

**DEPARTMENT OF CORRECTION  
MCI-FRAMINGHAM**



**Welcome to MCI-Framingham's  
Information Portal**

**INMATE HANDBOOK**

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#### Attachments:

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1) **INTRODUCTION**

- a) All staff at MCI Framingham is dedicated to providing all inmates with quality care. This Inmate Handbook is designed to provide important information regarding the institutional rules and regulations as well as the numerous programs and services available at MCI-Framingham, so that the inmates are able to take full advantage of all opportunities offered to them. It is impossible to address everything through this handbook; therefore, inmates with additional questions are encouraged to speak with Unit Team staff.
- b) The term “inmate” refers to all individuals housed here at MCI Framingham unless otherwise stated.
- c) All institutional rules and regulations are posted in the housing units and in the Library; take the time to read them. If you have any trouble understanding this information, consult with a member of the Unit Team for clarification. All policies and procedures to which inmates have access are located in the main Library for your review.

2) **ADMISSION**

- a) All inmates requiring medically supervised withdrawal will be housed in designated rooms in the Health Services Unit. Inmates who qualify for the First Step Program will be transferred to the Brewster building after they are medically cleared. Inmates who do not qualify for the First Step Program will be transferred to another unit after being medically cleared.
- b) Upon admission, an inventory will be taken of money and valuables. Property which belongs to an incoming inmate shall be forwarded to the Property Officer for inventory documentation. Items authorized for retention by the inmate shall be readied for delivery to the inmate after inventory. Upon delivery of the approved property to the inmate, the Property Officer shall provide the inmate with a receipt. Property not authorized for retention shall be deemed contraband and will be temporarily stored in the property storage area until its disposal in accordance with 103 CMR 403.15.
- c) Intake procedures include a medical screening, photograph, and one (1) collect phone call. Fingerprinting will be conducted for sentenced inmates only. The Correction Officer (CO) will collect important information regarding immediate family members, including children, and emergency phone numbers. There are programs available for parents including DCF visiting coordination. If you have not yet provided this information, see the Correctional Program Officer (CPO) in your unit to update your Inmate Management System (IMS) record. Eyeglasses will be taken, checked, and returned if they meet policy guidelines. Contact lenses that are not colored may be retained if deemed medically necessary by a medical professional. Any contacts that alter the eye’s ‘natural appearance’ will be taken and placed in Property to be picked up by someone on the outside or returned upon your release, per property policy.

**All property that an inmate enters the facility with will be identified as either items that are authorized to remain at the facility, or as contraband. The inmate will be provided with written notice of this, and will normally have sixty (60) days to remove the contraband property.** For further information, consult 103 FRA 401: *Booking and Admissions* and 103 FRA 403: *Inmate Property Procedures*, which are available in the Inmate Library.

3) **ORIENTATION**

- a) Orientation for newly committed inmates is held on a weekly basis in the Old Administration building and attendance is mandatory. All inmates who are newly admitted, as well as those inmates returning from lower security or parole, are probation violators or returns from escape, must attend orientation. Failure to attend may result in disciplinary action.
- b) Topics covered during orientation include, but are not limited to: disciplinary procedures, programming, sentencing, date computation, parole, work assignments, canteen, property, medical and mental health access, HIV/STD, PREA, visitation, inmate to inmate correspondence, recreation, housing regulations, institutional rules and regulations, mail, inmate counts and mass movements, fiscal overview, prohibition of smoking, security threat groups, religious services, and classification overview. There will also be a Q & A session.

#### 4) **INTAKE/PROGRAM REFERRALS**

A CPO will interview all newly committed inmates and ask questions regarding their immediate needs. For sentenced inmates, program referrals will be made by using a Pathway Assessment (see section 26 for more details) or the intake process, based on the responses provided and length of time to serve. If at any time during incarceration an inmate would like to get involved in available programming, they should see the CPO in their unit to discuss their options. It is during the Pathway Assessment, or the intake process, that inmates are identified as parents; if necessary, they will be referred to Family Preservation staff. For more information regarding program opportunities at MCI-Framingham, please see the Program Description booklet that is available in the Library and with your unit CPO.

#### 5) **TRANSLATION SERVICES**

The staff at this institution may utilize the Lionbridge Interpretation Services to communicate with inmates who do not speak English. Inmates who need this service may request it through their unit CPO. This service must be utilized for classification boards, medical appointments, and disciplinary hearings. Inmates are not allowed to translate for each other during these procedures. Please refer to DOC policy 103 DOC 488 *Telephonic Interpreter Service* for more information.

#### 6) **CLASSIFICATION**

The purpose of the 103 CMR 420 *Classification Policy* is to establish rules and procedures which govern the Department of Correction inmate classification system. The primary goal of the Massachusetts Department of Correction Classification process is to provide a systematic means by which the security requirements and programming needs of inmates are assessed.

- (1) Non-sentenced inmates will not see the Classification Board until after sentencing. Only those inmates serving over 90 days will be seen by the Classification Board.
- (2) Inmates are scheduled to see the Initial Classification Board within 90 days of their commitment to MCI-Framingham. Inmates are seen annually thereafter.
- (3) Inmates will be notified of their Classification hearing date and are expected to attend and participate in every classification hearing.
- (4) A copy of the Classification policy, the Objective Point Based Classification Manual, and classification tool are available in the Inmate Library.

#### 7) **UNIT TEAM**

This institution has a Unit Team component that consists of: the Unit Team Captain, Unit Team Lieutenant, CPOs, and COs. The Unit COs and the Unit CPO are able to address the vast majority of your daily-living issues. If these staff cannot resolve the issue, the Unit Team Lieutenant will be able to address it.

#### 8) **ACCESS TO MANAGEMENT**

Inmates have direct access to Department Heads and Administrators during "Access to Management". This is the time allotted for inmates to discuss relevant issues with the appropriate staff person. In attendance are the Superintendent, Deputy Superintendents, Director of Classification and Treatment, Treasurer, Health Services Administrator, Records Staff, the Director of Security, Parole, IPS, Notary Public, Mental Health Representative, the Unit Team Captain, Unit Team Lieutenant, and Property Officer.

Staff access will normally be held outside the Old Administrative Building, or in the gym (during inclement weather) at 12:00pm on Wednesdays.

#### 9) **INSTITUTION RULES AND REGULATIONS**

- a) All inmates are expected to adhere to the rules and regulations of the institution and to obey the specific rules of their housing unit. Below is an overview of the rules and regulations that inmates are responsible for while at MCI-Framingham; the rules and regulations are also posted in the housing units. All inmates will be held

accountable for obeying these rules; failure to do so may result in disciplinary action. Any questions about a specific rule should be addressed to a member of the Unit Team.

**b) Standing Counts**

- (1) Counts are a very important part of the institution security. Infractions of the regulations pertaining to counts are serious, and repeat infractions will be dealt with severely.
- (2) Standing counts occur four times each day:
  - 6:00 AM
  - 11:15 AM
  - 4:30 PM
  - 9:30 PM
- (3) An inmate movement will be called so that all inmates will be able to report back to their housing units for a major standing count. When the CO announces “5 MINUTES TO COUNT,” all inmates should be secured in their designated rooms, appropriately dressed, and with the doors closed. When the CO announces “COUNT TIME,” all inmates are required to stand by their bunks facing the door with their IDs visible for the counting CO. Lights must be turned on. Inmates may not participate in any activity such as reading or the playing of radios or televisions while count is in progress. It is your responsibility to be clearly visible and in place during all counts.
- (4) In the event of an *emergency count* being called, inmates are expected to adhere to the same guidelines as listed above for a regular standing count.

**c) Movement**

- (1) Inmates must wear their inmate ID (with photo facing out) and movement pass attached by the provided clip to the upper left quadrant of the outermost garment that is being worn. The movement pass should be placed behind the inmate ID with the unit name facing out.
- (2) Inmates must utilize the Pass System upon exiting/entering the housing unit. Inmates are responsible to ensure they are at the location designated in the housing unit. Inmates are to move their assigned white card to their destination on the unit accountability board when “prepare for movement” is announced. Upon reporting to their destination after the movement is completed, the inmate is required to move their unit color card from their inmate ID clip to the area’s accountability board.
- (3) Inmates are to remain in their housing units until movement is announced. Movements occur for a five-minute period every hour according to the schedule posted in the unit. Inmates are required to follow the movement procedures that are posted in the housing units. There is no movement during freeze counts, emergencies, and shift changes. Five-minute movements to and from the unit shall be orderly and quiet.
- (4) Any inmate who is permitted to use the elevator in the Smith building, as clinically ordered by a medical professional, may move at the elevator movement; this movement is designated to give those with some limited mobility additional time to get to appointments and programs.
- (5) Inmates who are in areas other than where they are signed out to be are considered out of place and will receive a disciplinary report.

**d) General**

- (1) Inmate identification cards shall be worn in a visible manner at all times. No inmate is to be in possession of another inmate’s ID at any time, or have more than one ID in their possession. Inmates must not deface or mutilate their ID cards. Inmates are responsible to immediately report to staff any lost or damaged ID. Lack of an ID will result in the inmate being restricted to their unit. Inmates are to report missing or lost ID cards and movement passes to security staff for replacement.
- (2) When leaving the institution, e.g., on a court or hospital trip, inmates may only bring legal documents and their Medical Test ID number with them. Inmates returning from a trip who are in possession of any additional items will have those items confiscated as contraband, and the incident may result in disciplinary action for the inmate.
- (3) Inmates who are released from their units for outside trips are to report immediately to Admissions. The only exception is for those inmates who require medication prior to leaving the institution.
- (4) Inmates are not allowed to have weapons in their possession. Weapons include, but are not limited to: ordinary items which have been altered from their original state, broken glass, and razor blades. A weapon can be any item that is being used in a manner that is not proper usage.
- (5) Horseplay is not allowed anywhere at any time.
- (6) Hair styling is not allowed anywhere in the facility other than in Cosmetology by appointment only.

**e) All Housing Units**

All inmates are held responsible for the housing unit general rules listed below. In addition, all inmates are also responsible for the rules specific to the housing units in which they reside.

- (1) Inmates are not allowed to change their cell or bed assignment without authorization. Inmates who are requesting a cell change shall do so by filling out a Cell Change Request form and give it to the Unit Lieutenant for approval. A cell change request cannot be resubmitted within six months.
- (2) Only one inmate at a time is allowed to enter the CO's post area with the CO's permission. Inmates are not allowed in the Officer's bathroom or behind the CO's desk except when cleaning them.
- (3) Inmate schedules will be posted by 7:15 AM. Inmates are responsible to check the schedule for their scheduled appointments for the day.
- (4) Inmates must be dressed appropriately by 8:00 AM. Inmates will not be allowed to lie or rest under sheets or blankets after 8:00 AM.
- (5) Inmates are not allowed in any other room or corridor other than their own. All visiting will take place in the dayroom.
- (6) During an emergency, inmates are to follow the instructions of the Unit CO.
- (7) Banging/knocking on doors/windows, running, yelling, or throwing items is not allowed.
- (8) All cells, common areas, property, and inmates are subject to search at any time. Inmates are responsible for anything and everything (including contraband) found in their cells.
- (9) Inmates are not allowed to be in possession of state food in their room or on their person, unless medically authorized to do so.
- (10) Inmates are not to be near the door of, speak to, or pass any item to an inmate who is on Room Restriction.
- (11) Inmates are not to bang on adjoining cell walls or talk to other inmates through adjoining walls or vents.
- (12) Inmates must maintain good personal hygiene. The shower schedules are posted in the units.
- (13) Any inmate who has been identified as Gender Non-Conforming (GNC) will be afforded the ability to shower separate from the general population. Although GNC inmates will have the option of showering prior to the population's approved schedule, this does not prohibit their use of showers during the population's approved schedule.
- (14) Only one inmate may occupy a shower stall or bathtub at a time.
- (15) Inmates may not retain cleaning supplies in their cells. All supplies must be turned in to the Unit CO upon completion of use.
- (16) Toiletries, personal belongings, and/or trash are not to be left in any common area of the unit; if found, these items will be confiscated and disposed of.
- (17) Inmates may not sit, lie, or sleep on any floor of the housing unit. Mattresses, blankets, and pillows are not allowed on any floor of a housing unit.
- (18) Only one inmate may use the phone at a time. The use or possession of another inmate's PIN number/sheet is prohibited and will result in a disciplinary report.
- (19) The dayroom television will not be available for use prior to 8:00 AM or after 9:00 PM daily. During cleaning hours and count times, the television will be turned off.
- (20) All unit games are to be returned to the dayroom bookshelf prior to counts and curfew.
- (21) Inmates are not allowed to put their feet on tables or chairs, sit on the arms or backs of furniture, sit on tables or counters, or lay on the couch. Inmates may not move any furniture in the dayroom without the permission of the Unit Team Lieutenant or Unit CO.
- (22) The kitchen will be closed at 8:30 PM each evening and all trash must be removed from this area and rooms for 8:45 PM pick up. Kitchen will reopen at 8:00 AM or at the Unit Officer's discretion.
- (23) All showers will be locked for the evening at 9:00 PM.
- (24) All inmates are responsible for keeping all common areas (shower, kitchen, utility, and dayroom) clean at all times.
- (25) Any unit refrigerator is to be kept clean at all times. Use of the freezer is not allowed. The following items are allowed in the refrigerator and must be properly labeled with name and ID number:
  - Properly labeled food items in clear bowls with lids purchased through canteen
  - Properly labeled drink items purchased through canteen
  - Properly labeled authorized dietary snack/drink to be consumed by 9:00 pm
  - Properly labeled garden vegetables for inmates participating in the garden program to be stored in clear bags and labeled 'summer only'

