

MIDDLESEX HOUSE OF CORRECTION
BILLERICA INMATE HANDBOOK

MIDDLESEX SHERIFF
PETER J. KOUTOUJIAN

SPECIAL SHERIFF
PATRICK G. MURPHY

SUPERINTENDENT
SEAN McADAM

2011-2012

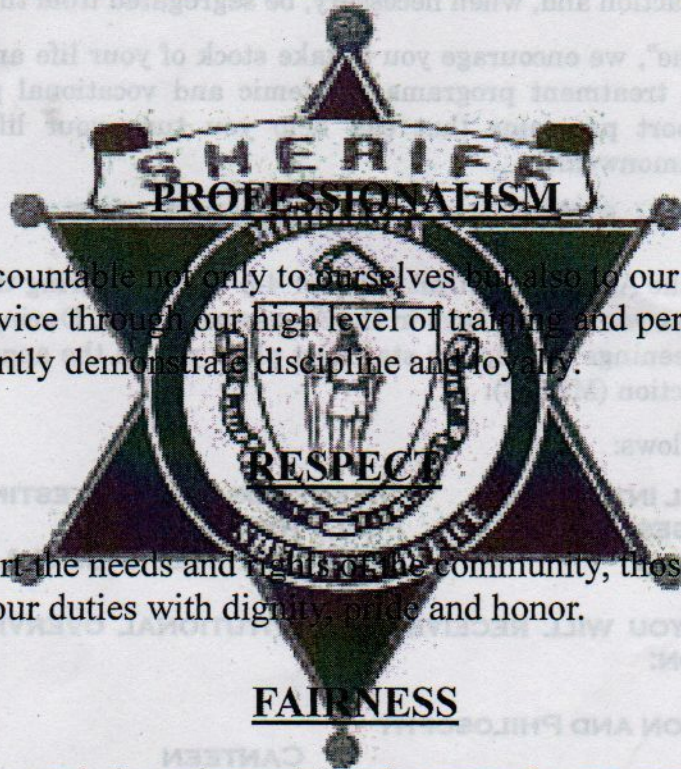
TABLE OF CONTENTS

Section 1	MESSAGE FROM THE OFFICE.....	4
Section 2	ASSESSMENT UNIT.....	4
Section 3	CLASSIFICATION.....	6
Section 4	VISITING.....	6
Section 5	TRANSPORTATION.....	7
Section 6	INMATE PROPERTY AND PERSONAL HYGIENE.....	7
Section 7	CANTEEN.....	9
Section 8	INDIGENT INMATES.....	9
Section 9	LAUNDRY.....	9
Section 10	HEALTH SERVICES UNIT.....	9
Section 11	TELEPHONES.....	10
Section 12	FOOD SERVICE.....	11
Section 13	MAIL.....	11
Section 14	LIBRARY SERVICES.....	13
Section 15	PAROLE.....	13
Section 16	RECREATION AND LEISURE TIME ACTIVITIES.....	14
Section 17	WORK ASSIGNMENTS.....	14
Section 18	SUBSTANCE ABUSE TESTING.....	14
Section 19	GRIEVANCE PROCEDURE.....	15
Section 20	RULES And DISCIPLINARY.....	15
Section 21	SPECIAL MANAGEMENT UNIT (SMU).....	17
Section 22	EMERGENCY RESPONSE SYSTEM.....	19
Section 23	PRISON RAPE ELIMINATION ACT (PREA).....	19

MISSION

The Middlesex Sheriff's Office provides a secure, safe and humane environment for both staff and offenders. Our commitment to public safety is to improve the quality of life in the community through public awareness, reintegration and by exercising our core beliefs of professionalism, respect, fairness and integrity.

We are a team dedicated to working in partnership with the justice system and the community through:



We expect to be held accountable not only to ourselves but also to our community. We provide and maintain quality service through our high level of training and performance. Our actions and appearance consistently demonstrate discipline and loyalty.

We recognize and support the needs and rights of the community, those in our custody, and one another, by performing our duties with dignity, pride and honor.

FAIRNESS

We consistently treat all people in an impartial and compassionate manner. We are ever mindful of our duty to preserve equality and diversity.

INTEGRITY

We are role models adhering to the highest moral and ethical principles. We are committed to being truthful when discerning right from wrong without favoritism. We will uphold the laws of the Commonwealth of Massachusetts and the United States Constitution.

www.middlesexsheriff.org

SECTION 1 MESSAGE FROM THE OFFICE

The Middlesex House of Correction is a "Smoke Free" facility.

The Middlesex Sheriff's Office is charged by law to be responsible for the care and custody of inmates sentenced to or housed at the Middlesex House of Correction. The House of Correction has a variety of housing Arrangements—from Maximum Security to Work Release- Your background, behavior and attitude are evaluated through our classification process to determine where and under what conditions you will be housed.

It is our goal to have every inmate involved in full time work or educational programs. It is important that you understand that privileges (over and above those that are required by law— such as recreational activities, leisure time activities, visiting hours, telephone privileges, etc.) are available only to those who demonstrate a responsible and positive attitude and are involved in work or educational programs.

We expect that you will follow all rules and regulations of the facility. Inmates who disregard these rules will be subject to disciplinary action and, when necessary, be segregated from the general population.

In addition to "doing your time", we encourage you to take stock of your life and make positive changes. We provide substance abuse treatment programs, academic and vocational programs, alternatives to violence and other self-support programs that can help you turn your life around and become a responsible citizen of the Commonwealth.

