


<p>Massachusetts Department of Correction</p> <p><b>PONDVILLE PROCEDURE</b></p>		<p>Superintendent Approval Date</p> <p>1/15/2026</p>	
		<p>Reviewing Authority Approval Date</p> <p>3/20/2025</p>	
<p>Procedure In accordance with:</p> <p><b>103 CMR 483 Visiting Procedures</b></p>		<p><b>Internal Reviewing Authority:</b></p> <p><b>Deputy Superintendent Superintendent</b></p>	
		<p>ACA/PREA Standards:</p> <p>4-ACRS-2A-02; 4-ACRS-5A-16; 4-ACRS-5A-17; 4-ACRS-5A-18</p>	
		<p>Applicability: Staff/Inmates</p>	
<p>Attachments Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Library Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Public Access Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	

## **TABLE OF CONTENTS**

I.	Institution Visiting Rules and Procedures (483.06)	3
II.	Department Standards for Institution Rules and Procedures (483.07)	5
III.	Visiting Area Officer (483.08)	10
IV.	Visitor Approval Process (483.10)	10
V.	Identification and Sign-In Requirements (483.11)	12
VI.	Smuggling Prohibited (483.12)	13
VII.	Searches of Visitors (483.13)	14
VIII.	Visitor Conduct and Dress Code (483.14)	15
IX.	Inmate Video Visits Procedure	15

## **ATTACHMENTS**

Attachment #1	Special Visit Request Form	16
Attachment #2	Medication/Medical Devices Form	17
Attachment #3	Video Visits Procedure	18
Attachment #4	Proposed Terms of Agreement - Video Remote Sessions	22

**I. Institution Visiting Rules and Procedures (483.06)**

A. Address and Directions

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

2. Directions to the institution:

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 institution. Only vehicles with a valid handicap registration, or approval by the Superintendent or their 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 institution. Do not use spaces reserved for State vehicles or for staff members.
4. Visitors are not allowed to interact with inmates while they are in their cars or in the parking lot.

C. Visiting Rules

All visitors are responsible for being familiar with the Visiting Rules and Regulations and shall conduct themselves accordingly while visiting 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.

1. All Visitors and inmates are expected to abide by institutional rules and regulations and conduct themselves in a manner appropriate to a public place. The inmate and visitor(s) will sit opposite each other in a face-to-face fashion. The inmate will be seated in the chair located directly across from their visit. Both the inmate and visitor(s) shall keep both feet flat on the floor, maintaining a correct upright posture.
2. Visitors and inmates shall not engage in excessive physical contact (i.e. petting, fondling, prolonged kissing etc.) Inmates and visitors shall be allowed to hold hands, however, rubbing of hands, arms or legs of the other will not be permitted.
3. 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 and/or closed mouth kiss).
4. In order to maintain a pleasant atmosphere conversational voice volume is to be used. Any distracting loudness will not be permitted.
5. Inmates are not permitted to escort their visitor(s) to the vending machine or microwave. Inmates must remain seated. The exchange of debit/credit cards between visitors and inmates is strictly prohibited.
6. Staff shall document via an IMS incident report indicating visitor/inmate patterns of non-compliance after a verbal warning has been given to each individual.

7. At the completion of the visit, all inmates shall remain seated until their visitor(s) has departed the visiting room.

D. Personal Effects

1. All visitors are expected to leave ALL 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 at 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 one (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 them 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 may be conducted in accordance with 103 CMR 483.07 (3).

**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 Fridays

**WEEKENDS\***

Saturday: 1:00 p.m. – 4:00 p.m. (Last name beginning with A - J)  
6:00 p.m. – 9:00 p.m. (Last name beginning with K - Z)

Sunday: 1:00 p.m. – 4:00 p.m. (Last name beginning with K - Z)  
6:00 p.m. – 9:00 p.m. (Last name beginning with A – J)

**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 thirty (30) minutes prior to visiting hours and shall leave the property promptly at the conclusion of visiting hours.

**B. Special Restrictions**

- 1. Visits are limited to two (2) adults and no limitations on the number of children. The number of children accompanying any parent/guardian must be of a number that can be adequately supervised by the parent/guardian in the institution and a number that can be accommodated by the institution’s visiting room.