The following items are not allowed in the refrigerator:

- Leftover food items from daily meals to include milk. All food should be consumed during the meal or discarded as required.
  - Storage of any kind in paper bags (exception will be for dietary snack/drink)
  - Storage of packaged canteen food items and condiments (unless in bowls as indicated above). Canteen food/condiment items at MCI-Framingham do not require refrigeration.
- (26) Eating and drinking is restricted to inmate cells only.
  - (27) Inmates are to use only the footlocker assigned to them.
  - (28) Hair brushing, braiding, and styling are only allowed in the inmate's cell. No hair brushing, braiding, or styling in the dayroom is allowed. Haircutting, perming, and styling are allowed in the Hair Salon by appointment only. Inmates are not allowed to style each other's hair.
  - (29) All inmates shall go to the serving room for meals. No meals shall be delivered to the unit unless authorized.
  - (30) Bright lights will be turned on at 6:00 AM and will remain on until 10:30 PM.
  - (31) Dayroom closes at 9:00 PM.
  - (32) Noise is to be kept at a minimum.
  - (33) Inmates are not allowed in any room but their own. There is no congregating in the doorways.
  - (34) Access to the Old Ad for programming, library, recreation, and education shall be determined by housing unit and posted schedule.

**f) Brewster Building**

All inmates are held responsible for all general housing unit rules. In addition, all inmates in the Brewster Units shall adhere to the following rules:

- (1) During standing count, inmates may not use the unit bathroom. Once the unit count has cleared, inmates may use the bathroom with the permission of the Unit CO. During these times inmates are not allowed to wash-up and/or brush teeth, or apply makeup, etc.
- (2) Inmates may not loiter in the foyer, stairwell, or walkway area.
- (3) Chairs are to be stacked in the dayroom up against the wall when not in use and during count times, cleaning hours and curfew.
- (4) Due to the lack of availability of electrical sources, personal televisions will not be allowed in the unit.
- (5) Between the hours of 9:30 PM and 7:00 AM only one inmate at a time may enter the bathroom area.
- (6) Any awaiting trial detainee housed in the Brewster Building is required to pack their property and strip their beds each time they leave the institution on any type of trip.

**g) Smith Building Units**

All inmates are held responsible for all general housing unit rules. In addition, all inmates in the Smith Building units shall be responsible to adhere to the following rules:

- (1) All inmates must sleep with their head uncovered at the end of the bed closest to door to ensure visibility to the overnight CO who is conducting count.
- (2) Items may be attached to the walls in the inmate cells of the Smith Building housing units in the designated area.
- (3) Inmates may not congregate at the entrance of the unit, foyer or near or around the officer's console.
- (4) All inmates must shower on the same tier as their assigned room. Exceptions require approval from Unit CO.

**h) Health Services Unit**

All inmates are held responsible for general housing unit rules. In addition, all inmates in the Health Service Unit shall be responsible to adhere to the following rules:

- (1) Toiletries and supplies shall be provided while in the unit.
- (2) Inmates may not communicate with others placed in the security rooms.
- (3) Inmates are not allowed in the laundry or storage rooms.
- (4) Inmates will pack their personal property and give it to the Unit Officer when they are going to court or any other outside trip.

**i) Room Decorum Standards**

- (1) Inmates may be permitted to decorate their cells and/or sleeping quarters as long as their decorations do not conflict with the institution's requirements for safety, security, identification, and hygiene. Decorations shall be displayed in a manner that does not prohibit or delay the effective search of the room or living

- quarters. The Superintendent may limit the size and number of items, as well as the location to display them.
- (2) In general population, pictures and cards are restricted to an outlined gray area in a 3' by 4' block wall space. No items may be suspended from the ceiling, attached to other wall areas, ceiling, or furniture. Pictures displayed in inmate rooms must be in good taste. Items displaying sexually explicit nudity, alcohol, drugs, weapons, or anything derogatory toward race, creed, color, national origin, or obscene language and/or gestures are not allowed. Collages are not allowed.
  - (3) Providing that items comply with 103 DOC 400.02 (2)I, they include, but are not limited to:
    - a. Photographs
    - b. Cards
    - c. Magazine/newspaper pictures and articles
    - d. Drawings
    - e. Calendars
  - (4) The following items are not permitted to be displayed:
    - a. Anything that is prohibited by 103 CMR 481 *Inmate Mail*.
    - b. Semi-nude, scantily clad, and/or sexually suggestive material.
    - c. Material that can be considered offensive or otherwise discriminatory in the workplace.
    - d. Material that is deemed to be divisive between groups or individuals.
    - e. Material that supports or promotes any violation of the 103 CMR 430 *Disciplinary Proceedings*.
  - (5) The following are additional housing decorum standards:
    - a. One cubic foot of reading and writing materials may be stored neatly on the desk, a designated shelf, or in the wardrobe closet or footlocker.
    - b. Plastic or paper bags are not allowed to be used as trash receptacles. Trash is to be stored in proper receptacles supplied by the Unit Team.
    - c. Canteen items and cosmetics will be stored neatly in the assigned footlocker.
    - d. Do not store canteen items on the windowsill or under the bed on the floor. Cups, bowls, and utensils will be cleaned and stored neatly in the footlocker. Excessive or stockpiling of canteen will not be allowed.
    - e. Cosmetics are limited to 15 items per the 103 CMR 403 *Inmate Property* policy.
    - f. Footlockers shall be closed and locked when not in use. Nothing shall be placed on top of footlockers.
    - g. Rooms are to be clean and inspection-ready at all times. Cleaning supplies will be available on a daily basis. Beds must be made by 8:00 AM. Rooms must be neat, clean, and in compliance at all times. Each inmate is responsible for the condition in which their room is found.
    - h. Curtains or coverings are not allowed on the doors, windows, or any other common areas.
    - i. Sheets, blankets, and towels shall not be used for any other purpose than their intended use.
    - j. Turn off fans, lights, radios, television sets, and hot pots when leaving the room.
    - k. Appliances will be placed flat on inmate desks. Appliances will not be propped up or hung on anything. Televisions must be placed on the TV stands provided.
    - l. Rugs, craft items/projects, and decorative materials are not allowed for retention. Floor coverings are not allowed in the unit.
    - m. Plastic buckets, wood items, plants, animals (except for service dogs), cardboard boxes, and plastic bags are not allowed in inmate cells. The accumulation of containers without original contents and paper bags is also prohibited. These items will be confiscated and disposed of.
    - n. Obstructing or securing of any unit doors from the inside is strictly prohibited. Doors must be closed or flush against the wall.

**j) Yard**

All inmates are held responsible for general institutional/yard rules:

- (1) Only inmates housed on the compound are authorized to access outdoor recreation in the compound yard.
- (2) Prior to entering any compound yard, inmates will affix the assigned movement card to the movement board, and their ID card with the photo side of the ID card facing forward to the upper left quadrant of the outermost garment at all times.
- (3) Inmates are not allowed to congregate near any housing unit, including their own. This includes the steps and front walkway outside each unit. Inmates are not allowed to approach or enter any housing unit other than their own unless authorized to do so by staff. The areas between units, where the exit doors are located, are "OUT OF BOUNDS" to inmates.

- (4) Inmates in ATU West, ATU East, and Newline will access outdoor recreation in their respective unit's yard and are restricted to their respective yards. Inmates from another unit are not permitted to access another unit's yard.
- (5) When an emergency exists while inmates are in the yard, follow the procedure instructions given by the yard COs.
- (6) SIDEWALKS: Inmates are not allowed to congregate on the sidewalks. Sidewalks should remain clear for staff to respond in the event of an emergency.
- (7) PICNIC TABLES: Inmates are to sit at the tables, facing in, with their feet flush on the ground. Straddling, sitting backwards or on the top of the table is not allowed. No sitting, squatting, or lying on the ground in the yard.
- (8) No food, drinks, cups, containers, or water bottles are allowed in the yard unless medically required.
- (9) Inmates are not allowed to bring their own recreational activities, such as games, playing cards, etc. to the yard. All recreational equipment can be signed out at the officer shack in the yard.
- (10) No hair products, brushes, combs, and/or other styling items are allowed outside the unit. Inmates are not allowed to braid or style each other's hair in the yard, as noted above hair is only to be done in the salon
- (11) Tablets and Walkman radios are permitted for use in the yard, gym, weight room, and recreation room.

**k) Recreation**

- (1) The Recreation Department at MCI-Framingham consists of programming which is provided in multiple settings; a weight room, pool room, gymnasium, garden area, and compound yard.
- (2) Recreation provides opportunities for inmates and detainees to participate in individual and team activities to include: handball, volleyball, kickball, walking groups, basketball, badminton, yoga, aerobics, circuit-training classes, and various board and card games.
- (3) Inmates are encouraged to review the MCI-Framingham *Recreation and Leisure Handbook* for specific rules as they apply to use of recreation areas and activities. The handbook is available in the library as well as in the recreation room.
- (4) In addition, the recreation department provides a recreation box of materials which is held in the officer shack located in the compound yard area. The recreation box contains board games and cards that may be signed out by the inmate population during yard recreation. Requests can be made to add games to the selection.

**l) Property**

The following are general rules and regulations regarding an inmate's property. More information on the inmate property policy can be found in the inmate library by locating the 103 CMR 403 *Inmate Property* policy.

- (1) Inmates are allowed to have in their possession 1 watch, 1 chain with a religious medallion, and a wedding band (proof of marriage required). Any other additional jewelry items are not allowed and will be confiscated.
- (2) Inmates may not possess any item(s) belonging to another inmate. Borrowing, lending, giving or taking of items between inmates is not allowed. All items will be confiscated and may result in a disciplinary report.
- (3) Inmates may only use items in their possession in the manner they are intended to be used.
- (4) All property and clothing will be stored in the locking storage areas provided. Dirty laundry will be placed in laundry bags. Clothes are not to be hung anywhere in any room. Property will not be allowed to be stored on inmate beds.
- (5) Baseball-style hats, or any hat with a bill, shall be worn with the bill in the front, not on the side or backwards. Hats shall not be worn indoors.
- (6) Prior to release, all property must be brought to admissions. The Property Officer will compare the inmate's property items presented to the property inventory sheet. If an inmate does not have all of the items, the release will be held until all items have been accounted for. **DO NOT GIVE AWAY PROPERTY!**
- (7) Inmates will be allowed to purchase property according to specific schedules posted in each unit. All contraband and excess clothing must be disposed of prior to approval to make a purchase.
- (8) During the time you are pregnant or post-partum (6 weeks after giving birth), it is imperative that you wear only maternity clothing that was issued to you. Failure to comply with the property policy may result in disciplinary action.

**m) Appropriate Dress/Personal Expression**

All inmates are required to be appropriately dressed at all times. Please refer to the following:

- (1) Inmates are not to wear pajamas or nightwear in the dayroom or other common areas.
- (2) Inmates cannot wear thermals as outerwear.

