

**INMATE ORIENTATION MANUAL
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**Raymond Marchilli, Superintendent
December 13, 2012**

I. INTRODUCTION

MCI Concord's mission is to provide a safe, secure and respectful environment for staff and offenders through orientation, evaluation and assessment. We provide the foundation for a productive incarceration and an opportunity for successful re-entry into society. MCI Concord is a medium security facility with an average population of 1363. It is located at 965 Elm Street; PO Box 9106; Concord, MA. The telephone number is (978) 405-6100.

This Inmate Orientation Manual is designed to provide you with specific information about MCI Concord. You are encouraged to read this manual and to use it as a reference guide. Since it is impossible to cover every question through this handbook, you may see the Correctional Program Officer (CPO) assigned to your housing unit on questions not covered. A set of Department of Correction policies is available for reference in the Inmate library.

II. ORIENTATION

- A) All sentenced inmates entering MCI Concord will be housed in L-1 Orientation Unit with an overflow to West Up. All Awaiting Trial detainees (52A's) will be housed in the East Up/East Down Housing units with an overflow to West Up. Within one business day you will meet with a CPO for initial screening. Within the first week you will be screened concerning your booking data, review date, security issues, classification status, medical issues, programming needs, and the Prison Rape Elimination Act (PREA). All inmates, regardless of their status, shall attend an orientation program. This program is designed to brief inmates on institution rules and regulations, programs, classification, work assignments, medical/mental health services, canteen, inmate funds, PREA, Security Threat Group (STG) activity, and other pertinent information relative to MCI Concord and the Department of Correction. Orientation is mandatory. Refusal to participate in the program shall result in disciplinary action. Orientation is normally scheduled every Friday at 1:00pm in the J-7 Visiting Room.
- B) The orientation coordinator(s) shall document each inmate's completion of orientation by having the inmate sign the orientation checklist. The checklist shall be forwarded to the Records Department to become a permanent document in your Institutional folder.
- C) Once you are assigned to a permanent housing unit, it is expected you will remain there throughout your incarceration at MCI Concord. Although it is at the Administration's discretion, any inmate may be moved to another unit, cell, or bunk at any time for institutional needs.

III. INSTITUTIONAL RULES AND REGULATION

A) Housing Rules and Regulations

- 1. In accordance with Chapter 127 Section 38B Assaults upon guards; bodily substances; penalty - any person in the custody of a correctional facility who commits an Assault or an Assault & Battery by means of a bodily substance, including but not limited to, blood, saliva, mucous, semen, urine, or feces shall be punished by Imprisonment for not more than 2½ years in a jail or house of correction or for not more than 10 years in a state prison. Said sentence shall begin from and after all sentences currently outstanding and unserved at the time of said Assault or Assault & Battery.
- 2. All inmates housed at MCI Concord will be required to adhere to general rules and regulations specifically designed for this facility. Ignorance of the rules is no excuse for non-compliance.

B) Counts

- 1. Counts are very important in properly running a correctional institution, and infraction of regulations pertaining to counts is very serious. Counts are held 7 times daily. It shall be the responsibility of each inmate to stand clearly visible in his room for 4 of the counts: 7:15am,

11:15am, 4:45pm, and 9:50pm. Inmates residing in dormitories will be required to stand at the foot of their bunks and remain visible to the officer conducting the count. Inmates must be standing with cell lights on when count is called, prior to the officer arriving to the cell.

2. Making unnecessary movements, attempting to distract the counting officer by conversation while the count is being made, or making any attempt of concealment will lead to disciplinary action. When an emergency count is necessary, you must report to your cell or dormitory and remain there until the count is verified. Inmates are not allowed to completely cover themselves with their blankets and must be visible to officers at all times.

C) Inmate Movement:

1. Inmates shall not enter into a housing unit other than his assigned housing unit.
2. Inmates shall not enter into a cell other than his assigned cell.
3. Inmates shall not be allowed on a tier other than his own.
4. Inmates shall not enter a building unless assigned to that building.
5. Inmates shall not congregate near the officer's desk or around the stairwell.
6. **General Movement** - is a 10-minute time period in which inmates are allowed to ingress or egress (one way only) in certain areas with prior approval, i.e. appointments, recreation areas.
7. **Work Call** - is a movement period in which an inmate who is approved and assigned to a specific work area can move to his work site. Movement at any other time is upon request by a work supervisor only.
8. Movement announcements shall be made over the loud speaker by the Unit Correction Officer.