2. Inmates are only allowed one (1) 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.
3. All children (under 18) must be accompanied by an adult.
4. 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 (103 CMR 483, *Visiting Procedures* 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 (103 CMR 483 *Visiting Procedures* 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.
5. The Shift Commander reserves the right to limit the number or length of visits in the event of overcrowding or other restrictive circumstances.
6. 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 institution, congregate on the second-floor landing or escort visits from the visiting area when the visit has concluded.
3. Inmates are not allowed to visit during their scheduled work/program assignment.
4. Inmates receiving visits must also wear proper attire. The following clothing shall be worn by incarcerated individuals on visits:
  - a. Pants – blue or black dress slacks, blue or black denim (jean) pants only.
  - b. Shirts - white, blue, or black dress shirt with collar only.
  - c. Sweaters or sweatshirts

- d. Footwear – boots, sneakers, or shoes (footwear must be tied at all times);
- e. Belts – traditional belts (no torn material or shoelaces allowed as belts);
- f. Underwear – proper undergarments (under shorts, or thermal underwear and socks,) are required;
- g. Hats - Religious headwear only
- h. One (1) chain/necklace with one (1) religious medal attached to it.
- i. Wedding bands shall be the only item of jewelry to be worn while on a visit. The wedding band must be documented on each inmate's property card.
- j. All incarcerated individuals shall always be neat and clean in appearance while on visits.

The following clothing may not be worn by incarcerated individuals on visits:

- a. Watches
- b. Sweatpants
- c. T-shirts worn as the outermost piece of clothing (can be worn under a collared shirt, sweater or sweatshirt).
- d. Shorts of any kind (shorts may not be used as underwear, traditional underwear only).
- e. Double layers - No layering of clothing (i.e. thermals tops, thermal bottoms or gym shorts not allowed under clothes)
- f. Gloves, coats, and hats
- g. Altered clothing of any kind

5. Visitors and inmates shall adhere to the following 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 (1) 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 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 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. Prior to the personal search, the Shift Commander shall authorize the search and the visitor shall sign the Visitor/Staff Search Log (located at Control) acknowledging consent to the search. Failure to comply shall result in termination of the visit and suspension of visiting privileges until reviewed by the Superintendent.
6. Inmates may not return to their room or go elsewhere within the institution, 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.

7. 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 their tour of duty at that post. All details concerning the reason(s) for termination of the visit shall be noted.
8. Passing money directly to an inmate is not allowed and may result in termination of visit and/or suspension of visiting privileges. Visitors shall be allowed to declare one (1) debit or credit card per person, per visit to be used in the institution vending machines. No cash is to be brought into the Visiting Room.
9. Inmates are allowed to bring their debit cards into the visiting room. Visitors are not allowed to give their debit cards to an inmate.
10. All institution visiting rules shall be enforced.

D. Inmate Photo Program

1. Inmates will be allowed to have two (2) pictures taken 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 who 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 and 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 Logbook.

### **III. Visiting Area Officer (483.08)**

- A. Responsibilities of the Visiting Area Officer shall include, but are not limited to:
  1. Maintaining safety and security.
  2. Enforcing the Department's regulations 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 the 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 (103 CMR 483, *Visiting Procedures* Attachment #3) prior to the institution processing any Visitor Applications (103 CMR 483, *Visiting Procedures* Attachment #1). Visitors need to complete the application in its entirety, include a copy of a photo ID and submit the application to the Director of Security's office. 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 (103 CMR 483, *Visiting Procedures* Attachment #3) may be revised every 120 days utilizing the Inmate Visitor

Listing Form (103 CMR 483, *Visiting Procedures* Attachment #3). Inmates may submit their requests for changes within the first fifteen (15) days during the months of March, July and November to the Director of Security's office for processing. Inmates that transfer to Pondville Correctional Center from medium security can add two (2) additional visitors to their Visitors Listing within two (2) weeks of arrival. If an inmate requests to delete a visitor from the Inmate Visitor Listing Form (103 CMR 483, *Visiting Procedures* Attachment #3), a new form shall be completed and submitted to the Director of Security's office. A Visitor Status Notification (103 CMR 483, *Visiting Procedures* 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 another institution will be eligible to visit Pondville Correctional Center without being required to fill out another Visitor Application (103 CMR 483, *Visiting Procedures* 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 (103 CMR 483, *Visiting Procedures* Attachment #3), Visitor Applications (103 CMR 483, *Visiting Procedures* Attachment #1) and Minor Consent Forms (103 CMR 483, *Visiting Procedures* 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 (1) 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 (103 PCC 483, *Visiting Procedures* Attachment #1), to the Superintendent. Special visit approvals will be documented in writing and a copy will be sent to 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 an exception 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 (103 CMR 483, *Visiting Procedures* 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. All recertification checks on inmate visitors shall be conducted quarterly by a staff member designated by the Superintendent. Any positive checks shall be printed and forwarded 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 in the IMS database on the Inmate Visitor Listing (103 CMR 483, *Visiting Procedures* Attachment #3). An IMS copy of every inmate's approved visitors 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 (103 CMR 483, *Visiting Procedures* 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 or Superintendent. A record of the names of all visitors admitted to the institution to visit inmates shall be maintained on the inmate’s 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 on Disciplinary Status