- (3) Bare feet are not allowed in any area other than the cells. Shower shoes are to be worn in the showers only and are not to be used as sandals. Shower shoes are not to be worn in the common area or outside of the unit.
- (4) When dressing in rooms, doors are to be closed. Inmates are to be appropriately dressed at all times when out of their rooms.
- (5) Sleepwear and slippers are not considered appropriate dress.
- (6) Shorts shall not exceed three (3) inches above the knee.
- (7) Button-down shirts must be buttoned; no rolling of pant legs, shirtsleeves, or shirts; bare midriffs are not allowed.
- (8) All inmates wearing state issued clothing outside the housing unit must wear the complete uniform, pants and shirt, at all times.
- (9) Inmates may be permitted certain choices in personal grooming as long as their appearance does not conflict with the institution's requirements for safety, security, identification and hygiene.
- (10) Inmates MUST wear white t-shirts only as an undergarment.

**n) Laundry**

All inmate clothing is washed in the central institutional laundry. The schedule for each unit's laundry is posted on the bulletin board in each unit. Laundry service for personal and state clothing shall be provided by the institution according to MCI-Framingham laundry schedule. Items to be laundered must be placed in personal laundry bags. State linens and bedding are to be turned in separately to be laundered with the unit wash. All articles are sent to the inmate laundry at an inmate's own risk. Inmates are not to send sneakers/shoes to the institution laundry. **HAND WASHING CLOTHES IN THE UNIT IS PROHIBITED.** Clotheslines are prohibited in inmate cells.

**o) Smoking**

Smoking is not allowed in ANY state correctional facility. All tobacco products and tobacco related products and/or paraphernalia are considered contraband and any inmate found in possession of any such item is subject to disciplinary action. In addition, introduction of cigarettes, matches, lighters, or any other smoking-related paraphernalia may also result in a disciplinary action.

**p) Cell Phones and Cell Phone Paraphernalia**

Inmate use and or possession of any type of cell phone, other unauthorized electronic device, or other unauthorized electronic device paraphernalia (including cell phone chargers, chargers, SIM cards, and any other related products), is strictly prohibited and considered a serious security issue. Inmates found in possession of said items shall be subject to formal disciplinary action. Use and/or possession of cell phones or cell phone paraphernalia shall be considered a category 2 disciplinary infraction.

**10) LEGAL ISSUES**

Questions regarding sentence structure, release dates, or jail credits should first be addressed to the unit CPO. Speedy Trial requests are done shortly after admission on any outstanding cases by the Criminal History Records Information (CHRI) Unit. Any other questions regarding open legal issues can be referred to the Records Department during Access to Management hours.

**11) EARNED GOOD TIME (EGT)**

Inmates can earn deductions from their sentences through participation in work, education, and certain approved programs. Depending on their sentence structure an inmate may be eligible to earn up to 15 days per month (10 day max for county inmates, 15 for state sentences). For details on additional credits and EGT please see the 103 DOC 411. A deduction from sentence form will be issued yearly or within 90 days of release.

Please note: Sentences cannot be reduced lower than any applicable mandatory restriction as outlined by the respective statues of the Massachusetts General Laws. In addition, once your date is locked in the system no additional good time can be earned; this normally happens 90 days prior to release.

**12) INMATE FINANCES**

- a) All records regarding inmate fiscal transactions are maintained by the Treasurer's Office.

- (1) Inmates are not to have currency in their possession at any time. The transferring of funds between inmates is not allowed, nor is a person to send funds to more than one inmate.
- (2) Inmates with outstanding debts to the institution, or court-ordered fees, will have their accounts frozen until the debts have been paid.
- (3) Payroll statements are published once a week by the Treasurer's Office and are distributed by the unit CO.
- (4) Inmates who have been ordered by the court to pay child support will receive information regarding the Department's Child Support Enforcement Monitoring Program.
- (5) Inmates may only spend money available in their personal accounts. Money in savings accounts may be accessed for a compelling need only, and with the approval of the Superintendent via the Withdrawal from Savings Account form. An inmate must have a minimum of \$100 over the amount requested before a savings withdrawal will be considered.
- (6) Inmates are responsible to have their monies sent from other jails to MCI-Framingham.
- (7) Any issues or questions regarding the inmate account can be addressed to the unit CPO, the Treasurer during staff access hours, or by filling out an account trouble sheet and submitting it to the treasury department's mailbox.

**b) Secure Deposit Information:**

- (1) Deposits can be made via the internet at ACCESSCORRECTIONS.com, by utilizing the ACCESSCORRECTIONS.com app on a smart device, and by telephone by calling 866-345-1884.
- (2) Cash deposits can be made at Dollar General and Family Dollar stores by first registering at CashPayToday.com.
- (3) There are various fees for internet, phone, and cash deposits. These deposits should be available the next day.
- (4) There is a free deposit service for checks and money orders to be mailed with a deposit slip that can be found on ACCESSCORRECTIONS.com to: Secure Deposits, Massachusetts DOC, PO Box 12486, St. Louis, MO 63132. These deposits will be available within 48 hours of receipt.
- (5) All checks are subject to a 10-day hold by the vendor before being sent to the DOC.

c) For more specific information, you can review 103 CMR 405 *Inmate Funds* policy.

**13) INMATE CANTEEN**

- a) All commissary and clothing items may be purchased through Keefe Commissary Network. Keefe Commissary Network will also supply appliances and electronics. Price lists are available in each unit.
  - (1) Once inmates receive funds in their inmate accounts, they are able to order canteen items.
  - (2) Inmates are able to order canteen by use of the inmate kiosks that are in every housing unit.
  - (3) Inmates are to create passwords for their kiosk account, and are expected to keep that password private.
  - (4) Unless otherwise posted in the units:
    - a. Canteen orders must be placed by Tuesday by final downward movement.
    - b. Accounts are checked for funds on Tuesday mornings.
    - c. Inmate accounts are charged on Wednesday based on Tuesday night's balance.
    - d. Canteen pick-up is on Friday mornings.
- b) If any issues with the kiosks arise, please forward those questions to the unit CPO.
- c) These rules must be followed to obtain an order:
  - (1) All orders are distributed on Fridays. Inmates are to pick up their orders when their unit is called and inmates are to return to their housing unit immediately with their SEALED bag. Only inmates who were out of the facility on Friday will be able to pick up their orders on Saturday morning. In order to pick up canteen orders, inmates must have their inmate ID.
  - (2) Do NOT open the canteen bag until you're sure that the order is complete and that all the items that were purchased have been received. Once the seal has been breached, the order is to be taken as is. Canteen refunds may take up to three weeks to fully process.

**14) DISCIPLINARY PROCEDURES**

- a) It is in your best interest to become familiar with the rules and regulations of the institution. A copy of the *Disciplinary Policy* 103 CMR 430 is provided to you upon admission and is also available in the Inmate Library.

**b) Informal Disciplinary Procedures**

- (1) Informal reports are handled by the issuing employee. An informal report is an agreement between that employee and that inmate.
- (2) Informal handling of lesser offenses in accordance with existing practices is not precluded or discouraged by 103 CMR 430. When an employee reasonably believes that formal disciplinary action is not necessary, the employee may, with the approval and review of the employee's supervisor, within 24 hours issue a written warning or take other appropriate action and handle the matter informally.
- (3) When informal sanctions are imposed, the inmate shall be notified through an *Informal Sanction* form.
- (4) Informal sanctions are limited to one of the following:
  - a. Written Warning;
    1. One (1)-five (5) hours of extra duty to be assigned as needed by the Unit Officer;
    2. One (1)-three (3) days of room/unit restriction, to begin within 24 hours of the incident.
    3. One (1)-three (3) days of loss of a specified leisure activity, to begin within 24 hours of the incident.
  - b. Loss of Leisure

**c) Formal Disciplinary Procedures**

- (1) Disciplinary reports may be written by any staff member for any violation of institutional or departmental rules.
- (2) The disciplinary report is then given to the supervisor and then to the Shift Commander who reviews the report and may handle the matter informally in consultation with the reporting staff person, recommend dismissal to the Disciplinary Officer, or send the disciplinary report to the Disciplinary Officer for formal disciplinary action.
- (3) The Disciplinary Officer then makes the determination of the offenses and serves the inmate with the report.
- (4) The Disciplinary Officer has up to four (4) business days to serve a disciplinary report.
- (5) All formal matters are handled by a Disciplinary Hearing Officer with a formal hearing, where the inmate may have the opportunity to obtain representation and call witnesses.
- (6) The inmate has the option of accepting the finding and sanction, or appealing to the Superintendent (formal matters).
- (7) At the time an inmate is served a disciplinary report, they may waive their 24-hour notice of hearing and plead guilty to the charge(s).
- (8) The Officer serving the report will give the sanctions at this time and close the matter.

**15) TELEPHONES**

- a)** MCI-Framingham has a telephone calling system that includes the monitoring and recording of phone calls. An *Inmate Telephone System Number Request Form* must be completed to place calls not noted in *Section b* below. Failure to correctly fill in the required information will result in the form being returned unprocessed. All sections to include, but not limited to, your current housing unit and date must be completed. **Inmates shall complete their PIN sheet within the first 30 days of arrival.**

All numbers that can be dialed without a PIN are posted by the telephones for the inmate's use. Follow all prompts to make these calls.

- b)** Attorney phone numbers that are listed as privileged numbers must be to the attorney's office only. Attorney home numbers must be placed in the personal section and such calls are subject to being recorded. Requests to place the phone numbers of pastors, physicians etc. must be submitted to the IPS office.

Telephones for the deaf, hard of hearing, and speech impaired are available. These include the TTY, CapTel and Video Relay Services.

- c)** All inmates will be required to record their name on the inmate telephone system as well as create a 4-digit private code to access the telephone system. Once these steps are completed, along with the issuance of an institution generated PIN, you will be able to make telephone calls. Inmates are not allowed to utilize any PIN other than their own. The voice recognition system will not connect a call made by an individual using another inmate's PIN; disciplinary action will be taken if this occurs.

- d) Quarterly add/drop period is the first full week in January, April, July and October. This will be the time to add any additional numbers or change anyone's number on your current list.

## 16) MEALS

- a) Meals are served cafeteria-style in the Serving Rooms during the approximate hours of:
- |           |                  |
|-----------|------------------|
| Breakfast | 7:15 - 8:15 AM   |
| Lunch     | 11:30 - 12:30 PM |
| Dinner    | 5:00 - 6:00 PM   |
- b) Units are released for meals according to schedule from the serving room. Inmates are expected to go to meals with their unit, and inmates are to sit in the dining area where assigned by the CO. Inmates have 20 minutes to eat their meals. Once a meal is eaten, an inmate must leave the dining area. All inmate sporks are to be put in the assigned container within the view of a CO.
- c) Inmates having issues with medically ordered special diets may obtain a special complaint form from the Food Service Supervisor in the serving line.
- d) Any inmate requiring a diet specific to their religion may submit a *Religious Diet Request* form to the Director of Treatment. For more information on meals available, inmates should see the *Religious Service Handbook* located in the inmate Library.

## 17) MAIL

### a) **Regular Mail**

- (1) Mail is received at the institution every day except for Sundays and legal holidays. All incoming mail is searched for contraband prior to distribution. All mail is distributed on the day of its arrival at this institution.
- (2) Outgoing mail is to be placed in mailboxes provided in both the Old Admin Building and Smith Corridor during the lunch movement. The Mail Room Officer will pick up mail daily.
- (3) **All internal mail must have the inmate's full name and number.**
- (4) All outgoing mail must include an inmate's full name and return address. Letters from inmates must have a return address in the upper front left hand corner of the envelope that is completed as follows:  
Inmate Full Name, ID #  
P.O. Box 9007  
Framingham, MA 01701
- (5) All mail will be stamped by the institution with the following:  
*This correspondence is being forwarded from a Massachusetts Correctional Institution.  
The contents may not have been evaluated and the Department of Correction is not responsible for the substance or content of the enclosed material.*
- (6) All inmates are prohibited from possessing paperclips at any time. Inmates are prohibited from possessing staples in ITU.
- (7) No cards with glitter are allowed. Multilayered sealed cards and instamatic photos are also prohibited.
- (8) Any inmate requesting to send out non-privileged mail over 1.6 oz. (approximately the weight of 10 pieces of paper) via U.S. Mail must have prior approval from the Property Officers. These packages will be given to the Property Officer and will not be placed in the locked boxes designated for U.S. Mail. Any non-letter, cards, pictures must be mailed out via property, e.g., books, magazines, clothing, scrapbooks etc.
- (9) For more detailed information, review 103 CMR 481 *Inmate Mail*.