SECTION 2 ASSESSMENT UNIT

You will normally remain in the Assessment Unit (AU) for 4-5 weeks. During this time period you will be permitted to receive visits after your first 7 days in the Assessment Unit. During your stay in the A/U you will undergo a number of screenings to help the staff best place you in the appropriate programs here at the Middlesex House of Correction (MHOC).

Week One activities are as follows:

**A COMPLETE MEDICAL INTAKE
MENTAL HEALTH ASSESSMENT
TUBERCULOSIS TESTING**

**INFECTIOUS DISEASE TESTING
FULL PHYSICAL EXAM
TREATMENT MEETINGS (AA,NA, ETC)**

**DURING WEEK ONE YOU WILL RECEIVE AN INSTITUTIONAL OVERVIEW WHICH
WILL PROVIDE INFO ON:**

**INSTITUTIONAL MISSION AND PHILOSOPHY
RULES & DISCIPLINE
PHONE USE
US MAIL
RECREATION
RELIGIOUS SERVICES
CLASSIFICATION
GRIEVANCE PROCEDURES
PRISON RAPE ELIMINATION ACT (PREA)
AND CELL STANDARDS**

**CANTEEN
WORK OPPORTUNITIES
VISITS
EARNED GOOD TIME
LIBRARY ACCESS
LEGAL SERVICES
PROPERTY ISSUES
ACCESS TO MEDICAL**

A staff member will complete a Program Services Evaluation; which will include a Level of Service Assessment. This will be your individualized Treatment / Educational / Vocational / Work plan based on your scores provided from the assessments that you have undergone up to this point. It should be noted at this time that your individualized plan will need to be completed by you during your incarceration here at MHOC to earn placement in the minimum/pre-release units.

FAILURE AT ANY TIME IN THE A/U TO COMPLY WITH ANY EVALUATIONS/ASSESSMENTS, OR ANY RULES AND REGULATIONS WILL LEAD TO DISCIPLINARY ACTION

During Week 2 in the A/U you will be allowed to receive visits and be assigned to a Unit Work Detail. Additionally, there will be a Health Services follow-up which will include DNA testing as required, as well as a Treatment Plan presented to those Inmates identified to have Medical/Mental Health needs.

During Week 2 you will receive an Individual Service Plan which will monitor your progress during your incarceration. Your Case Manger will meet with you to review your assessments, identify areas of risk, as well as to discuss your (ISP) and answer any questions.

At the end of the first 2-3 weeks in the A/U those inmates serving less than 90 days will be reviewed by a Classification Hearing Board and a decision will be made to either continue programming in the A/U or to be classified to other appropriate housing. Those individuals classified out of the A/U will receive their Personal Accountability and Commitment Track (ISP) with specific goals to be met during the remainder of their incarceration.

Inmates serving longer than 90 days will be introduced to specific programming and treatment based on the result of assessments completed up to this point. Treatment programs include the following:

SUBSTANCE ABUSE MODULE	VIOLENCE INTERVENTION PROGRAM
SMART RECOVERY	FAMILY GROUP
BATTERERS PROGRAM	VICTIM IMPACT PANELS
ALCOHOLICS ANONYMOUS	NARCOTICS ANONYMOUS
HOUSES OF HEALING	SPIRITUAL RECOVERY
RELAPSE RECOVERY	GANG INTERVENTION
INFECTIOUS DISEASE EDUCATION	HARM REDUCTION EDUCATION

In addition, those individuals identified as requiring Educational programming may attend the following:

ADULT BASIC EDUCATION CLASSES
GENERAL EDUCATIONAL DEVELOPMENT (GED) CLASSES
PRE GED CLASSES
ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL)
SPECIAL EDUCATION CLASSES
COMPUTER CLASSES AND THE SERVE-SAFE PROGRAM/ CERTIFICATION
ANGER MANAGEMENT
OSHA CERTIFICATION
CULINARY ARTS
XEROX PRINT SHOP
CUSTODIAL TRAINING PROGRAM
THE SERVE-SAFE PROGRAM IS REQUIRED PRIOR TO GAINING ENTRY INTO THE MIDDLESEX SHERIFF'S OFFICE CULINARY ARTS PROGRAM.

At the completion of your stay in the A/U you will be scheduled for an Initial Classification Hearing. The Board will consist of your Case Manager, an Assessment counselor, and Education counselor, a member of the Health Services staff, the Operational Unit Manager as well as a Classification Officer. During this hearing your Case Manger will outline you're (ISP) which will have been developed over the course of the orientation program. Each board member will have the ability to add input into your (ISP). You should leave your Initial Classification Hearing with a clear understanding of how you will reach your specified goals and what the reward is for reaching those specific goals, and what the consequences are for not following your (ISP).

The Middlesex Sheriff's Office has two full time Chaplains on staff to assist in your spiritual needs. There are weekly scheduled religious services in all units. The Middlesex Sheriff's Office also contracts

with clergy from all denominations. If you have a specific need, please speak with one of the Chaplains. While housed in the A/U you will have the opportunity to learn about the "Middlesex Sheriff's Life Boat Task Force". A Christian mentoring program for released prisoners.

The Middlesex Sheriff's Office will provide reasonable accommodations to inmates with a disability, as defined by the American with Disabilities act (ADA). If you feel that your disability warrants accommodation, you may submit a written request to the caseworker.

SECTION 3 CLASSIFICATION

Classification is the process of evaluating, separating and housing inmates in terms of security housing level, behavior, work assignments and program participation. The Classification Committee will evaluate a number of different factors to assist in the development of a Personal Accountability Commitment Track. Those factors considered are the results of the LSI (Level of Service Instrument) Assessment, Educational Assessment, and the Medical/Mental Health evaluation. Please note that additional factors may be considered by the Classification Department in the formation of an (ISP), these include: attitude and level of motivation, behavior while in the Assessment Unit, sentence structure, Criminal/Incarceration History as well as employment skills or lack thereof.