D) Regulations Concerning Cell Decorum and Sanitation:

The following inmate cell decorum guidelines are to be adhered to at all times:

1. Inmates shall be responsible for the cleanliness of their cells. If housed in a dormitory, inmates shall be responsible for the cleanliness of their bunks, lockers, furnishings, and the area surrounding their bunks.
2. Each inmate may have in his possession 1 mattress, 1 pillow, 1 pillowcase, 2 sheets, and 1 blanket. All other bedding & linens shall be considered unauthorized and will be confiscated. Inmates will be issued these items and held accountable for them.
3. Curtains or coverings of any kind on windows, door windows, bunks or toilets are not allowed at any time.
4. Clothing and towels shall be hung on hooks where provided or stored in lockers. Clothing and towels shall not be hung on bed posts or bed railings or anywhere except on hooks. Clothing must be stored away in footlockers. Where hooks have been provided but are missing or damaged, notify the Unit Officer, and they will be replaced.
5. Toilets, furnishings, trash containers, sinks, walls, ceilings, windows, door windows, and floors shall be kept clean at all times.
6. There shall be no alterations or defacing of cell walls, windows, ceiling, floor, door, lights, or furnishings.
7. Anything that is prohibited by 103 CMR 481, Inmate Mail, is not permitted to be displayed. This includes semi-nude, scantily clad, and/or sexually suggestive material, material that can be considered offensive or otherwise discriminatory in the workplace, material that is deemed to be

- divisive between groups or individuals, material that supports or promotes any violation of the 103 DMR 430 Disciplinary Proceedings.
8. Family photographs, calendars, religious pictures, magazine/newspaper articles, drawings, and greeting cards may be affixed with scotch tape to the bulletin board. Photographs or other items may not be attached to walls, doors, ceilings, lockers, or other furnishings. There shall be nothing posted on the walls in dormitories.
 9. Footlockers and one pair of shoes or slippers per occupant shall be the only items on the floor at any time. Footlockers shall be positioned under the bunks or against the wall next to the desk. They may not be positioned in front of the door. Footlocker trays are to remain in footlockers at all times and are not to be used for any other purpose.
 10. No clotheslines or any other line shall be hung in the cell.
 11. All electrical appliances shall be used in such a manner that all electrical wires remain on the floor and adjacent to walls, not strung across the floor or across airspace. TV's shall only be placed on shelves provided.
 12. Inmates shall keep their bed made at all times when not in use. Inmates shall ensure that their beds are made prior to leaving for any work or activity call. Beds must remain made during the hours of 8:00am - 8:00pm unless an inmate's work schedule requires him to sleep during the day.
 13. All trash shall be placed in metal trash containers. Trash containers in cells shall be emptied into unit trash barrels daily. Paper bags, plastic bags, and/or cardboard boxes shall not be used as trash containers or stored in rooms.
 14. All heating and ventilation openings shall remain unobstructed.
 15. The only property allowed to be visible to a staff member entering a cell is a footlocker, a pair of shoes or slippers for each occupant, a TV, a radio, a fan, and photographs in the authorized area. All other items of property shall be stored away in the footlocker.
 16. Nothing will be put on the light fixtures, grille bars, railings, window sills, or in windows.
 17. Inmates will be responsible for the cleanliness of their rooms and the area immediately adjacent to their rooms. This will be accomplished during scheduled tier time.
 18. When an inmate leaves his cell during darkness hours, his lights shall remain on. During the day, lights shall be turned off.
 19. All TV's and radios will be turned off when an inmate leaves his room. Speakers of any kind are NOT allowed. Speakers, homemade/altered antennas, remote control devices and the item(s) they are attached to are subject to seizure as part of the disciplinary process.
 20. Inmates should be aware that any time, on any shift, a staff member of the opposite sex may be on duty. Inmates must be properly attired while on the tiers, in the common area of the units, or to see the CPO. Proper attire consists of pants or shorts, shirts, and footwear. Thermals, hats, and just underwear are not considered proper attire for tier time or common areas of the units.
 21. Adequate clothing must be worn to and from the shower area, including a shirt to and from the shower.
 22. Inmates will not have in their possession any property that does not belong to them. All property will be clearly marked in a legible manner. Inmates may have 1 cubic foot of legal papers, 2 library books, and 1 religious book at any time.