### b) **Legal Mail**

- (1) Legal mail is to be opened by a designated IPS Officer in the presence of the inmate and it will be checked for contraband. Inmate will be notified to report to the IPS Office to receive their legal mail, and upon receiving such mail the inmate is to sign the legal mail logbook.

### c) **Indigent Mail**

- (1) Indigent inmates shall be permitted to mail three (3) first-class letters each week, weighing one ounce or less, at the institution's expense. In addition, an indigent inmate shall be permitted to send an unlimited number of letters of any weight to any court official at the institution's expense. A charge shall not be

placed against future deposits to an inmate's account for the cost of postage and materials supplied in accordance with this section.

- (2) In order to be considered indigent you must meet the following criteria:
  - a. At the time of the request the inmate has, in all accounts to which they have access, a total amount less than or equal to ten dollars (\$10.00), plus the cost or fees sought to be waived; and
  - b. At no time for the sixty (60) days immediately preceding said request, have the inmate's accounts contained more than ten dollars (\$10.00) plus the cost or fees sought to be waived. For example, a request to waive \$5.00 on 4/1/19; inmate is considered indigent if, at no time since 2/1/19 the total in accounts has been more than \$15.00.

**d) Inmate to Inmate Correspondence**

- (1) All correspondence between inmates in any penal facility within the confines of the Commonwealth of Massachusetts must be approved by the Superintendents of both the sending and receiving institution. After completing the *Inmate to Inmate Correspondence* form it is to be returned to the inmate's Unit CPO for processing. The CPO will then deliver the form to the Superintendent for approval. When both Superintendents have approved the request the inmate will receive a copy of the form notifying them that they are permitted to correspond.
- (2) Approval will only be considered if the following relationship between the inmates is established: inmates are immediate family members, inmates are lawfully wedded spouse, or inmates are parties in a legal action in which both parties are representing themselves. The Superintendent may approve such correspondence in other exceptional circumstances with particular regard to the nature of the relationship between the two individuals and the security level of the institution.
- (3) The following limitations apply:
  - a. The Superintendents of both the sending and receiving institutions must approve the correspondence.
  - b. Such incoming or outgoing correspondence at the institutions of all security levels may, for reasons of safety or security, be inspected and read by staff at either the sending or receiving institution pursuant to the authorization of the Commissioner or the institution Superintendent in accordance with the applicable guidelines and requirements set forth.
  - c. Failure to adhere to these guidelines may result in disciplinary action.

**e) 2-Way Secure Email**

- (1) Inmates may receive and respond to emails. Inmates may only initiate emails once a community member has set up an account.
- (2) Reply emails will cost .25 each. These funds will be deducted from available ATG KCN media credits.
- (3) Emails are NOT confidential and will be monitored by DOC staff, therefore it is not recommended to use email for attorney/client communication.
- (4) Emails that are rejected by the DOC for objectionable matter will NOT be refunded and the inmate may face disciplinary action.
- (5) Emails may be accessed on the kiosk or a personally owned tablet.
- (6) Friends and family may sign up to send emails at *corrlinks.com*.

**18) INMATE WORK ASSIGNMENTS**

- a) The institution's Assignment Officer issues all job placements based on availability of positions, an inmate's skill level, the amount of time in the institution, the inmate's disciplinary history, and the requisite medical and security clearances. Those inmates who do not participate in core programming may lose their jobs and will be placed at the end of the waitlist.
- b) Inmates may not quit their jobs without the explicit permission of the Assignment Officer; doing so will result in disciplinary action. The immediate supervisor of the job site evaluates an inmate's work performance, and EGT will be awarded per the 103 DOC 411.
- c) Inmates may be removed from their job assignment at any time to include following discipline.
- d) For specific information review 103 DOC 450 *Inmate Work Assignments*.

## 19) INDUSTRIES

MCI-Framingham offers an Industries Program that allows inmates the opportunity to work in a business environment. The Industries Program teaches inmates practical sewing skills while learning to manufacture a variety of items including flags, eyeglass cases, and laundry bags. It also offers some of the highest paid inmate positions in the institution. Inmates interested in working in Industries should make their request to their CPO during their classification interview. In addition to being screened by classification staff, all inmates must be cleared through IPS and the DOS for all Industries positions, and participate in an interview with the shop supervisor.

## 20) EMERGENCY ESCORTED TRIP (EET)

- a) An Emergency Escorted Trip may be granted to sentenced inmates to visit an immediate family member who is in critical condition in a hospital, where death is imminent, or to attend a private viewing at a funeral home. Immediate family member is defined as a parent, legal guardian, sibling, child, or a lawfully wedded spouse of an inmate. Emergency Escorted Trips must be approved by both the Superintendent and Commissioner. There are restrictions on the conditions of an EET. These conditions will be determined by the approving authorities.
- b) For non-sentenced inmates, including civil commitments, no EET will be granted without approval from the court. Non-sentenced inmates must petition the court that is handling their case for EET approval.

## 21) GRIEVANCE PROCEDURE

### **Inmate Grievances Overview**

Additional information relative to the inmate grievance process can be obtained by reviewing 103 CMR 491 *Inmate Grievances*, which is available for review in the institution libraries.

### **a) Informal Complaints**

- (1) The informal complaint resolution process is the preferred mechanism for the resolution of inmate concerns. Effective communication between institution staff and inmates is essential. Most requests and complaints can be addressed easily and quickly through direct communication with the staff responsible in the particular area of the problem. Inmates are expected to express their concerns in a respectful and constructive manner.
- (2) The informal complaint resolution process shall be coordinated by a supervisory-level staff person. The following is the process for an inmate to file an informal complaint form:
  - a. The Superintendent shall designate areas where inmates may obtain the informal complaint forms, including the inmate libraries and special housing units.
  - b. The informal complaint needs to be filed within five (5) business days of the actual incident or within five (5) business days of the inmate becoming aware of the incident or situation, whichever is later.
  - c. Informal complaint forms should contain a brief description of the issue. If more than one (1) issue exists, inmates shall use separate forms for each issue to ensure it is referred to the appropriate staff person for response.
  - d. Inmates shall address forms to the responsible supervisory staff person and submit via institution mail or deposit them directly into the locked drop box designated for grievances.
- (3) The following is the process for a staff to file the informal complaint form:
  - a. The Institution Grievance Coordinator shall forward informal complaint forms to the responsible supervisory staff person each business day and the responsible supervisory staff person shall immediately screen the incoming informal complaint forms and ensure they are recorded into the informal complaint resolution log within one (1) working day of receipt.
  - b. Within one (1) working day of logging the informal complaint form, the responsible supervisory staff person shall forward a copy of the informal complaint form to the appropriate department or the responsible area staff person for possible resolution.
  - c. The department head or responsible area staff person shall evaluate the request or concern, including interviewing the inmate if deemed appropriate.
  - d. Once the department head or responsible area staff person makes his/her decision, he/she shall take appropriate action to resolve the matter or advise the inmate of the reason for denial of the inmate's complaint.
  - e. The department head or responsible area staff person shall normally issue a response to the inmate within ten (10) working days of receipt from the responsible supervisory staff. In the event the

informal grievance coordinator is unable to provide a resolution in this time frame due to needing further investigation, they can verbally inform the inmate of this extension.

- f. The department head or responsible area staff shall return a copy of the informal complaint form with the documented outcome to the responsible supervisory staff.
  - g. The responsible supervisory staff shall document the outcome of the informal complaint resolution process into the informal complaint resolution log. The responsible supervisory staff shall also maintain the completed informal complaint form which shall be attached to the original on file.
- (4) Once the informal complaint resolution process has concluded and if the inmate is not satisfied with the informal decision rendered, the inmate shall have ten (10) working days from receipt of the informal complaint decision to file a formal grievance without being penalized.

#### **b) Formal Grievances**

- (1) Inmates must, unless deemed an emergency pursuant to the 103 CMR 491.17 or regarding allegations of staff misconduct pursuant to the 103 DOC 522, utilize the institutional informal resolution/ communication process to address issues of concern prior to filing a formal grievance. The grievance process is a mechanism intended to address legitimate inmate complaints and is not the appropriate forum to make routine requests. A routine request is the process of asking for something that you are entitled to as a matter of policy, procedure or otherwise. Requests should be made through established procedures and not through the grievance process. A grievance is a formal complaint related to dissatisfaction with a decision rendered, a type of action or inaction taken, or other concern pertaining to conditions of confinement affecting you personally.
- (2) Utilization of the informal process may result in a quicker response and resolutions of the issues; inmates shall be required to address their concerns and issues informally. Furthermore, utilization of the informal resolution/communication process will not prevent inmates from filing a formal grievance if they are not satisfied with the informal decision received. All grievances must be filed within the established timeframes unless time-limits to file a grievance are waived by the Institution Grievance Coordinator. All inmates shall have unimpeded access to the inmate grievance process in order to address legitimate concerns or complaints.
- (3) Inmates may access grievance and grievance appeal forms through institution libraries, the Institution Grievance Coordinator (IGC) and through Unit Team. These forms are available to you in English and Spanish; however, if inmates are unable to complete the form due to a language or literacy barrier or any other problem, inmates may contact the IGC or Unit CPO for assistance.
- (4) The following is the process for an inmate to file a grievance form:
  - a. Completed grievance forms must be submitted within ten (10) business days of receipt of the Step 1 informal complaint decision.
  - b. All completed forms shall be submitted by depositing the form in the designated locked drop boxes located in the Old Administration Building and the Smith Building. All drop boxes shall be opened at least once daily for collection purposes.
- (5) Completed grievance forms may be returned to you for improper filing if:
  - a. The Step 1 informal complaint form was not submitted.
  - b. The grievance form submitted was incomplete;
  - c. The grievance was filed on behalf of another inmate;
  - d. The grievance was submitted on behalf of a group of inmates or by a group of inmates;
  - e. The grievance was filed relative to more than one subject matter;
  - f. The grievance was filed as an emergency but has been determined *not* to be an emergency.
  - g. If a grievance or grievance appeal is returned to the inmates for improper filing, inmates shall be notified of the reason in writing and inmates will be granted three (3) business days to resubmit the grievance in the appropriate format.
- (6) The following should not utilize the grievance process to address:
  - a. Disciplinary or classification matters to include sex offender identification.
  - b. Medical or mental health treatment or diagnosis concerns, or therapeutic diet concerns; these have their own grievance procedure and forms.
- (7) The following is the process for staff to file the formal grievance form:
  - a. The IGC shall acknowledge receipt of your grievance by generating a receipt from the IMS which will include a printout of your grievance
  - b. The IGC will then have ten (10) business days from receipt to render a decision on your grievance. The IGC may issue you a written extension if more time is required to adequately investigate/review your grievance.

- (8) Once a decision has been rendered by the IGC, inmates will have ten (10) business days from receipt of the grievance decision to file a grievance appeal with the Superintendent. The Superintendent will have thirty (30) business days to render a decision on the appeal. Furthermore, the Superintendent may issue the inmate written extensions if more time is needed to appropriately review/investigate the issue.
- (9) Any inmates who reside in ITU or HSU and all civil commitments wishing to file a grievance shall notify their Unit Officer. The Unit Officer shall then notify the IGC of the grievance. The IGC shall then go to the unit and take the grievance directly from the inmate.

**c) Emergency Grievance**

An emergency grievance may be filed by the inmate if there is a sudden occurrence of a serious and urgent nature that requires immediate attention. Some examples may include but are not limited to; fear for one's life, fear for the life of another, and access to court issues where meeting deadlines are in jeopardy. In such urgent instances it is important to immediately notify staff so timely action can be taken to address the inmate's concerns. Additionally, an urgent staff notification will not prevent an inmate from also filing an emergency grievance about the issue. The submission and processing of an emergency grievance shall occur in the same manner as other grievances except for processing time frames. If the grievance is determined to be an emergency, it will be responded to within three (3) business days from receipt. Emergency grievance appeals will be responded to by the Superintendent within five (5) business days from receipt.