All- classification board recommendations are subject to review and approval by the Deputy of Classification or designee. An inmate may, on the appropriate forms, appeal a Classification board recommendation to the Deputy of Classification within five (5) working days from the class board.

CLASSIFICATION TO THE TIER BUILDING.

Classification to the Tier Building may take place at any time during your incarceration for failure to complete your Individual Service Plan (ISP) or for any other disciplinary infractions while here at the Middlesex House of Correction. The Tier Building will have a minimal visiting schedule, recreational opportunities as well as work opportunities. The Tier Building has been designed to give non-compliant individuals, time to self-reflect on their failure to cooperate as expected during their incarceration. Inmates who choose to conform to the rules and regulations of the Tier Building as well as agreeing to participate in their (ISP) will have an opportunity to be reviewed by Classification for placement in other units.

SECTION 4 VISITING

1. Inmates are encouraged to receive visits from family members, friends and other individuals. All inmates, except those who have lost visiting privileges through the disciplinary process, are entitled to have visitors.
2. Visit's are normally forty-five (45) minutes in duration, but may be shortened to accommodate a higher than normal volume of visitors.
3. An inmate may receive only one visit per day and no more than two adults may visit an inmate during a visiting period.
4. An inmate can deny access to a visitor by leaving a written notice in advance with the visits office.
5. Visitors under seventeen (17) years of age must be accompanied by a parent or legal guardian and have a Birth Certificate.
6. Visitors must bring with them a valid photo ID (Transitional Assistance Card or driver's license or other photo identification issued by a recognized state agency) each time they visit and register upon arrival.

7. All visits are non-contact.
8. Any conduct which is beyond acceptable public practices or offends the public sense of decency will not be permitted and are grounds for immediate termination of a visit.
9. Any behavior in a visiting area which is loud, abusive, or otherwise disruptive shall be cause to immediately terminate the visit.
10. Visiting privileges may be suspended or restricted at any time as a result of rule violations.
11. Inmates shall not give anything to or take anything from a visit.
12. Visitors and inmates must follow all orders of the supervising Officer. Failure to comply with any such orders shall be cause to terminate the visit.
13. Parents or Guardians of children are responsible for the children's behavior at all times.
14. Neither inmates nor visitors are allowed to move chairs. Inmates and visitors cannot change their seats once the visit begins.
15. All visitors are expected to conduct and dress themselves in a manner that is appropriate for a public place. Any visitor (adults and children over the age of five) clad in the following items or any item deemed inappropriate by correctional staff shall be denied entrance into the facility:
 - A. Any adornments or accouterments that cannot be removed to be examined and could constitute a security problem will not be allowed;
 - B. Any articles of clothing, worn by the visitor with holes, rips or tears will not be allowed;
 - C. At the discretion of the Superintendent or his/her designee, any article of clothing, worn by the visitor, displaying obscene, racial, sexual, caricatures, symbols or gang affiliation will not be allowed.

The shift Commander will make final determination for entrance.

16. The visiting schedule is posted in each unit.

SECTION 5 TRANSPORTATION

Family members may utilize the following transportation options: MBTA Customer Support Services is available Monday-Friday 6:30AM-8PM and Saturday-Sunday from 7:30 AM-6:00 PM. Please call (617) 222-3200, Deaf or Hard of Hearing customers TTY (617) 222-5146, or toll free (800) 392-6100. Local Cab Service: S & L Taxi (978) 729-3302, Billerica MA 01821.

The following is the mailing and physical address of Middlesex House of Correction:

Middlesex Sheriff's Office

269 Treble Cove Road

Billerica, MA 01862

The main telephone number for the facility is (978) 667-1711

SECTION 6 INMATE PROPERTY AND PERSONAL HYGIENE

Property authorized for retention by inmates at the Middlesex House of Correction shall be limited to the following, and must be stored in the issued property bag. Any excess will be considered contraband and disposed of. The initial issue of undershirts, undershorts and socks is three (3). All others shall be purchased.

7 undershirts (issued/purchased)	2 pair of footwear (issued/purchased)
7 under shorts (issued/purchased)	2 gym shorts (purchased) (without pockets)

7 socks (issued/purchased)	1 Pair of shower shoes (worn in unit only)
2 Pens/pencils (Sold in canteen)	1 Pair of Prescription glasses (no sunglasses)
Dentures and or hearing aid	1 watch (Sold in canteen)
1 Drinking cup (sold in canteen)	1 Radio (Sold in canteen)
3 Plastic ware (Spoons/forks)	1 Set of ear buds (sold in canteen)
14 Plastic bottles (Soda/water)	1 Small soap bottle
1 Pack of playing cards	3 Books
4 Magazines, 2 Newspapers	2 Blocks of writing paper
1 religious necklace (non-precious metal, unaltered and approved)	25 Envelopes
1 wedding band, without stones (No body jewelry allowed)	
1 Cubic foot of personal papers including non-legal mail and religious material	
1 Cubic foot of legal material (excess will be placed in Property Room)	
Personal health and hygiene items issued or sold	
Food and beverage items purchased from the canteen in allowed quantities	
Other purchased canteen articles in allowed quantities	

2. Each inmate will be issued and is responsible for the following items, which are not required to fit in the property bag. These items will be returned to Intake upon release or classification to another facility.

1 Blanket	2 Sheets
1 Pillowcase	1 Towel
3 Uniform Jumpsuits	1 Property bag

* Pillows purchased through the canteen may be placed on top of the property bag during a move from one unit to another. All facility supplied pillows must remain in place.