23. Inmates are not allowed to make or wear cut-off hats, towels, or t-shirts around their neck or face at any time. Altered clothing is considered contraband and will be confiscated and sent to Property.
24. To prevent insect infestation, all food is to be stored in your footlocker
25. Empty food containers are not approved for retention.
26. "Stingers " and other modified methods of heating liquids/food are prohibited

E) Dining Hall Procedures:

1. The method of serving food at MCI Concord is cafeteria style. Do not argue with the inmate serving the food or attempt to select portions yourself. Complaints or questions about the food service should be directed to a kitchen officer or the Food Services Director. Upon completion of your meal, you are to leave your table and deposit tray, utensils, etc. in the proper receptacles provided.
2. Articles other than clothing worn by the inmate shall not be brought in the dining hall. Hats, doo-rags, Walkman radios, headphones, non-prescription sunglasses, or gloves are NOT allowed to be worn in the dining hall. Salt, pepper, and/or spices ARE allowed.
3. Causing excessive noise, disruption to the orderly running of the dining hall, or fighting may result in disciplinary action. There is no cutting in the chow line. If any commotion occurs in the dining hall, remain quiet and seated.
4. Inmates are only authorized to have one meal per dining period. Once you are finished your meal, you are to return to your housing unit. Attempts to take any food out of the dining hall or attempting to obtain a second meal, will result in disciplinary action. Upon notification that the dining hall is open, inmates will have a maximum of 30 minutes to report to the dining hall, eat, and return to their unit.

F) Therapeutic Diets:

1. Medical:

Q: What is a therapeutic diet?

A: A therapeutic diet is any inmate-specific change from the daily meals served to the general population as medically indicated and prescribed by either the dentist, physician, Nurse Practitioner, or mid-level medical provider.

Q: Who gets a therapeutic diet?

A: A therapeutic diet will be given to any inmate who when it is determined by the dentist, physician, Nurse Practitioner, or mid-level medical provider that an inmate's dietary needs cannot be met by the menu for meals provided to general population.

Q: Why are therapeutic diets ordered?

A: Some medical and dental conditions make it necessary for a change from the general population diet. When this occurs, there must be some avenue for the inmate to get the proper nutrition to meet the dietary needs of that condition.

Q: How is therapeutic diet ordered?

A: Upon transfer to MCI Concord, all inmate medical records are reviewed. If an inmate's medical record indicates that he is in need of a special diet, the information will be forwarded to the Food Services Director and the diet will be continued until a medical provider evaluates the inmate. If the physician or the dentist feels that there is need for diet order, the order will be written and forwarded to the Director of Food Services. For inmates needing a special diet for the first time, they will be referred to the physician or dentist via nursing staff, in-house referral/consult or nurse practitioner. If it is

determined that a therapeutic diet is needed, the physician or dentist will write the order for the diet and forward it to the Director of Food Services.

Q: How are therapeutic diet orders reviewed?

A: The physician or dentist reviews therapeutic diet orders every 30 days for renewal or discontinuation. In addition, therapeutic diet orders are reviewed by a registered or licensed dietitian at least every 6 months or whenever a substantial change in the menu is made.

Q: How is non-compliance handled?

A: Inmates must sign for their diet meal at every meal. The Food Service Director will review the sign in sheets weekly and compile a list of all inmates on therapeutic diets who have not signed for their meals. This list is forwarded to the Health Services Director or Dietitian. The inmate will be scheduled for a consultation and will be counseled about the importance of compliance.

Q: When is an inmate removed from a therapeutic diet?

A: If the medical or dental issue resolves, a medical provider will discontinue the diet. If an inmate has been counseled and continues to be non-compliant with a therapeutic diet, the Health Services Director or medical provider may discontinue a diet.

Q: Do all diabetics receive a therapeutic diet?

A: No, generally only insulin-dependent diabetics receive a therapeutic diet.

Q: Do all overweight inmates receive a therapeutic diet?

A: No, generally the regular diet is low fat. By eliminating inappropriate food purchases at the canteen and not eating desserts provided at meals, most persons should lose weight.

2. Kitchen:

Q: How are diets called for chow?

A: Inmates receiving diet meals are called last for all meals. Unit officers will announce, "all diets report for chow" or to the Health Service Unit, where inmates will be escorted to the Chow Hall in a group.

Q: Are ID's required to obtain my diet meal?