**22) INNER PERIMETER SECURITY (IPS)**

- a) IPS is one of the departments responsible for maintaining safety and security for both inmates and staff. If inmates feel that they are in danger from another inmate or that a staff person is coercing them, they can call on the IPS hotline and report the details of the issue.

- b) The hot line phone numbers are posted in the housing units.

IPS Hotline #1:	508-532-5109
IPS Hotline #2:	speed-dial 9002

- c) It is important that inmates understand that they are responsible for their own behavior and that they should avoid behaviors that allow them to be victimized. This includes borrowing and lending, being involved in others' personal business, and discussing their own personal issues with other inmates.

**d) Security Threat Groups (STG)**

- (1) Although inmates have the right to represent which group they choose while incarcerated, in the DOC inmates are not authorized to display this in any way.
- (2) Inmates may be housed in the same unit as a fellow member or rival, but STG activity is not authorized and will not be tolerated. Disciplinary action may be taken.
- (3) Upon admission, any STG tattoos and/or information will be documented.
- (4) STG members or suspected members are prohibited from:
  - a. Engaging in any and all STG activity.
  - b. Obtaining or having STG paraphernalia.
  - c. Writing STG graffiti.
  - d. Recruitment of others.
  - e. Displaying STG hand signs, symbols, or sayings.
- (5) Violations are subject to disciplinary procedures.

**23) PRISON RAPE ELIMINATION ACT (PREA) SEXUAL MISCONDUCT/STAFF SEXUAL MISCONDUCT**

- A) The Prison Rape Elimination Act, otherwise known as PREA, is a Federal statute which was passed unanimously by the United States Congress and signed into law in 2003 by President George W. Bush. The Act supports the elimination, reduction, and prevention of sexual assault and rape in correctional systems across the country. This includes federal, state, county facilities and all other law enforcement detention facilities.

The Massachusetts Department of Correction is committed to enforcement of the PREA law. We have a zero tolerance policy for any incidence of sexually abusive behavior by a staff member, vendor, volunteer or inmate in any facility and we afford a number of internal and external methods for victims and third parties to report

abuse or suspicions of abuse. All reports/allegations of sexual abuse or sexual threats are taken seriously and investigated in a thorough and objective manner. The Department will aggressively pursue the discipline and prosecution of any perpetrator of sexual abuse. Victims and reporters of sexual assault will be afforded ongoing medical, mental health, and victim services and will be protected from retaliation.

All new admissions to the Department of Correction will be scheduled for mandatory orientation to review this information and be educated on important issues. Additionally, refresher information shall be made available as will updated information following any intra-system transfer.

- B) The institution PREA Manager is the Deputy Superintendent of Reentry.
- C) The Department of Correction and MCI Framingham strive to create and maintain a safe institutional environment for both inmates and staff through the prevention, detection, and appropriate response to Sexually Abusive Behavior. Inmates are forewarned that our workforce is highly integrated in terms of the gender of our staff. As such, staff members of the opposite sex may be present and conducting rounds in housing units at any and all times. To ensure the highest level of privacy, inmates are encouraged to be appropriately dressed at all times. Should an inmate need to change clothing, the inmate bathroom or other private area should be used to do so. An announcement shall be made to signify that an opposite gender staff person is present in your housing unit. These announcements will be made only whenever there is a status change to alert you.
- D) Inmates are responsible for familiarizing themselves with Department of Correction's orientation material on sexual abuse prevention and intervention and 103 DOC 519, SEXUAL HARRASMENT/ABUSE RESPONSE AND PREVENTION POLICY (SHARPP).
- E) The Department has established multiple internal ways for inmates to privately report sexual abuse and sexual harassment or retaliation by other inmates or staff for reporting sexual abuse and sexual harassment, and staff neglect or violation of responsibilities that may have contributed to such incidents. A Department hotline has been designated within the inmate telephone system. The number is 508-422-3486 and shall allow for universal and unimpeded access by all inmates within the Department. It is not recorded and is available to all inmates without using their PIN numbers. Additionally, this facility has a site specific IPS hotline, 508-532-5109, which may be utilized. Other methods to report include the inmate grievance system, staff access periods, the facility PREA manager, and inner perimeter security staff members.

The Boston Area Rape Crisis Center (BARCC) provides inmates with access to outside victim advocates for emotional support services related to sexual abuse. This abuse does not need to have occurred during incarceration in order for you to seek support from BARCC. An inmate can contact BARCC either in writing or via use of a dedicated hotline. All calls are free of charge from any inmate telephone. Hours of operation are seven days a week from 9:00 a.m. to 9:00 p.m. These confidential support services can be provided in English and in Spanish.

BARCC PREA HOTLINE  
99 Bishop Allen Drive  
Cambridge, MA 02139  
(844) 774-7732

BARCC is NOT a third party entity to which you should report allegations of abuse. BARCC's purpose is to provide confidential support to victims.

Inmates may also report sexual abuse or harassment to external public or private agencies via correspondence or use of the inmate telephone system. Calls to "privileged" numbers including universally approved legal assistance phone numbers (i.e., Prison Legal Services), pre-authorized personal attorney telephone numbers, a foreign national's preauthorized telephone number to their consular officer or diplomat, pre-authorized clergy telephone numbers and pre-authorized licensed psychologist, social worker and/or mental health professional telephone numbers are not subject to telephone monitoring and are not recorded.

Inmates shall be permitted to send confidential information or correspondence to the DOJ PREA auditor, in the same manner as if they were communicating with legal counsel.

Prison Legal Services is identified as an external advocacy group that acts upon the interests of inmates housed in the Massachusetts Department of Correction. Prison Legal Services can be reached at 617-482-2773 and is considered a privileged number. The State Prisoner Speed Dial Number is \*9004#

The Department shall accept and investigate verbal, written and anonymous third party reports of sexual abuse and harassment. Third party entities may report abuse to the Department Duty Station at 508-422-3481 or 508-422-3483. These reports will be immediately forwarded to the proper Superintendent or Division head.

Should you report of an allegation that you were sexually abused while confined at another facility or agency, the Superintendent of this facility shall notify the appropriate Superintendent or Chief Administrative Officer of the agency where the alleged abuse occurred no later than 72 hours after receiving the allegation. The incident site is responsible for the investigation of that matter.

- F) All acts of sexually abusive behavior between an inmate and a Department employee, contractor, or volunteer or an inmate and an inmate, regardless of consensual status, are prohibited; and the perpetrator shall be subject to administrative, criminal, and/or disciplinary sanctions. The Department of Correction is committed to investigating, disciplining and referring for prosecution, Department employees, contractors, volunteers, and inmates who engage in sexually abusive behavior. The Department is equally committed to providing crisis intervention and ongoing treatment or referrals to the victims of these acts.
- G) If the investigation reveals that an inmate has knowingly made false allegations or made a material statement which they, in good faith could not have believed to be true, the Department may take appropriate disciplinary action.
- H) All Department employees, contractors, and volunteers are responsible for contributing to the prevention of sexually abusive behavior perpetrated by staff on inmates or by inmates on inmates as outlined in 103 DOC 519, Sexual Harassment/Abuse Response and Prevention Policy (SHARPP).I All allegations and incidents of inmate-on-inmate or staff-on-inmate sexually abusive behavior shall immediately be reported by Department employees, contractors and volunteers in accordance with 103 DOC 519, Sexual Harassment/Abuse Response and Prevention Policy (SHARPP). The Shift Commander shall ensure that the Superintendent is immediately notified. Failure of any Department employee, contractor or volunteer to report these allegations may result in disciplinary action, up to and including termination.

Ways to avoid becoming the victim of sexual abuse:

1. Be aware of situations that make you feel uncomfortable. Trust your instincts.
2. If something feels wrong about the environment or situation you find yourself in, leave the area.
3. Don't let your manners get in the way of keeping you safe. Don't be afraid to say 'NO!' "Stop it now," or "Get lost!"
4. Walk and stand with confidence. Many rapists choose victims who look like they won't fight back or are emotionally weak. Keep your head up and don't avoid eye contact.
5. Avoid talking about sex and casual nudity. These things may be viewed as a come-on or make another inmate believe you have an interest in a sexual relationship.
6. Do not accept any food, clothing, or other gifts from other inmates. Being in debt to another inmate may lead to the expectation that you will repay the debt with sex.
7. Avoid secluded areas like closets, storage areas, stairwells, isolated showers or unoccupied bathrooms. Position yourself in plain view of staff members.
8. If you are being pressured for sex, talk to a staff member immediately.
9. If you become aware that another inmate is being sexually abused, report it to a staff member. Next time it could be you.
10. Beware of inmates who offer to protect you. Protection frequently has a cost.
11. Do not give out information about your family, friends, or financial support.

12. Do not buy large quantities of canteen items.

## 24) MEDICAL SERVICES

### a) **Medical Overview**

- (1) Medical services are available at this institution. Health Services provides medical staff to handle examinations, lab work, daily sick-call, and medical emergencies. Physicians, nurses, medical providers, and physician's assistants are available to provide needed services. The medical staff will determine which type of clinician an inmate will be referred to, based on the nature of the medical concern.
- (2) Various medical specialists are also available and inmates have unimpeded access to any of these services via an internal medical consult. An inmate may also request to be seen by completing a Medical Request form/Sick-Call slip, and placing it in the box marked 'medical' in the Smith corridor or in the Old Ad building corridor. Do NOT give these forms to anyone; it is your responsibility to place the sick-slip in the sick-call box to ensure confidentiality.

### b) **Sick-Call**

- (1) Any inmate requesting medical services may do so by completing a sick-call slip and placing it in the medical box for the nurse to pick up. In order to make an appointment with the correct provider it is important that an inmate fill out the form completely with a specific list of concerns or symptoms. A \$3.00 copayment fee will be assessed for all self-initiated sick-call visits, as defined by the *inmate copayment plan* approved by the Commissioner. Lack of ability to pay will not impede your access to medical care. The sick-slip boxes are located in the Smith corridor, the lobby of the Old Administration building, and in the medication line.
- (2) A medical staff person picks up sick-call slips daily and nurse sick-call is held daily.
- (3) The Unit CO will post all medical and mental health appointments daily. Inmates must check the medical list posted in their unit. Inmates with a scheduled medical or psychological appointment are to remain in the unit until their appointment time.

### c) **Sexually Transmitted Diseases (STD)**

Inmates who need a medical examination or testing for possible diagnosis of an STD may access this service by filling out a medical request slip. Medical Staff provides confidential counseling and treatment for various venereal diseases as well as referrals to community clinics for follow up when an inmate is being released.

### d) **Chronic Care Clinic**

This clinic provides continuity of care for inmates suffering from long-term illnesses that require continuous monitoring. This includes HIV related disorders, diabetes, etc. Inmates will be referred to this clinic through health services.

### e) **Medical Emergencies**

Any inmate who experiences a medical emergency should notify the nearest staff person immediately.

### f) **Medication Lines**

Medication is distributed from the pharmacy station inside the HSU building at set times. Each unit will be called individually. Inmates are responsible for being at medication lines on time. Inmates are expected to get their medication with their unit, when called. These times are approximately 7:15AM, 11:30AM, 4:00PM and 6:30PM. There may be additional medication lines called for specific treatments and inmates should follow all announcements as they pertain to their specific medical needs.

### g) **Communicable Disease Testing**

Testing for communicable disease is available to all inmates at their request, either during the intake physical exam or by sick-slip request. All inmates diagnosed with a communicable disease will be followed per protocol by HSU staff in the chronic disease clinic. Communicable disease education is available to inmates via Health Awareness classes, when offered. Sign-up can be done through the unit CPO. Health Awareness classes are run by HSU staff and employ DPH curriculum.

### h) **Keep On Person Medications (KOP)**

Inmates may be approved by the doctor to keep some medications in their unit. These medications must be kept in a locked footlocker at all times when they are not being used. The nurse who initially distributes the

medications will explain the entire procedure for the retention of medications. Failure to abide by the rules will result in the loss of this privilege. There are three (3) medications that, when prescribed, should always be on your person: nitroglycerin tablets, glucose tablets, and asthma inhalers. Failure to properly manage these medications may result in disciplinary action.

