and/or other similar device. If a search of a visitor is needed, the visitor shall be escorted to the Administrative Area and the search shall be conducted just inside the entrance to the area.
- D. If during the course of a visitor search contraband is found, Shift Commander's shall adhere to 103 CMR 483.13 (6,7).

VIII. Visitor Conduct and Dress Code (483.14)

1. Visitor dress code guidelines shall be in accordance with DOC 501 - Institutional Security Procedures - Attachment VI - Visitor Dress Code Guidelines.