A: Yes. Inmates who are on a diet meal must present his ID to the officer on the diet line and is required to sign the diet signature verification sheet. Inmates will not be provided a diet meal without providing their ID and meal pass.

Q: Is there a special diet line?

A: Yes, you will enter the South Dining Hall.

Q: What happens to my meal if I am placed in segregation or in the hospital?

A: Your meal will automatically be transferred to your new location.

Q: If I refuse my diet meal, will there be consequences?

A: There is a possibility that your diet may be discontinued for non-compliance.

Q: What is a grievance form and where are they located?

A: If you have problems with your diet and feel as though they are unresolved or unrecognized, a grievance form may be filled out. These forms are located in your housing unit, Health Services Unit, and the Dining Hall.

3. Complaints:

- a) Any issues or complains regarding therapeutic diets can be addressed to the Director of Food Services, Health Services Administrator, Captains. These people are available at Staff Access in the J-7 Visiting Room during the lunch meal. Please refer to the Staff Access schedule posted in your housing unit.
- b) Therapeutic diet formal grievances are handled in accordance with 103 DOC 760. Formal grievance forms are located at the end of the serving line. A formal grievance should be forwarded to the Superintendent via Institutional mail. You will be notified in writing according to the policy.

G) Prohibition of the possession and/or use of cell phones/unauthorized electronic device:

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

H) Searches:

1. At any given time or place you may be subject to a search of your person, living quarters or place of work. Many searches are routine in nature in an attempt to control contraband (i.e., unauthorized materials or articles). The fact that you are asked to submit to a search does not mean you are under suspicion. However, you are expected to cooperate fully when the officers conduct a search of any kind, otherwise you may be subject to disciplinary action.
2. Inmate Identification Cards will be issued to all inmates. This notice will be written in both English and Spanish, and handed to each inmate by the ID Officer. All inmates are required to have an Inmate Identification Card. Once you have been issued an INMATE IDENTIFICATION CARD, you are required to do as follows:

I) ID Cards:

1. ID cards are to be worn between shoulders and chest area or chest high on exterior clothing at all times. Failure to do so will result in disciplinary action.
2. Inmates must produce their ID card for any staff member at their request. Failure to do so will result in disciplinary action.
3. Inmates must not use their ID card fraudulently, such as attempting to obtain goods and services to which you are not entitled. Disciplinary action will be taken for using an ID fraudulently.
4. The cost to replace an ID card is \$3.00.
5. Destruction, damaging, or altering your ID card in any way will result in disciplinary action. The attachment of stickers or other items is also prohibited.
6. Your ID card is good at all Massachusetts Department of Correction facilities. You will take your ID card with you when transferred to another DOC facility. You cannot take your ID card when you are paroled, discharged, or transferred to a county House of Correction or out-of-state facility.

J) Evacuation Plans

1. MCI Concord has evacuation plans to prepare for the event of a fire or emergency. These evacuation plans have been certified by the Town of Concord's Fire Chief.

2. All areas of the institution will conduct evacuation drills at least four times a year. These drills are done to protect all lives in the event of a real fire or other emergency. Your role in these drills is important. The following instructions must be followed:
3. Make yourself familiar with all posted evacuation plans, know where all exit doors are located.
4. In the event of an evacuation, leave the building in a safe and orderly manner. Listen for evacuation route instructions from the area Correction Officer.
5. Once you are outside the building, keep away from the building exterior walls and do not wander. Again, listen for and follow all orders from the area Correction Officer.
6. Treat all fire drills as if it were real evacuations. Someday this practice may save your life.

K) General Conduct:

You should maintain acceptable behavior and courtesy in your dealings with all staff and inmates. Instructions from employees should be followed as given. Refusal to follow direct orders is reason for disciplinary action. If you feel the order is unreasonable, you should follow through and discuss later.

L) Inmate Dress Code:

1. When leaving your housing unit, inmates must wear shirts, pants, socks and shoes/sneakers/bobo's. Hats, doo-rags, non-prescription sunglasses, and gloves are not to be worn inside units or buildings, including the chow hall.
2. Hats: April 15th - October 15th Inmates are allowed to wear baseball hats only. From October 15th - April 15th Inmates are allowed to wear baseball hats or winter caps.
3. "Doo rags" can only be worn in your cell. Inmates are not allowed to wear them on the flats or outside of their cell. Inmates are not allowed to wear them under any other headgear. If caught violating this rule, items will be considered contraband and will be confiscated.
4. Clothing: Inmates must wear clothing that fits. Wearing pants that are lowered below your waist is not allowed.