**i) Maternity Services**

Inmates who are pregnant will find a full range of medical and support resources available, including prenatal clinics and nutritional counseling. Catch the Hope staff will assist inmates throughout their pregnancies and for several months after delivery. Catch the Hope staff may also assist inmates in obtaining placement in programs that will allow the infants to be with their mothers. Catch the Hope provides discharge-planning services for pregnant inmates; expectant mothers are encouraged and are responsible for making appropriate arrangements for the placement of their infants.

**j) Americans with Disabilities Act (ADA)**

A. If you have a disability (as defined below), you have the right to request reasonable accommodations per DOC policy 103 DOC 408, Reasonable Accommodations for Inmates, in order to make programs and services you are receiving, or will receive, more accessible and usable to you. Under the Americans with Disabilities Act (ADA), an individual with a disability is a person who has:

- i. A physical or mental impairment that substantially limits one or more major life activities, such as: walking, talking, hearing, seeing, caring for oneself, or working;
- ii. A record of such impairment; or
- iii. Is regarded as having such an impairment.

B. A reasonable accommodation is any change in the environment or the way in which tasks are completed that allows you to participate in the program or service. Accommodating a disability is always evaluated in the context of it not being an undue burden on the Massachusetts Department of Correction (DOC), not jeopardizing safety or security, or not resulting in a fundamental alteration in the nature of a program or activity. The DOC will attempt, upon request, to provide appropriate auxiliary aids and services to enhance communication for qualified inmates with disabilities so that they may participate fully in programs and services. The DOC will also provide other means of making information and communications accessible to inmates who have speech, hearing, or vision impairments.

C. How to request a Reasonable Accommodation

If you need a reasonable accommodation at any point while in the custody of the DOC, ask any staff for a 103 DOC 408, Reasonable Accommodations for Inmates, Attachment A, Request for Reasonable Accommodation form to fill out. Request forms can also be found in housing units and the institution library. Fill out the Request Section of the form, sign, and date it. If you need help filling out the request, ask a staff person. Your request will be reviewed and responded to within twenty (20) business days after the staff member receives your request. You will receive the decision regarding your request in writing.

You may also request a reasonable accommodation by making a verbal or written request to any Department staff member, including the institution ADA Coordinator or by making a verbal or written request to or from medical / mental health staff for a medically prescribed accommodation.

D. How to file an Appeal/Seek Review

If your request for accommodation is denied or modified by the Institution ADA Coordinator, or if you disagree with the decision, you have the right to file an appeal to the Department's ADA Coordinator for Inmates by completing the 103 DOC 408, Reasonable Accommodations for Inmates, Attachment B, Appeal from Denial of Request for Reasonable Accommodation, which can be obtained from any staff member or which you can obtain from the institution library.

E. 103 DOC 408, Reasonable Accommodations for Inmates, Attachment F, Telecommunication Aids and Services for Effective Communication, shall be attached to the institutions inmate orientation manual.

- F. Inmates shall not be subjected to discrimination or mistreatment on the basis of actual or perceived sex, age, race, religion, national origin, religious views, disability, sexual orientation, gender identify and gender expression. In addition, it is prohibited for staff and other inmates to harass and abuse inmates based on gender identity, transgender status or sexual orientation.

**k) Medical/MH Grievances**

- (1) The purpose of the medical, mental health and dental grievance process is to address inmate/patient complaints concerning medical, mental health, and dental care. The grievance and appeal process is not to be used for obtaining routine medical, mental health, or dental care. All grievances and appeals must be filed within the time frame allotted, unless time extension is granted by the Health Services Administrator (or designee) or the medical Grievance and Appeal Coordinator. If a formal grievance or an appeal is returned for improper format, the inmate/patient shall have an additional three (3) working days from the date of receipt to file a grievance or appeal in proper format. Only one complaint with its remedy is allowed per grievance. An inmate/patient is permitted to appeal only what was on the original grievance; no new complaints can be added to that appeal. Punishment or disciplinary actions shall not result from the inmate/patient's filing of a grievance or an appeal, unless the inmate demonstrates a pattern of abuse of this process. In that case, a suspension of filing may result.
- (2) The grievance/appeals process is a three-step process:
- a. Informal – Inmates/patients will be required to bring medical, dental, and mental health grievances to the attention of the Health Services Administrator (or designee) informally at access to management with a sick-call slip or during a scheduled appointment. TIHSA (or designee) will discuss the concern directly with the inmate/patient. If the inmate is not satisfied with the response, the inmate may proceed to step two, the formal process.
  - b. Formal – The Medical and Mental Health Grievance and Appeal form must be used. It must be filled out in its entirety and must be legible. Forms will be made available at the medication line area and/or in each housing unit. A formal grievance must be submitted within ten (10) working days of the incident or of becoming aware of the incident. The HSA (or designee) will review and respond in writing within ten (10) working days of receiving the grievance, unless an extension is required. If an inmate/patient is not satisfied with the response, the inmate may proceed to the third and final step, the appeal process.
  - c. Appeal - The Medical and Mental Health Grievance and Appeal form must be used. It must be filled out in its entirety and must be legible. An appeal must be submitted within ten (10) working days from receipt of the decision of the HSA (or designee). The original grievance and its response must be included with the appeal.
  - d. The Grievance and Appeal Coordinator will review and respond in writing within thirty (30) working days of receiving the appeal. The decision of the Grievance and Appeal Coordinator is final.

**25) MENTAL HEALTH**

- a) The mental health staff at MCI-Framingham consists of mental health professionals and psychiatrists who are available for crisis intervention, evaluations, and counseling. Both individual and group counseling opportunities are available.
- b) Mental health staff is to be accessed through the use of the Medical Sick-Call slip which inmates are responsible for placing in the medical box in the corridor. A mental health clinician will respond to all sick-slips within five (5) business days following the receipt of the request. All inmates and detainees are evaluated by mental health staff within the first fourteen (14) days after admission. Staff members may also contact the mental health worker who is on call should a crisis arise.

**26) PATHWAYS TREATMENT**

In order to be gender-responsive in all aspects of services provided at MCI-Framingham, we have introduced a continuum of treatment that is focused specifically on one's pathway into crime. An advanced assessment based on decades of research focused on female offenders is used to identify your individual pathway into criminal behavior. This assessment highlights the needs to be addressed that will offer you a clearer path out.

Highlights of the program:

- Inmates with a length of stay 90 days or greater will have a Pathway to Change assessment completed.
- Assessment results will inform staff of your pathway into crime and the core treatment needs to be addressed in your pathway groups. This assessment will also inform staff of any individual needs you may have including education, vocation, sex offender treatment program, or parenting.
- Inmates will be eligible to enroll and remain in their core treatment for the duration of their sentence at MCI-Framingham; the focus is placed on participation in the prescribed treatment, not on completion of the program.
- Similar pathways will be treated in the core treatment together. Program schedules will be modified based on an individual's additional needs, such as education, parenting, vocation, mental health, and work. This schedule can and will change as you move through the program.
- Inmates with significant time to serve will have the ability to move into a mentor, tutor, or peer facilitator role once they have demonstrated the ability to understand, practice, and facilitate the program model. This will allow inmates to remain engaged in treatment without being overly redundant in the treatment model.
- Once assigned to a pathway and moved to the treatment unit you will receive more information specific to your treatment plan and goals.

For more information regarding program opportunities at MCI-Framingham please see the Program Description booklet that is available in the library and from your unit CPO.

## 27) **REENTRY**

Reentry Services is designed to facilitate and promote an inmate's successful reintegration into the community.

### a) **Reentry Programs:**

Offenders are encouraged to be proactive in their reentry planning and to participate in institutional programming that is recommended as part of their case plan. In addition, a variety of programs are regularly available for the inmate to build skills to prepare for release, and reentry in general will be covered in your pathway programming.

### b) **Individual Reentry Plans:**

1. Reentry services include the developing of individual reentry plans with each inmate prior to their release.

Reentry planning activities include:

- a. Identifying housing options
- b. Employment resources
- c. Substance abuse treatment options
- d. Continuing education
- e. Medical/mental health aftercare services

2. Inmates are responsible for working with CPOs and other correctional staff to develop an Individual Reentry Plan (IRP). There is a Reentry Discharge Committee who reviews all sentenced inmates who are scheduled to release within 6 months; these reviews are conducted at least monthly.

### c) **Mass Health**

Mass Health will be offered to all inmates who are serving a sentence of at least 30 days. Thirty days prior to the end of sentence or parole reserve date, a staff member will meet with the inmate to determine if a Mass Health application needs to be submitted.

### d) **Housing**

Inmates who do not have a defined housing plan will be referred to the Housing Search Specialist (HSS).

### e) **Medical and Mental Health**

Medical and mental health discharge planners will set up appointments with community providers once the inmates have a confirmed housing plan.

### f) **Identification Documents**

Proper documentation of one's identity at the point of discharge from the Massachusetts Department of Correction (DOC) and or classification to a Pre-release facility is necessary for successful reentry to your community. Documentation such as a state issued ID, social security card, birth and marriage certificates, military release documentation (DD214) and education credentials are necessary to access or activate services

and benefits upon release. These documents are often necessary to secure housing, open a bank account, secure employment and access health benefits. You have likely entered the Massachusetts Department of Correction without this documentation. Securing these documents prior to release or classification to a Pre-release facility should be a priority, as once you are released or classified to a Prerelease facility it may be difficult and time consuming. Please begin planning for this now by securing items so you can access them at pre-release or upon your release. These documents can be secured in your property to be made available to you at Pre-release or at discharge.

## 28) RELEASE

- a. Inmates who are releasing to the street are called to admissions at approximately 8:30 AM. Inmates are to bring their property down to the Smith building Property Officer so that it can be accounted for. Inmates need to bring their inmate ID with them. Upon release, all release paperwork, money, medications, and medical discharge paperwork will be given to the releasing inmate. All inmates who are releasing to the street will not release prior to 9 AM.
- b. If releasing to a warrant, inmates may be called down to admissions earlier than 8:30 AM, depending upon when the transportation department notifies the institution of the pick-up. Inmates who release to a warrant or from the court will need to make arrangements to pick up their remaining property and money, as these items will not go with the inmate to court.

## 29) PAROLE

- a. Most inmates are eligible for release on parole prior to the expiration of the term of their sentence. Eligibility is based on an inmate's sentence structure and the Massachusetts Parole Board determines suitability. Inmates serving a House of Correction sentence will be seen by one member of the Parole Board and inmates serving a State Prison sentence will be seen by at least two members of the Parole Board. In most cases, inmates will be informed by the Parole Board of its decision at the end of the hearing. Prior to being seen by the Parole Board, inmates will meet with a Transitional Parole Officer (TPO) who will explain the process and gather the materials that the Parole Board members will need to make a decision. Inmates can bring specific questions to the Institutional Parole Officer at Access to Management each week.
- b. Medical Parole is a release on parole pursuant to G.L. c. 127, 119A due to a terminal illness and/or permanent incapacitation, as determined by a licensed physician and that is so debilitating that the release does not pose a public safety risk.
  1. "Permanent incapacitation" is a physical or cognitive incapacitation that appears irreversible, as determined by a licensed physician, and that is so debilitating that the prisoner does not pose a public safety risk.
  2. "Terminal illness" is a condition that appears incurable, as determined by a licensed physician, that will likely cause death of the prisoner in not more than eighteen (18) months and that is so debilitating that the prisoner does not pose a public safety risk.
  3. A "debilitating condition" is a physical or cognitive condition that appears irreversible, resulting from illness, trauma, and/or age, which causes a prisoner significant and serious impairment of strength or ability to perform daily life functions such as eating, breathing, toileting, walking or bathing so as to minimize the prisoner's placement in a facility or home with access to specialized medical care.

If you meet the criteria stated above and wish to apply for medical parole, specific details on filing a medical parole petition can be found in 501 CMR 17.00: MEDICAL PAROLE and 103 DOC 603: Medical Parole located in the inmate law library.