3. Property will not be allowed to accumulate to the extent that it creates a fire, health or safety hazard.
4. Property will not be accepted through visits or the mail (except personal mail and pictures, or authorized books/magazines mailed directly from the publisher).
5. Inmates are not allowed to give or exchange any property or canteen item(s) with any other inmate(s).
6. If an inmate is in possession of any property not belonging to him, the property will be confiscated and disposed of by the facility and the inmate will be subject to disciplinary action.
7. Each inmate will be issued and is responsible for their photo identification. Inmates who remove, alter or deface their identification are subject to disciplinary sanctions and are responsible for the cost of replacing the identification. The cost of new photo identification is \$5.00.
8. The facility is in good repair and kept clean. Each inmate is responsible for the housekeeping of their cell or assigned area.
9. Inmates are allowed freedom in personal grooming except when a valid interest justifies otherwise. Showers are available daily. Inmates going to court may shower immediately after breakfast.
10. Haircuts are available to all inmates. Haircuts scheduled as posted in each unit.

11. ***INMATE PROPERTY WHICH IS NOT PICKED UP WITHIN 30 DAYS OF RELEASE OR TRANSFER WILL BE DISPOSED OF.***

SECTION 7 CANTEEN

The canteen stocks a variety of items for purchase which are not issued by the facility. Funds received through visits or the mail is entered into the inmate's account and the costs of purchases are then deducted from this account. There is a \$250.00 limit for an inmate's canteen account. All money for any given week of canteen must be received by the Saturday evening prior to that week's canteen delivery. Late canteen orders and late money are not acceptable reasons to receive canteen on any day other than the scheduled time.

Each inmate shall be allowed one canteen order per week provided there are sufficient funds in their account.

When a canteen order is delivered to you, it is your responsibility to open and verify the contents of the order in the presence of the staff member. Any discrepancy in the order must be brought to the attention of the staff member immediately. If you accept the order without verifying it in the presence of the staff member, you will have no basis to dispute its content.

It is the responsibility of released inmates to contact the canteen department within 30 days of release to have any unclaimed canteen funds mailed to their house.

SECTION 8 INDIGENT INMATES

An inmate whose canteen account balance does not exceed ten dollars (\$10.00) for sixty (60) days or more shall be eligible to receive without charge the following:

- A. Hygiene items
- B. Up to 3 pieces of stationery, envelopes, and postage
- C. Unlimited legal mailing

Indigent inmates may request these items through the canteen kiosk.

SECTION 9 LAUNDRY

A Laundry exchange system is in place for each unit and is posted. A laundry bag is issued to each inmate upon intake.

SECTION 10 HEALTH SERVICES UNIT

The Health Services Unit is designed to meet the health care needs of the inmate population. In addition to sick call, which is conducted each regular business day, emergency medical services are available 24 hours per day.

Inmates requesting health care services are initially triaged by trained health services staff that, when appropriate, refer inmates to the various health care providers working in the facility.

To access non-emergency health services, inmates may request an appointment by submitting a sick call slip in the sick call box located on each unit. Inmates will be called to the HSU or unit triage location on

the next regular business day. Inmates who require emergency health care services may simply tell an officer that they have a health emergency. The officer will then contact the HSU and refer the inmate for immediate assessment.

Inmates requesting dental services, eye examinations or non-emergency mental health services must indicate their request on the sick call slip. Inmates will be placed on the appropriate list, and will be called when their name comes up on the list. Inmates, who do not report for a scheduled appointment after requesting it, will need to request a new appointment.

The facility physician, psychiatrist, or dentist prescribes medications. Inmates may not bring medications from home into the facility. When an inmate enters this facility, the doctor here becomes the inmate's primary care physician while he is incarcerated. All medication will be dispensed by a nurse. Inmates must take and consume the medication in the nurse's presence. Refusal to follow procedure may result in disciplinary action. Hoarding of medication will result in Disciplinary action.

Medication deliveries to the housing units are scheduled for approximately: 9AM, 4PM and 8PM. The unit officer will announce med call; at that time inmates shall appear to receive meds as called. The inmate must appear on time and in place. There will be no excuses. The nurse will depart at the conclusion of the distribution line. No inmate will be serviced after this conclusion. An inmate who feels he has been deprived may choose to file a grievance with the officer in charge. But he must also explain why he did not appear for med call when he was called. Inmates missing a med call without a valid reason will not be sent to the HSU to receive medication.

Extensive mental health services are available for all inmates. Emergency mental health services are available 24 hours per day, and any inmate who is experiencing mental health issues are strongly encouraged to seek the support of facility mental health staff. To access emergency mental health staff, inmates may simply report to an officer their need to see a member of the mental health staff. The officer will convey the request to the HSU, and the inmate requesting mental health services will be called to the HSU for assessment.

Inmates who have complaints about their health care are strongly encouraged to express their complaints in writing to the Director of Health Services. The complaint will be noted in the medical grievance log, investigated and the inmate is notified by HSU of the results.

Medical diets are served to inmates only with the approval of the facility's physician. The food service unit provides only the food permitted by the physician to inmates on medical diets.

Inmates requesting HIV, HCV or other infectious disease testing may contact the Infectious Disease department by way of sick call slip.

SECTION 11 TELEPHONES

Upon admission, inmates shall complete the *List of Designated Telephone Numbers* form that allows 10 family/friend numbers and up to 3 attorney/clergy telephone numbers. During the initial 30 days of incarceration inmates may change up to 2 telephone numbers by completing the add/delete form *in the presence* of staff. Two additional changes may be made each 90 days thereafter.