M) Escapes/Attempted Escapes:

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

IV. DISCIPLINARY PROCEDURES

- A) It is important that you become familiar with the rules and regulations of this institution. During the Booking process, you received a copy of 103 CMR 430 Disciplinary Actions, which summarizes the "Code of Offenses".
- B) A copy of the Disciplinary Regulations 103 CMR 430 is also available in the Inmate Library. Disciplinary reports may be written by any staff member for any violation of Institutional or department rules.

V. CLASSIFICATION

- A) Upon transfer to MCI Concord sentenced inmates will be placed in the L-1 Orientation Unit and within 24 hours receive an intake by the Correction Program Officer.
 - B) Classification reviews shall occur at least annually. The Concord Classification Committee on a monthly basis schedules inmates for review. The Correctional Program Officer shall periodically review the inmate's custody level and compliance with program recommendations. The main areas of concern are; Security level, work and program assignments, sentence structure, disciplinary history, and objective point base score.
 - C) Inmates may request an early classification hearing through their assigned Correctional Program Officer for transfer to a minimum security facility if they were ineligible at their last class board and cleared up issues surrounding missing OV, outstanding legal issue, pending investigation, an unexpected change to objective point base score, etc... If a request for early classification is denied inmates may still request lower security at their next scheduled classification hearing.
 - D) Prior to classification the assigned CPO shall complete an objective point base score based on factual information and a review of relevant facts regarding the case to render a placement recommendation. If a review of the inmate's objective classification form and these other factors indicates a need for transfer (higher, lower, or lateral) the Director of Classification shall schedule a full classification board. The assessment information completed during orientation, as well as information obtained regarding past and present institutional adjustment and criminal activity and police reports, will be reviewed by the assigned Correctional Program Officer (CPO). Classification staff will interview inmates at least 48 hours prior to the Classification Board to discuss placement and program options as well as your objective point base score.
 - E) The Superintendent's designee will review all recommendations made by the Classification Board. Inmates who are not satisfied with the recommendation of the board may appeal to the Superintendent/Commissioner in writing within (5) working days of the hearing. Appeal forms are available to any inmate at the time of the Classification Hearing or by seeing any classification staff person. The Commissioner or his/her designee is final authority on all Classification Boards and will make all final decisions. Inmates will receive notice of the final sign-off by the Commissioner or his/her designee in writing.
 - F) Inmates may be recommended for placement at another Massachusetts Department of Correction facility, to an out of state facility, or to be screened for placement at a County House of Correction. The Department also has Interstate Agreements with many states as well as provisions for International Transfers in some instances.
- i. For further information please refer to:
- 103 CMR 420 Classification
 - 103 CMR 419 Federal/Interstate Transfers
 - 103 CMR 462 International Transfers

VI. THE ROLE OF A CORRECTION PROGRAM OFFICER

- A) A Correction Program Officer (CPO) is a staff person assigned the primary function of classifying inmates and completing Compass "Risk" and "Needs" assessments in the development of Individualized Case Plans. On the first business day following your arrival you will meet with a Correction Program Officer who will prepare an Intake form. The CPO will also assist you in answering questions or direct you to the appropriate staff person to provide you with the necessary assistance.
- B) CPO's are assigned to various housing areas within the facility. Each living unit has a CPO assigned to conduct weekly office hours to assist inmates with questions. CPO Supervisors are also available during "Staff Access". A schedule of Staff Access attendance is posted on your living unit Bulletin Board. CPO's gather and reviews information regarding inmates assigned for classification to prepare a thorough and accurate report. This information is used to determine security level, institutional adjustment, and case plans. CPO's prepare reports from neither a positive or negative position. That

is, he/she is neither an advocate nor an adversary. He/she simply must present the facts of the case in an objective and accurate manner, let the facts speak for themselves and together with other members of the Classification Board, make reasonable and appropriate recommendations regarding placement and programs.