## 30) ESCAPE

An inmate shall be considered attempting to escape at the point when he/she/they enter the "no man's zone" without proper notification and authorization by the Superintendent or his/her/their designee. The "no man's zone" shall be the area between two (2) security barriers which separates the inner perimeter from the outer perimeter at medium and maximum security correctional facilities. The two (2) security barriers may be a combination of fences, walls and/or other permanent structures intended as security barriers. Upon entering the "no man's zone" the inmate shall be considered a threat to public safety and will invoke the "shoot to stop" procedure.

### 31) VISITING

- a. The following is a general outline of the rules surrounding the visiting policy and procedure at MCI-Framingham. Please refer to 103 CMR 483 in the inmate library for any additional questions.
1. Visiting hours on Saturdays, Sundays, and Mondays will be 1:00 PM to 8:00 PM.
  2. Visitor processing will be closed between 2:50 PM and 3:10 PM.
  3. No visitors will be allowed entrance between 4:00 PM and 5:00 PM.
  4. No visits will be processed after 7:30 PM.
  5. At 4:00 PM the Visiting Room Officer in charge will announce that those visitors and inmates who want to leave prior to the major count must do at this time. Those who choose to remain may not leave until 5:00 PM, or when count clears.
  6. Holiday schedules shall follow the visiting schedule for the assigned day, unless otherwise authorized by the Superintendent.
  7. The maximum number of visitors allowed per visit will be two (2) adults; there shall be no limitations on the number of children. However, 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.
  8. Visitors may visit for the entire scheduled visiting period. In emergency situations and during overcrowding, at the discretion of the Shift Commander, visits may be limited to no less than one (1) hour in duration to accommodate all visitors. Visits that started earliest will be terminated first (excluding visitors who traveled over 100 miles) to provide room due to overcrowding.
  9. Visitors must present photo identification which is determined to be adequate by the admitting officer(s).
  10. A current MA driver's license, passport, 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, shall be sufficient. Visitors may be requested to produce their vehicle registration.
  11. Attorney, law student, and paralegal visits will be conducted in one of the three designated attorney visiting rooms. This will allow offenders confidential contact with their attorneys and/or representatives.
  12. Each inmate is allowed 2 initial visitors during the first 40 days here. These names must be submitted on the appropriate form as soon as possible. Make sure they are clearly marked initial or 40-day visitors to expedite processing.
  13. Inmates are allowed a maximum number of eight (8) visitors which must be preapproved using the Inmate Visitor Listing form.
  14. The visitor must also submit a visitor application along with a copy of a valid photo ID in order to be approved to visit. It is the responsibility of the inmate to notify and inform their visitor to submit a Visitor Application. All forms are available on the Mass.gov website or from staff at the facility.
  15. Inmate visitor lists may be revised every 120 days utilizing the inmate Visitor Form (103 CMR 483 Att.3). During the months of March, July, and November, inmates may submit their requests for changes within the first fifteen (15) days of the month to the Director of Security for processing in accordance with 103 CMR 483. It is the responsibility of the inmate to notify and inform their visitor to submit a Visitor Application.
  16. Visitors who show up and are not approved will be turned away.

A copy of the visitor dress code can be found on Attachment C.

A copy of Facility directions can be found on Attachment D.

#### **b. Institution Rules and Regulations for Visits**

1. Inmates are not allowed to take or give any item to or from visitors.
2. No jewelry other than a wedding ring and medical bracelet may be worn into the visiting room.
3. No gum, cigarettes, candy, medication, money, or other items not authorized for retention by a visitor will be allowed into the visiting room. These items are to be secured in the lockers located in the visitor's lobby.
4. The introduction of controlled substances, electronic devices, alcohol, guns or other weapons is cause for loss of visiting privileges as well as criminal prosecution.
5. If a visitor appears to be under the influence of alcohol, or any unknown substance, or the odor of alcohol is detected they will be denied entrance.
6. Visitors may purchase a debit card in the lobby for vending machine purchases. Money is not allowed in the visiting room.

7. When the visitors have an infant or small child, they will be allowed to bring two (2) clear plastic bottles with either formula, milk, water or juice, one (1) empty sippy cup, two (2) infant diapers and infant wipes in a clear plastic bag, one (1) receiving blanket, one (1) pacifier, two (2) plastic sealed jars/pouches of baby food, one (1) plastic spoon and one (1) bib.
8. Visitors may only visit with one inmate at a time during their incarceration at MCI-Framingham unless the Superintendent or designee has provided special approval. Visitors cannot visit one inmate on one day and another inmate on another day.
9. Physical contact between visitors and inmates shall be limited to a brief greeting at the start and at the completion of a visit. Excessive or inappropriate physical contact may be cause for termination of the visit and loss of privileges.
10. Visitors to MCI-Framingham and their vehicles and possessions are subject to search while on state property.
11. All visitors must park their vehicles in the area assigned for Visitors' Parking. All vehicles must be locked while on state property. Visitors are not allowed to loiter in the parking lot.
12. If an inmate expects a visit to extend beyond the duration of any meal period, it is the inmate's responsibility to notify the unit officer prior to their departure from the housing unit in order for arrangements to be made for a cold meal to be delivered to the housing unit.

Please See Attachment C for Visitor Dress Code

Please See Attachment D for Transportation from MCI-Framingham/Directions

**c. Special Visits**

1. The Superintendent shall approve special visits, i.e., extended hours/visitors.
2. A request for special visits must be made in writing one week in advance to the Superintendent. Any request made outside this time frame due to a family crisis or emergency shall be handled on an individual basis.

**d. Minor Consent Form and Visiting Procedures**

1. Adults entering with a minor are required to have the minor's birth certificate. If the adult escorting the minor to the visit is not the parent or guardian, a copy of the approved Minor Consent Form must be provided to the officer **each time** they visit.
2. If an adult who is *not* the parent or guardian has physical custody of the minor, he/she must submit a completed Minor Consent Form to the institution's Superintendent and obtain the Superintendent's approval prior to visiting with the minor.  
If the MCI-Framingham inmate is the parent of the minor and wishes the minor to visit, the inmate may fill out a Minor Consent Form, which may be obtained from a Unit CPO. The inmate must:
  - a. Fill out the form completely, noting the name and address of the adult that will bring the minor to MCI-Framingham.
  - b. Once the above two actions have been completed, the inmate must submit the Minor Consent Form, along with a copy of the birth certificate, to the Superintendent for approval. Upon the Superintendent's approval, the form and birth certificate will be returned to the inmate. A copy of the same documents will be sent to the adult approved to bring the minor to visit, and a copy will be placed on file at Outer Control.
  - c. If the Minor Consent Form is on file and the individual accompanying the minor is listed as being authorized to bring the child to visit, the minor will be allowed to enter with the accompanying adult.
  - d. Authorized persons will need to bring an approval letter along with a copy of the minor's birth certificate, and their own identification, **each time** they visit with the minor.
  - e. If the Minor Consent Form on file does **not** list the individual accompanying the minor as being authorized to bring the child in, the minor will not be allowed to enter the facility.
3. If the adult entering with the minor is the minor's legal guardian, he/she must bring the court documentation indicating legal guardianship, along with a copy of the minor's birth certificate and his/her own identification, at each visit.
4. A parent visiting with a minor child must have appropriate identification and a copy of the minor's birth certificate at each visit.
5. Any child brought without a copy of a birth certificate, or without a parent or legal guardian and approved Minor Consent Form, will not be allowed to complete a visit.
6. No child who was a victim of the inmate's or detainee's offense shall be authorized to visit without authorization of the Commissioner or designee.

**e. Vending Machines**

1. The contents of vending machines are available for inmates and their visitors for their personal consumption in the visiting room.
2. There will be no food or drink removed from the visiting area by any visitor or inmate.
3. It is the responsibility of the inmate to ensure that all trash is deposited in the appropriate receptacles.
4. Abuse of the machines may result in the suspension of visiting privileges and use of vending machines.
5. Sharing of food products and/or drinks will not be allowed.
6. No inmates are allowed at the vending machines.

**f. Parenting Room**

1. Inmates who receive visits which include children under age 14 are encouraged to utilize the parenting room in the visiting area.
2. All children must be supervised by their guardian or parent at all times.
3. All toys are to remain in the parenting room and be put away at the end of the visit.
4. Inmates and visitors who abuse the privileges of the parenting room may be subject to loss of visiting privileges.

**g. Video Visiting**

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. Visitors must be currently registered in the Securus Technologies Video Visitation website at <http://videovisanywhere.com/>.
  - 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 already be on the inmates approved visitation list.
  - e. Visitors barred from entering any Department of Corrections facility will not be authorized to visit.
3. With the approval of the MCI Framingham Personnel and Securus, ONLY those individuals on an inmate's pre-approved visiting list are authorized to schedule and participate in a video visit.
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 up to fourteen (14) days in advance with a minimum of forty – eight (48) hours between the current date and the date of the visiting period being requested.
  - b. Inmates are allowed one (1) visiting period per week.
  - c. The first visiting period will begin at 9:00 a.m. and the last visiting period will begin at 8:30 p.m. Unit visiting schedules will be posted on the visiting website.
  - d. Visitation sessions can be scheduled for 20 minute or 40 minute durations.
  - e. Exceptions to the visiting schedule and duration of visits, and/or other requests must be approved in writing as a special visit request. Such requests must be submitted in writing to the Superintendent. 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.
5. During the visitation period, ONLY the pre-approved visitor is authorized to be on camera for the video visit, any other person caught on camera will be considered a violation of the video visit SOP and grounds of termination of visit. Any incident found to be in violation of this procedure will be documented and both the inmate and visitor are subject to loss of visiting privileges.
6. Visitors and inmates who engage in inappropriate behavior or any violations of the rules 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 will be located in the general population housing units, HSU and ITU.
9. Upon medical approval, inmates housed in HSU shall be allowed to participate in video visitations in accordance with the video visiting procedure.
10. Inmates housed in ITU shall only be allowed video visits in accordance with ITU program visiting guidelines.

32) **EVACUATION PLANS** – THESE INSTRUCTIONS CAN SAVE LIVES

MCI-Framingham has evacuation plans prepared in the event of a fire or a major emergency. All areas of the institution conduct evacuation drills throughout the year. These drills are done to protect everyone in the case of an emergency or disaster. The following instructions *must* be followed:

1. Listen for the evacuation route instructions given by the staff.
2. Be familiar with all the posted evacuation routes.
3. Know where all the exit doors are located.
4. In the event of an evacuation, leave the building in a safe and orderly fashion.
5. Once outside the building, stay away from the exterior walls of the building and do not reenter the building for any reason.
6. Do not wander away from the area.
7. Listen for instructions from staff.
8. Treat all drills as if they were real emergencies.

33) **BAIL PROCEDURES**

- a. Individuals or family members who intend to bail a detainee cannot visit the detainee prior to initiating bail. However, attorneys may visit but the bail process will not commence until the visit is complete.
- b. Requests for bailing detainees Monday-Friday shall occur between the hours of 5:00 PM-9:00 PM and Saturdays and Sundays 10:00 AM-8:00 PM. The last bail request to be processed will be no later than 7:30 PM.
- c. A \$40 Bail Commissioner fee is added to all posted bails and is paid directly to the Bail Commissioner at the time of the bail.

**Sanctions for each Category 1 offense are as follows:**

1. Loss of statutory good time, not to exceed 360 days for all charges arising out of any one incident or substantially related incidents.
2. Disciplinary Detention for up to 15 days.
3. 60-120 days loss of a privilege, including but not limited to one of the following: television, radio, multi-media player, personal tablet, canteen, either visits or phone privileges, hot pots, and leisure programs.
4. Cell or housing restriction for up to 20 days.
5. Restitution, including if applicable any medical treatment assessment under M.G.L. c. 124, § 1(s).
6. Referral to Department Disciplinary Unit for a period not to exceed ten (10) years for all violations arising out of one incident or substantially related incidents.

No more than one sanction shall be imposed per offense and no more than five

Sanctions (in addition to restitution) may be imposed for all offenses stemming from any single offense, or from substantially related incidents in which the highest offense(s) alleged is from Category 1.