Telephones are available for use in all units based on the unit's activity schedule. Telephones are collect call only. The facility does not accept incoming calls.

All inmate calls are subject to telephone monitoring and recording, except pre-authorized numbers for an attorney.

Three -way calls are not allowed. Inmates placing three-way calls will be subject to disciplinary action.

Emergency calls received will be verified and the information forwarded to the inmate.

If you have an emergency call to place, or need to call your attorney, and cannot place the call on unit telephones, contact staff for assistance. Information on International calls is available through the caseworker.

SECTION 12 FOOD SERVICE

Nutritionally balanced meals are served three times a day. If you miss a meal or oversleep, you will not be served.

No food line items are allowed in cells. All meals will be consumed in the common area of the unit.

After finishing your meal, you are expected to clean your area and return your tray and plastic wear to the designated area.

Dining Hall Rules: The following rules are in effect and must be adhered to by all inmates.

- A. All inmates must wear their issued uniform, shoes and socks to the dining hall.
- B. Inmates are subject to search upon entering or exiting the dining hall.
- C. Only staff are permitted to open and close windows.
- D. There is no loitering.
- E. Nothing is to be carried in or out of the dining hall unless authorized.
- F. Moving from table to table is prohibited.
- G. Inmates must return to their units after eating.

Inmates will be released to the dining hall by unit. Meals will be served according to the following schedule:

Breakfast:	6:45a.m. – 7:30a.m.
Lunch:	10:45a.m – 11:30a.m
Dinner:	4:45p.m – 5:30p.m

Any inmate who becomes disruptive or assaultive by either throwing of food, food trays, containers or by utilizing any food or drink containers to assault staff with food or any substance, i.e., may result in an inmate being placed on alternative feeding status. The alternative feeding status shall not exceed seven (7) days.

SECTION 13 MAIL

Inmates are granted the right to communicate or correspond with persons or organizations, subject only to the limitations necessary to maintain order and security.

Incoming: All incoming, non privileged mail will be opened and inspected for contraband prior to delivery to inmates. Mail is delivered six days per week, excluding Sundays and postal holidays. An employee distributes mail and will be hand delivered to the inmate. Privileged mail is delivered during the 4-12 shift and will be opened and inspected for contraband in the presence of the inmate, unless waived in writing, or in circumstances, which may indicate contamination. Mail will normally be delivered within 24 hours of receipt from the post office.

Please attempt to have friends; family members and official mail include your name, institutional number and housing unit on the envelope. This will assist the Middlesex Sheriff's Office in properly getting mail addressed to an inmate as soon as possible, please note the correct manner to

have mail addressed while incarcerated at the Middlesex House of Correction.

Middlesex Sheriff's Office
Attn: Inmate Name and Institutional #
Housing Unit and Cell/Room #
269 Treble Cove Road
Billerica, MA 01862

Outgoing: There shall be no limitations on the number of persons with whom an inmate corresponds, or the number of letters he sends or receives. Staff, in the presence of the inmate, may be allowed to inspect outgoing privileged mail for contraband before it is sealed.

All out-going inmate correspondence shall be stamped stating its origination from:

"MIDDLESEX HOUSE OF CORRECTION"

"This mail was sent from the Middlesex House of Corrections at Billerica, MA. 01862. The contents have not been read and the MHOC is not responsible for its contents".

All outgoing mail should be placed in the appropriate marked mailbox in each housing unit. Mail is collected six days a week from the box.

Indigent inmates shall be permitted to mail up to three (3) first class letters weighing one (1) ounce or less at the facilities expense, per week. In addition, an unlimited number of legal correspondences to an attorney or court official will be permitted at the facilities expense. A charge shall not be placed against an inmate's future deposits in his account for the costs incurred in this section.

All mail coming into the institution cannot be larger than an 8 ½ by 11 piece of paper, this includes greeting cards.

All books, magazines, puzzle books etc., must come from a recognized distributor (i.e. publisher or Dot Com distributor). Privately sent books, magazines, puzzle books will be returned to the sender. Items cannot come from a local bookstore, be hard covered or used. This means that a book from an internet distributor must be sent directly from their warehouse. A copy of the denied package will be sent to the inmate and the package will be returned to the sender.

All magazines, newspapers or other periodicals will only be accepted as part of a subscription. Mailed newspapers or magazines from a personal address will be rejected.

Money sent in the mail to an inmate for deposit into the inmate's canteen account must be sent in the form of a money order. **Personal Checks will not be accepted.** Inmates may have a maximum amount of \$250.00 in their canteen account. If the money order will exceed the \$250.00 threshold the money order will be sent to the return address on the envelope with a rejection notice. The inmate will also receive a copy of the rejection notice.

No Polaroid pictures with or without the backs, and/or inappropriate pictures will be accepted. Photocopying of Polaroid pictures taken in the facility is prohibited. Photos that look like they have been tampered with or altered in any way will not be allowed into the facility.

Nothing will be accepted through the mail if you are allowed to purchase it in the canteen, such as stamps, envelopes, blank paper, greeting cards, food, clothing etc. Pages from a book or copied pages from a book are not allowed. Anything that may be considered a safety risk to the facility is not allowed. Glued, laminated, painted or glittered items, construction paper and stickers are not allowed.

Inmates may be permitted to correspond with an inmate confined to another correctional or penal institution in the Commonwealth providing the other inmate is either an immediate family member or party in legal litigation. Permission from the Superintendent of both facilities is required.

Inmates wishing to correspond with other inmates housed at MHOC shall adhere to the inmate to inmate correspondence procedure. The letter must be in an envelope and have both inmates full name, housing unit in order to be forwarded.