VII. SECURITY THREAT GROUPS

- A) A Security Threat Group is defined as groups, gangs or inmate organizations that have been determined to be acting in a way as to pose a threat or potential threat to the safety of the public, the staff, the secure and orderly operation of an institution, or are predatory upon other inmates.
- B) Upon arrival all inmates will be monitored for evidence of Security Threat Group activity. It is incumbent upon you as an inmate to stay clear of all Security Threat Group activities during your incarceration. Should you be approached or pressured by any Security Threat Group member in joining or participating in an activity, you should report to your Housing Officer, Correctional Program Officer or any member of the Inner Perimeter Security (IPS).

VIII. LEGAL INFORMATION AND SENTENCING FACTS

- A) The Central Date Computation Unit calculates all sentences and/or revisions to sentences. Date Computation is no longer a function of the facility. All corrected mitts, revised mitts, and additional sentencing mitts are forwarded to the Central Date Comp Unit for processing. This office is centralized in Norfolk, MA. Any issues surrounding sentence structure should be forwarded to that office.
- B) If the court did not award the correct amount of jail credit, time spent in jail pre-trial, a motion must be filed with the court requesting the correct number of days. Forms can be obtained in the law library to assist in this process.
- C) **Awaiting Trial Inmates:**
 - 1. All awaiting trial inmates are housed primarily in the E-Building Housing Units unless medical or security issues dictate otherwise.
 - 2. Awaiting trial inmates are required to attend the Orientation Program with the general population, consisting of issues pertinent to MCI Concord. Attendance is mandatory and any refusal to attend will result in disciplinary action.
 - 3. Awaiting trial inmates will fall under all committed inmates Rules/Regulations and Procedures covered in this booklet and per policy while housed at MCI Concord. Awaiting trial inmates are "transient inmates" and shall not be allowed any books, magazines, newspapers or photocopies of the same. Also as transient inmates they are only allowed state issued personal property.
 - 4. **Bail Reviews:** MCI Concord does not process Bail Review Petitions directly. You may obtain a form requesting a Bail Review from the CPO assigned to your unit. This form will be forwarded to the division of the Jail for whom you are being held that handles a bail petition. The Jail Staff will process your request. You will be given a copy of the request and a reason for the denial if applicable. These will be sent to you via institutional mail. Your own attorney can always schedule a bail reduction hearing for you in lieu of this process. It is recommended that you contact your assigned attorney via your PIN and the institutional telephone system for further advice and instructions on when and how to process.
 - 5. All awaiting trial detainees must provide a mailing address when entering the facility. Any funds that are in your account at MCI Concord will be forwarded to the address in the event you are released from court. No checks will be issued in person if you return to the facility. Funds will only be returned via U.S. Mail.

D) Time Deductions: (Sentenced Inmates)

- 1. Earned Good Time:** Earned Good Time (EGT) is awarded in three categories: Work, Education and Programs. Inmates may earn up to a combined 10 days per month. *** Inmates are not allowed a second work assignment unless EVERY inmate within that facility has a work assignment. A list of approved programs for MCI Concord can be found in the library. Earned good time is deducted from your parole, minimum, and maximum dates.
- 2. Deduction From Sentence Forms:** Once a year, all inmates are provided with a complete history of their EGT along with the previous years Deductions from Sentence (DFS Sheet). Distribution of DFS Sheets is done monthly and is based on the first letter of their last name. Upon receipt of these documents, you can dispute any EGT errors with the Records Manager through your CPO, in writing, or at Staff Access.