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

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 institution. 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 8:30 and 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 in IMS.

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 they have 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 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 institution 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 institution 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 institution 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 them 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 their 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 their 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 they visit. 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 (1) 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 always keep it on their person. The officer shall note on the Medication/Medical Devices Form (103 PCC 483, *Visiting Procedures* Attachment #2) all medication upon entry and verify the presence of the same medication upon exit of the visiting room. The Medication/Medical Devices Form (103 PCC 483, *Visiting Procedures* Attachment #2) 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.
  6. ALL OTHER ITEMS REQUIRE PRIOR APPROVAL.

- B. Upon entering the processing area, the visitor shall remove all items in their 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 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)**

- A. Visitor dress code guidelines shall be in accordance with 103 CMR 483.14.

**IV. Inmate Video Visits Procedure**

- A. Video visiting shall be done in accordance with 103 PCC 483, *Visiting Procedures – Video Visits* (Attachment #3). All inmates must sign the Proposed Terms of Agreement for Video Visits (103 PCC 483, *Visiting Procedures* Attachment #4) prior to receiving video visits.

PONDVILLE CORRECTIONAL CENTER

**SPECIAL VISIT REQUEST FORM**

Inmate Name: \_\_\_\_\_ Commitment #: \_\_\_\_\_

Date Submitted: \_\_\_\_\_ Housing Unit: \_\_\_\_\_

A Special Visit Request form must be submitted to the Superintendent two weeks prior to the date of the visit. The following information needs to be included below: (date of visit, visitor(s) name(s) and relation to inmate.) Also include a compelling reason for request.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_ Modified: \_\_\_\_\_

Conditions/Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Reviewing Authority: \_\_\_\_\_ Date: \_\_\_\_\_

CC: Control Officer  
File

PONDVILLE CORRECTIONAL CENTER

**MEDICATION OR MEDICAL DEVICE(S) LOG**

<b>Visitor Name</b>	<b>Medication/Medical Device(s) Description</b>	<b>Pre-Approved by Superintendent (Yes/No)</b>	<b>Date</b>	<b>Time In</b>	<b>Time Out</b>	<b>Staff Signature</b>



### General Procedures for Inmate Video Visitation

Video visitation will be available to inmates at the Pondville Correctional Center to enhance visiting opportunities with family and friends. Below is the overview of the institution procedure:

- The hours for video visits shall be from 09:00 a.m. through 08:40 p.m. with visits ending at 9:00 p.m.
- There shall be no video visitations scheduled for count times. The count times are as follows.
  - 11:00 a.m.
    - No video visits scheduled between 11:00 a.m.-12:00p.m.
  - 4:30 p.m.
    - No video visits scheduled between 4:00 p.m. – 5:00 p.m.
- Inmates are limited to three (3) video visit per week.
- Only an approved visitor can schedule a video visit.
- Video visits can be scheduled for the following:
  - Twenty Minutes (20)
- Inmates must utilize the video visit phone station(s) located in the following locations:
  - Unit 1-3
  - Day room
  - 2<sup>nd</sup> floor Foyer
- Video visits will be monitored by staff conducting rounds during the shift and staff designated by the Superintendent or designee.
- In the event that a video visit is suspended due to operations (i.e. Code 99 etc.) an incident report on IMS shall be written by the Shift Commander or designee so that the proper reimbursement shall be made to the inmate. In the event there is a disturbance, IPS (if on site) or designee shall shut off any active visits within the institution. The Shift Commander shall authorize when the video visits shall be terminated.
- Inmates on loss of visit sanctions cannot receive video visits.
- Video Visitations with minors is permitted. When scheduled for a visit with a minor it is required that the parent or guardian be in attendance during the visit.