An inmate may be prohibited by the Superintendent from corresponding with a particular person if that person, or the person's parent or legal guardian in the case of a minor, has requested in writing that such correspondence from the inmate be terminated.

What happens to your mail if it has been rejected?

When an item has been rejected by the mail room a Rejected Mail Form will be prepared by the mail room officer and the item will be returned to the sender. A copy of the Rejected Mail Form will be sent to the inmate. If there is no return address, the package and its contents will be destroyed. **Please tell your family or friends to include their return address on the envelope.**

SECTION 14 LIBRARY SERVICES

Legal library services and general library services are offered to all inmates.

Full time attorneys are available to provide legal advice and legal services to inmates. The attorney's office hours and schedule is posted in each unit. The legal library is located in the training center of the Tier building. The Tier building and Dormitory will have access to the legal library twice weekly during their scheduled recreation periods. Pods will have access to utilize the legal library two (2) or three (3) morning periods weekly.

The purpose of the legal library is for legal research. There will be no other services offered or activities allowed in the legal library. Inmates attempting to deceive staff by claiming a need to conduct legal research as a means to manipulate time out of their cell will be formally disciplined.

Legal Library Services Available:

1. Access to law book collection and computer law resources.
2. Assistance with legal materials. Inmates in need of legal materials not found in the library may request such materials through the librarian via legal services websites.
3. Use of typewriter for legal needs.
4. Copy service for approved legal documents upon request.
5. Notary services.

SECTION 15 PAROLE.

Inmates serving a sentence of sixty (60) days or more (non-mandatory) are eligible to see a Parole Board member. Most individuals see the Hearing Panel three (3) to six (6) weeks prior to the completion of half of their sentence. If you are serving a From & After Sentence to another county, you will only have one (1) parole hearing to address both sentences. We no longer parole to the From & After Sentence unless it is to another state, a Federal Detainer or an Immigration Detainer

You will receive a questionnaire from the Institutional Parole Office if and when you are eligible for Parole. Please fill it out and return it to the Parole Office as soon as possible.

SECTION 16 RECREATION AND LEISURE TIME ACTIVITIES

Recreation and Leisure time activities are privileges afforded to those inmates who are involved in work, education and/or programs. Recreation may consist of physical exercise such as basketball, aerobic workouts, etc. which take place in indoor or outdoor exercise areas. Leisure time activities consist of board games; cards, etc. are authorized in dayroom areas and recreation areas. The recreation schedule is posted within each unit.

SECTION 17 WORK ASSIGNMENTS

The facility requires all sentenced inmates to work if they are not assigned to programs. Inmates are allowed to volunteer for work assignments. In addition to regular full time work assignment, you may also be given a work detail (chore) that must be completed to the satisfaction of the supervising Officer.

Work assignments are available in the following areas: food service, library, janitors (in various areas), maintenance (painting) and laundry.

Positions are available in the unit for unit workers. For these jobs, talk with the unit officer.

Once assigned to a work area, inmates are not permitted to "quit" the job. If terminated for cause, disciplinary action can be taken by the administration. All individuals terminated from a work assignment must reapply for future work assignments. Those inmates who need reassignment due to health/medical reasons will be without penalty.

Inmates, who are taken to the Special Management Unit (SMU), will automatically be terminated from the work force. They must reapply for entry into a work area after release from SMU. Allowances are made for those who are found not guilty of disciplinary reports or investigations.

Some work areas require a medical clearance. An inmate who is denied clearance by the medical staff (HSU) may apply for another work area without penalty.

Several work areas require special clothing. The appropriate clothing is provided to the individual by the facility. Inmates are responsible for the clothing and must return the same to the work area supervisor upon transfer or termination.

Any inmate who refuses to complete a work assignment or detail will be subject to disciplinary action and may be moved to a higher Security Housing Level.

SECTION 18 SUBSTANCE ABUSE TESTING

The facility conducts frequent urinalysis drug testing and alcohol surveillance. The testing is conducted by certified testers and in accordance with recognized standards and regulations. An inmate's failure to provide a urine specimen within the allotted time will result in disciplinary action. Each inmate upon commitment to the Middlesex House of Correction must submit an initial urine sample for testing.

SECTION 19 GRIEVANCE PROCEDURE

The facility has a formal grievance procedure to remedy legitimate complaints of inmates. This process does not replace the informal channels of grievance resolution, and therefore, you should first attempt to address any complaints informally prior to filing a grievance. If this does not resolve the issue, you should then complete and submit a standard Grievance Form.

Grievance Forms are available through staff. You formally file a complaint by completing and submitting a standard Grievance Form with the Institutional Grievance Coordinator (IGC) by placing form in the grievance box located on each unit.

The IGC will make a determination concerning your grievance and inform you of that decision. You may appeal the IGC's decision to the Assistant Superintendent.

SECTION 20 RULES AND DISCIPLINARY

It is expected that you will follow the rules of the Facility. Some of these rules will be explained to you during your stay in the Assessment Unit and others that are specific to various housing or work assignments will be explained by officers or supervisors in those areas.