**Sanctions for each Category 2 offenses are as follows:**

1. Loss of statutory good time, not to exceed 180 days loss for all charges arising out of any one incident or substantially related incidents.
2. Disciplinary Detention for up to 15 days.
3. 30-90 days loss of a privilege, including but not limited to one of the following: television, radio, multi-media player, personal tablet, canteen, either visits or phone privileges, hot pots, and leisure programs.
4. Cell or housing restriction for up to 15 days.
5. Restitution, including, if applicable, any medical treatment assessment under M.G.L. c.124, § 1(s).
6. Referral to Department Disciplinary Unit for a period not to exceed five (5) years for all violations arising out of one incident or substantially related incidents.

No more than one sanction shall be imposed per offense and no more than four sanctions (in addition to restitution) may be imposed for all offenses arising from any single offense or substantially related incidents in which the highest offense(s) alleged is from Category 2.

**Sanctions for each Category 3 offenses are as follows:**

1. Disciplinary Detention for up to ten days.
2. Up to 60 days loss of a privilege, including but not limited to one of the following: television, radio, multi-media player, personal tablet, canteen, either visits or phone privileges, hot pots, and leisure programs.
3. Cell or housing restriction for up to ten days.
4. Restitution, including, if applicable, any medical treatment assessment under M.G.L. c.124, § 1 (s).
5. Prohibition from replacing any altered appliance for up to four months.
6. Up to 15 hours of extra duty.

No more than one sanction shall be imposed per offense and no more than three sanctions (in addition to restitution) may be imposed for all offenses arising from any single offense or substantially related incidents in which the highest offense(s) alleged is from Category 3.

**Sanctions for each Category 4 offenses are as follows:**

1. Up to 30 days loss of a privilege, including but not limited to one of the following: television, radio, multi-media plater, personal tablet, canteen, either visits or phone privileges, hot pots, and leisure programs.
2. Restitution, including, if applicable, any medical treatment assessment under M.G.L. c. 124, § 1(s).
3. Room/Unit restriction up to five days.
4. Prohibition from replacing any altered appliance for up to four months.
5. Up to ten hours of extra duty.
6. Written reprimand.

No more than one sanction shall be imposed per offense and no more than two sanctions (in addition to restitution) may be imposed for all offenses arising from any single offense or substantially related incidents in which the highest offense(s) alleged is from Category 4.

**Note:**

No more than a total of 30 days disciplinary detention or 40 days cell, housing, or unit restriction may be imposed for all violations arising from any single offense or substantially related incidents.

Findings that require the payment of an amount of restitution by an inmate shall be supported by a preponderance of evidence.

**Restriction Guidelines:**

**\*\* All disciplinary detention sanctions are served in the Intensive Treatment Unit \*\***

**\*\*Room Restriction\*\***

**Inmate is locked in room**

Can Do

Go to Meals  
Obtain TV/Walkman  
Attorney phone calls only  
Psych and Medical Appointments  
Law Library (by appointment only)  
ONE Church service a week  
School (only if already enrolled)  
Residential Treatment Groups (1<sup>st</sup> Step, Barton, on unit Pathway Groups only)

Cannot Do

Work  
Visits  
Canteen  
General Library  
Recreation

Please note: Any DCF visits that are scheduled during this sanction will be approved on a case-by-case basis via Family Preservation and the Disciplinary Office.

**\*\*House (Unit) Restriction\*\***

**Inmate is restricted to unit – not locked in room**

Can Do

Visits  
Work (if already employed)  
Go to me-Is  
Obtain TV/Walkman  
Use telephone  
Psych and Medical appointments  
ONE Church service a week  
School (only if already enrolled)

Cannot Do

Canteen  
General Library  
Off -unit programs  
Recreation  
Extra work sanctions outside unit

In-unit programs (example: First Step, Barton on unit Pathway Groups only)

Law Library (by appointment only)

Please note: Any DCF visits that are scheduled during this sanction will be approved on a case-by-case basis via Family Preservation and the Disciplinary Office

**Loss of Leisure Program**

**No recreation activities; pool room, gym, weight room, etc. or unless otherwise specified**

Can Do

One Church service weekly  
Law Library (by appointment only)

Cannot Do

General Library  
Bible Study/Christian 12-Step  
Recreation Activities – Gym, Pool, Weight Room, etc. \*\*  
Volunteer Programs

\*\* Unless otherwise specified

## **VISITOR DRESS CODE**

The following items are NOT ALLOWED to be worn by any adult or child visitor:

1. Boots worn above the knee (exception – boots below the knee will be permitted October 15 – April 15)
2. Work boots will 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 their person (e.g. 2 pairs of pants, or skirt and slacks, etc.)
10. Bibbed clothing of any type: shorts, dress, pants, overalls, jumper 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 can be made for those facilities where visitors have to travel outside to get to the visiting area. An area shall be designated to store/hang these items not accessible to the visitor and inmate during the visit.
14. Visitors cannot 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 2" above the knee when sitting. 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 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.

### **Dress Requirements for all Visitors:**

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

### **Exceptions to Dress Code:**

1. Sweaters may be worn.
2. Hairpieces (i.e., toupees, wigs, extensions, weaves) may be worn but must be searched. It shall be the responsibility of the visitor to inform the officer during processing that a hairpiece is being worn.
3. Garments with elastic waists may be worn.

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

## **Medication and or Medical Devices**

1. 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, wheelchair, prosthetic devices, insulin pumps, casts, braces, medically necessary shoes, canes, walkers, guide dogs etc., or who require the use of oxygen tanks shall obtain prior approval from the Superintendent to visit with such medication/device(s).
  - a. The visitor shall submit 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 device(s) that are necessary for a limited time period (e.g. cane, cast) due to temporary medical conditions.
  - b. 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).
  - c. Visitors 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, visitors shall be subject to a personal search every time they visit the institution.
  - d. If this is a first 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 the required approval must be obtained prior to the next visit.
  - e. Visitors who have life-saving medication shall keep it on their person at all times.
  - f. The officer shall note all medications or medical device(s) upon entry on the visiting form and verify upon exit of the visiting room.

TRANSPORTATION FROM MCI-FRAMINGHAM

Transportation from MCI-Framingham is limited to taxis. The following are companies in Framingham:

Tommy's Taxi                      508-872-3500

The appropriate fare to the train station in downtown Framingham is \$4.50. The Station is approximately 1 mile from the prison-

Amtrak (train) leaves from downtown Framingham to points east. The last stop on the route is South Station in Boston. Across from the station is the Peter Pan bus terminal where there are bus routes throughout the state. The fare from Framingham to South Station is \$9.25. The weekday schedule is 10 AM, 12 PM, 2 PM. The Saturday schedule is 9 AM, 11 AM, and 1 PM.

Bus services are also available in Framingham. The bus terminal is located at Shopper's World in Framingham. The fare from the prison to the terminal by taxi is approximately \$11.50. Buses are available to Boston. The fare is approximately \$6.50. Connecting bus lines are available in Boston and Worcester to all other points.

FACILITY DIRECTIONS

**MCI-Framingham**

99 Loring Drive  
P.O. Box 9007  
Framingham, MA 01701-9007  
(508) 532-5100

**From Boston:** Take the Massachusetts Turnpike West to exit 13 (Route 30/Framingham/Natick). Bear right off the exit ramp onto Route 30 West. After approximately 1 mile, turn left onto Route 126 South. Go through downtown Framingham, crossing a set of railroad tracks and Route 135. Turn left onto Irving Street. Go through 2 sets of traffic lights and straight past Fire Station on left. MCI-Framingham is approximately 1/4 of a mile down on the left.

**From the North:** Take Route 495 South to the Massachusetts Turnpike East to exit 12 (Route 9 East). Take a right onto Route 126 South. Go through downtown Framingham, crossing a set of railroad tracks and Route 135. Turn left onto Irving Street. Go through 2 sets of traffic lights and straight past Fire Station on left. MCI-Framingham is approximately 1/4 of a mile down on the left.

**From the South:** Take Route 495 North to the Massachusetts Turnpike East to exit 12 (Route 9 East). Take a right onto Route 126 South. Go through downtown Framingham, crossing a set of railroad tracks and Route 135. Turn left onto Irving Street. Go through 2 sets of traffic lights and straight past Fire Station on left. MCI-Framingham is approximately 1/4 of a mile down on the left.

**From the East:** Take the Massachusetts Turnpike West to exit 13 (Route 30/Framingham/Natick). Bear right off the exit ramp onto Route 30 West. After approximately 1 mile, turn left onto Route 126 South. Go through downtown Framingham, crossing a set of railroad tracks and Route 135. Turn left onto Irving Street. Go through 2 sets of traffic lights and straight past Fire Station on left. MCI-Framingham is approximately 1/4 of a mile down on the left.

**From the West:** Take the Massachusetts Turnpike East to exit 12 (Route 9 East). Take a right onto Route 126 South. Go through downtown Framingham, crossing a set of railroad tracks and Route 135. Turn left onto Irving Street. Go through 2 sets of traffic lights and straight past Fire Station on left. MCI-Framingham is approximately 1/4 of a mile down on the left.

**Telecommunication Aids and Services for Effective Communication**

Video Phone, Video Relay Service (VRS), Teletypewriter Telephone (TTY), Captioned Telephone (CapTel),  
Amplification Enabled Telephone and Hearing Aid Compatible Telephone

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**Videophone and Video Relay Service (VRS)**

Videophones can be used by inmates who are Deaf and/or Hard of Hearing and whose primary or secondary language is American Sign Language (ASL) or another Sign Language.

Inmates can make direct videophone calls to effectively communicate with sign language speakers through point-to-point video communication.

VRS calls allow the inmate to communicate in sign language with hearing individuals via an interpreter who will translate the sign language of the inmate back to the called party and then translate via sign language back to the inmate from the called party.

Inmates can request this reasonable accommodation through the Reasonable Accommodation process in DOC 408, Reasonable Accommodations for Inmates or through the Disability Accommodations Resources Assessment process.

Telephones will be placed in accessible locations for inmates with disabilities who have been granted access to Videophones.

Posters on Placing a Direct and VRS call shall be available to view above all stationary Videophones and in the respective housing units.

**Teletypewriter Telephone (TTY)**

**TTY** can be used by inmates with disabilities who have the ability to type written messages to either MA Relay Services or to another person with a Teletypewriter Telephone.

Inmates can request this reasonable accommodation through the Reasonable Accommodation process in DOC 408, Reasonable Accommodations for Inmates or through the Disability Accommodations Resources Assessment process.



Telephones will be placed in accessible locations for inmates with disabilities who have been granted access to TTY phones.

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**Captioned Telephone (CapTel)**



**CapTel** telephones can be used by inmates who have disabilities and have the ability to hear conversations on the telephone and read text from the person speaking on the other end of telephone.

Inmates can request this reasonable accommodation through the Reasonable Accommodation process in DOC 408, Reasonable Accommodations for Inmates or through the Disability Accommodations Resources Assessment process.

Telephones will be placed in accessible locations for inmates with disabilities who have been granted access to CapTel telephones.

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*Telephone hours of operation and accessibility need to be equal to that which is available to all inmates in the Institution. Also, telephone calls utilizing Videophones, VRS, ITY and CapTel phones shall be afforded **twice the amount of time** to complete calls as is afforded to inmates who complete telephone calls using traditional telephones, subject to operational or security concerns or administrative constraints (e.g., institutional emergencies).*

**Telecommunication Aids and Services for Effective Communication**

Videophone, Video Relay Service (VRS), Text Telephone (TTY), Caption Telephone (CapTel), Amplification Enabled Telephone and Hearing Aid Compatible Telephone

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**Traditional Telephones Adapted for Use by Deaf and Hard of Hearing**

**Amplification Enabled Traditional Telephones**

Traditional telephones include a built in volume button that allows the user to amplify the call volume.

**Hearing Aid Capable Traditional Telephones**

Traditional telephones are hearing aid compatible in accordance with Federal Communication Commission Guidelines.



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*Telephone calls utilizing amplified traditional telephones and hearing aid compatible traditional telephones shall be afforded the **same amount of time** to complete calls as is afforded to inmates who complete telephone calls using traditional telephones.*

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*The Department will attempt, upon request, to provide appropriate aids and services to enhance communication for qualified inmates with disabilities so then they may participate fully in Department programs and services. The Department will also provide other means of making communications accessible to inmates who have speech, hearing or vision impairments. Supervisory staff on all shifts are trained on the location of the telephones, how to access the telephones, and how to properly*