- Inmates who wish to participate in video visits shall sign the Proposed Terms of Agreement for Video Visits. The signed Proposed Terms of Agreement shall be kept on file in the inmate's six part.

### **Visitor Approval Process**

- All currently approved visitors must create a visitor account through Securus Technologies via the following website:  
[www.videovisitanywhere.com](http://www.videovisitanywhere.com)
- Any additions or removal of visitors to the inmate visitation list shall be done in accordance with PCC 483.10 Visitor Approval Process and approved by the Director of Security. Other approval requests may be considered on a case by case basis.
- Visitors must meet the following eligibility requirements in order to participate in video visitations:
  - Visitors must be on the inmates approved visitation list and approved to visit in accordance with 103 CMR 483 Visiting Procedures. If the visitor is NOT on the inmates approved list the video visit will be rejected.
  - Visitors barred from entering any Department of Correction institution will not be approved video visitation.
  - All visitors are required to upload a state/government issued photo identification along with an acceptable picture during account setup.
  - Minor shall not be allowed to create an account and may only participate in a video visit if accompanied by a parent or guardian in accordance with DOC policy/procedure.
- Exceptions to the visiting schedule and duration of visits, and/or other special requests can be approved under special circumstances. Such requests must be submitted in writing to the Superintendent. Special visit approval will be documented in writing and a copy will be sent to the requesting visitor, the inmate, and DOS.

### **Visitor Scheduling Process**

- After successfully creating a visitor account through Securus, the visitor is responsible for scheduling a visit time with the inmate.
- Visits can only be scheduled a minimum of 48 hours between the current date and the date of the visiting period being requested.
- Once the visit has been scheduled by the visitor, ACA/Operation Assistant or staff member(s) as designated by the Superintendent will screen potential visitors, and will approve or deny visit between a potential visitor and an inmate. Visitors will be screened to ensure the visitor is not barred from visiting inmates at Pondville Correctional Center.
- Once the video visit is confirmed, the inmate will be responsible for checking the video visit terminals daily to see if they have a video visit scheduled. Inmates will be able to see the date/time of visit and location of terminal that is to be used for the visit.

- Emails will be generated and sent to the account holder by Securus when a visit is approved.
- Inmate will be responsible to call on the date/time scheduled.
- Video visit issues for friends and family shall be directed to Securus via the Securus website/help line.
- In the event that a scheduled video visit needs to be canceled, this shall be done through a staff member(s) as designated by the Superintendent.

### **Video Visitation Rules and Regulations**

#### **Any violation of the Rules and Regulations may result in termination of video visitation, possible loss of visit privileges and Disciplinary Action.**

- Nudity, sexual conduct, weapons, drugs and tight fitting or provocative clothing is prohibited. Any illegal activity will be reported to local law enforcement.
- Any use of alcohol, smoking of any kind or use of any illegal substances
- Video visits shall NOT be recorded or screen shot during the visit. Screen shots or video taping of the visit is grounds to termination and bar visitor.
- Visitor Conduct and Dress Code shall be adhered to as outlined in 103 CMR 483.14 – Visitor Conduct and Dress Code for both inmates and visitors throughout the video visitation.

**PONDVILLE CORRECTIONAL CENTER**

**PROPOSED TERMS OF AGREEMENT**

**FRIENDS AND FAMILY – VIDEO 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.

Pondville Correctional Center reserves the right to deny, cancel or terminate a video session prior to or during a video session based upon misconduct of either party. Pondville Correctional Center 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 Pondville Correctional Center personnel. Your use of this video system constitutes consent to this recording and monitoring.

**Video Visitation Rules and Regulations:**

**Any violation of the Rules and Regulations may result in termination of video visitation, possible loss of visit privileges and Disciplinary Action.**

- Nudity, sexual conduct, weapons, drugs and tight fitting or provocative clothing is prohibited. Any illegal activity will be reported to local law enforcement.
- Any use of alcohol, smoking of any kind or use of any illegal substances.
- Video visits shall NOT be recorded or screen shot during the visit. Screen shots or video taping of the visit is grounds to termination and bar visitor.
- Visitor Conduct and Dress Code shall be adhered to as outlined in 103 CMR 483.14 – Visitor Conduct and Dress Code for both inmates and visitors throughout the video visitation.
- **ONLY** the inmate approved for the video visit is allowed on the screen. No additional inmates can participate in the video visit.

---

INMATE NAME (PRINT)

---

INMATE SIGNATURE

DATE

---

STAFF SIGNATURE

DATE