The following are the charges that may be brought against you for rule violations:

CODE OF OFFENSES

1. Disobeying an order of, lying to, or insolence towards a staff member.
2. Violating any institutional rule or regulation, or any other rule, regulation, or condition of the facility or community-based program.
3. Failure to keep one's person or quarters in acceptance with institutional rules.
4. Being out-of-place.
5. Counterfeiting, forgery, or the unauthorized reproduction of any document, article or identification, money, security, or official paper.
6. Tampering with or blocking any locking device, door, grate, or window.
7. Conduct which disrupts or interferes with the security or orderly running of the facility.
8. Escape or possession of escape tools.
- 9A. Manufacture, possession, introduction, distribution, or use of any unauthorized
- 9B. Failure to submit a urine specimen.
- 9C. Tampering with or altering a urine sample, or ingesting any substance which causes an abnormal reading on a urine test.
10. Misuse of authorized medication, for example: the unauthorized accumulation of prescribed medication, or the distribution of prescribed medication to others.
11. Gambling.
12. Participating in or encouraging a riot, work stoppage, hostage taking, or unauthorized group demonstration.
13. Failure to comply with the verbal orders of staff during any facility emergency.
14. Possession, manufacture, introduction, or use of a gun, firearm, explosive, ammunition, chemical agent, weapon, sharpened instrument, knife, or tool.
15. Self-mutilation or attempted suicide.
- 16A. Fighting with, assaulting, or threatening a staff member.
- 16B. Fighting with, assaulting, or threatening another inmate
- 16C. Fighting with, assaulting, or threatening any other person.
17. Killing
18. Resisting a correctional officer's attempts to restrain or escort an inmate.
19. Use of obscene, abusive, or threatening language, action, or gesture to any inmate, staff member, or any other individual.
20. Engaging in sexual acts.
21. Setting a fire.
22. Making unauthorized telephone calls to persons outside the facility or within the facility.
23. Passing or receiving contraband from another inmate, visitor, or employee regardless of the place of occurrence.
24. Destroying or damaging institutional property, or the property of another person.
25. Unauthorized possession of property belonging to another person.
- 26A. Possession of anything, including money or currency, not authorized for retention or receipt by the inmate.
- 26B. Smoking or possession of any tobacco product or tobacco paraphernalia.
27. Giving money or any item of value to, or accepting money or any item of value from another inmate, a family member or visitor without authorization.

28. Stealing.
29. Tampering with any fire safety device, including but not limited to pull stations, sprinkler heads, extinguishers, and stand pipes.
30. Tampering with, the destruction of or interference with any Closed Circuit Video camera or other safety system of the facility.
31. Tampering with any telephone or means of official communication.
32. Giving or offering any official or staff member a bribe.
33. Giving or offering any official or staff member any item of service or value.
34. Unauthorized or improper use of any recreational equipment.
35. Extortion, blackmail, or demanding money, receiving money, or anything of value in return for protection against others.
36. Charging or receiving money or anything of value either directly or indirectly from another inmate, a family member, or any other person for rendering any service.
37. Possession of, wearing or displaying colors or any type of emblem, insignia, or logo suggesting membership or affiliation with a gang, group, party, or other association whenever such wearing or displaying may pose a threat to the security, order and safety of the facility.
38. Violating any law of the Commonwealth of Massachusetts, or the United States of America.
39. Attempting to commit any of the above offenses, making plans to commit any of the above offenses, or aiding another person in committing any of the above offenses.

Where an employee reasonably believes that formal disciplinary action is not necessary, he/she or their supervisor may take any of the actions listed below:

- a. a verbal warning
- b. extra work detail
- c. room/cell restriction (not to exceed 72 hours)

Staff shall record the informal handling of the matter in the space provided on the ***Acknowledgement of Informal Sanction Form***. The Disciplinary Officer shall maintain a file of all such matters handled informally.

Whenever an inmate receives Informal Disciplinary Sanction the following actions must be taken:

- a. The officer writing the Informal Disciplinary Sanction must complete the entire form.
- b. An administrator of the rank of Captain or above must review and sign the ***Acknowledgement Form***.
- c. A signed copy must be given to the inmate and another copy must remain in the Unit.
- d. The original signed ***Acknowledgement Form*** must be forwarded to the Institutional Disciplinary Officer.

Inmates who are the subject of a ***Formal Disciplinary Report*** may be transferred from their assigned housing unit to the Disciplinary Detention Unit to await a formal disciplinary hearing. Inmates in the Formal Disciplinary Unit will be required to wear a green safety smock and be issued a green safety blanket. After review undergarments will be issued when not considered a safety risk.

Rule violations written in the form of a ***Formal Disciplinary Report*** will be designated as either minor or major. The following sanctions may be imposed:

1. Minor sanctions include, but are not limited to the following:
 - a. reprimand or warning
 - b. extra work detail of 1 to 5 days

- c. loss of privileges not to exceed 10 days (loss of canteen, visiting telephone or gym)
- d. cell/room restriction not to exceed 5 days (does not include loss of canteen or visiting privileges)
- e. removal from a work assignment
- f. recommended reclassification; and
- g. restitution

2. Major sanctions include, but are not limited to the following:

- a. disciplinary detention for a specified period of time, not to exceed 10 days for any one offense or 30 days for all violations arising out of one incident.
- b. loss of visiting privileges for a specified period of time, not to exceed 10 successive days for any one offense or unless the offense was in connection with visiting privileges the loss of visiting privileges shall not exceed 90 days.
- c. recommended loss of statutory good time credits, and
- d. all minor sanctions

3. Disciplinary sanctions may be suspended for a specific period of time not to exceed 90 days, and may be imposed during that time by action of the Disciplinary Hearing Officer or Disciplinary Board.

SECTION 21 SPECIAL MANAGEMENT UNIT (SMU)

It is the policy of the Middlesex Sheriff's Office to provide for the special management of Middlesex House of Correction inmates classified as administrative segregation or disciplinary detention. The Office shall provide housing for such inmates separate from the general population.

Disciplinary Detention - A form of separation from the general population in which inmates committing serious rule violations are, by decision of a disciplinary officer, confined to cells separate from the general population and whose privileges are restricted for a finite period of time.

Administrative Segregation Unit - A designated housing area for the separation of inmates from the general population who are classified as Administrative Segregation, or who are temporarily segregated from the general population by order of a Shift Commander when their presence in general population poses a serious threat to self, staff or other inmates or to the security of the facility.

Immediate Segregation - The Unit Manager or Shift Commander may order the immediate segregation of an inmate when it is deemed necessary to protect the inmate or others, or to maintain the security and orderly running of the facility. Whenever this occurs, the Unit Manager or Shift Commander shall ensure that a Notice of *Temporary Assignment to Administrative Segregation* form is completed and served on the inmate; the Unit Manager or Shift Commander shall designate the initial status level of the inmate. If the Unit Manager or Shift Commander fails to designate a status level, the inmate shall be considered as status level II until otherwise classified.

Status Levels - The Classification Committee shall designate a status level for each inmate classified as Administrative Segregation. This designation shall reflect a judgment of the risk presented by the inmate and shall also reflect the inmate's progress in adhering to the regulations of the unit. The status level of each inmate shall be reviewed at least weekly; however, the Committee may review an inmate's status at any time upon its own motion or upon referral of unit staff. The progressively higher status designations shall afford greater privileges leading ultimately to return to general population.

Administrative Segregation - An inmate shall be designated as Administrative Segregation status only

upon the written recommendation of the Classification Committee. Such recommendation shall be based on documentation that the inmate's presence in general population poses a serious threat to life, property, the inmate, other inmates, staff, or to the security or orderly running of the facility.

- i. Level I Status - Inmates designated Level I Status shall be provided all programs and services as specified in Policy and Procedure 423H. After review, based on the inmate's compliance with facility and unit rules, the Classification Committee may authorize the inmate's status to change to Level II.
- ii. Level II Status - Inmates designated Level II Status shall be provided all programs and services as in Level I and shall be authorized telephone privileges 5 times per week and one scheduled non-contact visit per week. After review, based on the inmate's compliance with facility and unit rules, the Classification Committee may authorize the inmate's status to change to Level III.
- iii. Level III Status - Inmates designated Level III Status shall be provided with all programs and services as in Level II and shall be authorized two scheduled non-contact visits per week, shall be authorized telephone privileges five days per week during scheduled posted times, as authorized; and be assigned a job in the unit. Additionally, based on availability of program staff, the inmate may be required to attend a treatment or other programs. Based on the inmate's compliance with facility and unit rules, and his successful completion of work and program assignments, the inmate may be classified to return to a general population.

The full range of health care available to general population shall be available to all in inmates in each sub-unit of the SMU.

Inmates assigned to the SMU wishing to be seen at sick call shall place a note indicating such in the sub-unit sick call box before 7:30 a.m. All sick call boxes will be emptied and the slips collected by a nurse during the morning distribution of medication.

SECTION 22 EMERGENCY RESPONSE SYSTEM

Emergency response (responsibilities of Inmates)

Detainees rightfully have the expectation of personal safety during their incarceration.

You are expected to refrain from any actions which may delay or interfere with the response or from engagement in or encouragement of the event.

You are expected to comply with all orders and directions of staff as well as instructions presented over the public address system.

During facility emergencies a siren will sound, at this time you are required to assume the position depicted in the photo below:



If you are not part of the solution you are part of the problem, and will be held accountable for your actions following the incident.

SECTION 23 PRISON RAPE ELIMINATION ACT (PREA)

**The Middlesex Sheriff's Office has a zero tolerance policy towards
Sexual assault or sexual misconduct.**

It is the policy of the MSO to provide a safe, humane and appropriately secure environment free from the threat of sexual assault for all offenders, by maintaining a program of prevention, detection, response, investigation and tracking. During the admissions and orientation process offenders will be provided information about sexual abuse/assault including: prevention/intervention, self-protection, reporting sexual abuse/assault and treatment and counseling.

The Middlesex Sheriff's Office has established procedures to discourage and prevent staff/offender sexual misconduct by providing clear definitions of prohibited conduct, establishing uniform methods for the prompt reporting and investigation of allegations of misconduct, and prescribing sanctions for both substantiated misconduct and false allegations. The MSO prohibits sexual harassment and sexual misconduct. Due to the offender's custody or supervision status, in accordance with Public Law 108-79

and these procedures, no prohibited act of sexual misconduct can have as an affirmative defense, a claim of consent.

Inmates may report any alleged sexual assault, sexual misconduct or otherwise inappropriate staff or offender conduct either by speaking to any staff member, vendor or by calling the toll free information hotline at 1-978-932-3100. All information received on the hotline will be held confidential and responded to immediately by the Sheriff's Investigation Unit.

Definitions of Prohibited behavior:

Non-Consensual Acts:

- Contact between the penis and the anus including penetration, however slight; or
- Contact between the mouth and the penis, or anus; or
- Penetration of the anal or genital opening of another person by a hand, finger or other object.

Abusive Sexual Contacts

- Intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or buttocks of any person.

Staff Sexual Misconduct

Any behavior or act of a sexual nature directed toward an inmate by an employee, volunteer, official visitor, or agency representative. Romantic relationships between staff and inmates are prohibited.

- Intentional touching of the genitalia, anus, groin, breast, inner thigh, or buttocks with the intent to abuse, arouse, or gratify sexual desire; or
- Completed, attempted, threatened or requested sexual acts; or
- Occurrences of indecent exposure, invasion of privacy, or staff voyeurism for sexual gratification.

Staff Sexual Harassment

Repeated verbal statements or comments of a sexual nature to an inmate by an employee, volunteer, official visitor, or agency representative, including:

- Demeaning references to gender or derogatory comments about body or clothing; or
- Profane or obscene language or gestures.