IX. HEALTH SERVICES

- A) The MCI Concord Health Services Unit** provides physical examinations, sick call appointment, laboratory testing and responds to routine and emergency medical, dental and mental health problems. The medical staff consists of physicians, psychiatrists, nurse practitioners, nurses dentists, dental assistants, mental health therapists, a dietician and medical specialists such as optometrists, podiatrists, infectious disease specialists, orthopedic surgeons and surgical consultants. For specialized services not provided onsite, inmates are sent to clinics at the Lemuel Shattuck Hospital or other hospitals. Inmates may participate via teleconferences directly to Lemuel Shattuck Hospital.
- B) Upon admission to MCI Concord,** all inmates are screened by a nurse. Within 7 days of arrival, all inmates receive a complete physical exam, blood tests, a test for tuberculosis, a dental examination and a mental health evaluation.
- C) An inmate has the right to refuse any medical, dental, or mental health service,** except the tuberculosis test. Inmates must sign a refusal form with the medical provider at the HSU or in J Building Phase II.
- D) All medical information is confidential.** Any inmate who requires copies of medical information must fill out a request for material. The first 20 pages are free with a charge of .20 cents per page after the initial 20 pages. For further information about medical services, refer to Policy 103 DOC 620 Special Health Care Practices.
- E) Sick Call & Emergency Services:**
 - 1. Sick call is available for medical issues Monday through Friday for Doctor and Nurse practitioners,** daily for nursing sick call, six days a week for mental health issues and five days a week for dental problems. Emergency services for medical, dental and mental health problems are available 24 hours daily. Any inmate wishing to be seen for non-emergency issues must fill out a sick slip, available in every housing unit. Place the completed slip in the yellow Sick Call Box that is located outside of the front of the chow hall. (Do not put your slip into the U.S. Mailbox). They will be picked up by the HSU staff by 10:00 a.m. Inmates are usually seen within 48 hours of the HSU receiving the sick slip. All housing units post sick call lists. No one calls to tell you about an appointment. You must check lists daily.
 - 2. If you believe that you have medical, dental or mental health emergency, notify any correctional staff at once to obtain immediate attention from medical staff.**
 - 3. Inmates in segregation have access to medical, dental and mental health services either through the sick slip process or by speaking directly about their needs to the nurse who does daily medical rounds to every cell. If further services are required, please fill out a sick slip and give it to a nurse. SMU sick call is held Monday-Friday. Mental health conducts rounds to every cell in the segregation unit three times a week.**

F) Medication:

1. Inmates can receive medication in three ways:

a) Purchasing "over-the-counter" medication

The canteen stocks some over-the-counter medication such as Tylenol, cold medicines, anti-fungal cream and Tylenol. You do not need a prescription to get over-the-counter medications from the canteen.

b) Medication Lines:

1. Three nurse-run medication lines occur in the morning (from 7:30 a.m. - 9:30 a.m.) and in the evening at 4:00 p.m. and 8:00 p.m. At noon, a KOP (Keep on Person) medication line is held on Mondays, Tuesdays, Thursdays and Fridays.

2. To help run a smooth Medication line please:

3. Stand in the correct line - there are 3 lines set up alphabetically.

A-F last name begins with A-F

G-N last name begins with G-N

O-Z last name begins with O-Z

4. Stand quietly behind the red line for your window (A-F, G-N or O-Z).

Have your ID ready so that the nurses and officer can see your name, number and picture.

Step to the window, one inmate at a time. Give the nurse your ID.

Take and consume your medication. Step to CO for your mouth check.

The next inmate then steps up to the window.

PLEASE-No loud talking or laughing.

Failure to consume your medication as directed will result in disciplinary action.

c) Keep-on-Person (KOP) Medication

1. Inmates are allowed to keep certain approved medications in their cells. If you are selected for this privilege, you must purchase a lock from Canteen and sign a KOP agreement with a medical provider. You must also agree to follow these rules:

2. Keep your medications locked in your footlocker at all times except for inhalers, nitroglycerin and glucose tablets. These life-saving meds must be carried on your person at all times, including trips, visits and in segregation.

3. Take your medications as ordered by a physician or nurse practitioner. Do not share your medications with anyone else.

4. Have no extra blister cards of each medication

5. Bring KOP medication card to HSU during noon medication line when 4 days are left to renew medication. Turn in empty blister cards to HSU at noon medication line on your assigned day.

6. Keep your chronic care appointments to renew your medication (every four months example: see in September, will be seen again in December).

7. Medication ordered KOP may not be available for 24-72 hours. Until they arrive, please come to the medication line for your individual dose.

2. Medical Complaints:

Should you have concerns or problems about medical, dental or mental health care, you may address the issue in writing or at Staff Access Tuesday or Thursday, to the Regional Director or Mental Health Director. There is a formal grievance form if you feel that your issue was addressed inadequately. Treatment plans are not grievable. You must bring your concerns to a medical representative at Staff Access before filing a grievance.

3. HIV Testing:

Testing for HIV is available upon verbal or written request. All test results are confidential. An HIV Counselor will meet with you before the test to explain the procedure and give you the test results. Finger sticks are done so results are available in 20 minutes. The HIV counselor is at MCI Concord at least weekly.

4. Continuity of Care:

Inmate medical records follow the inmate throughout the state correctional system. If an inmate is transferred to a county jail or out-of-state, the medical records stay at the state facility and a brief summary of medical, dental and mental health needs is sent to the new facility. An inmate must sign a Release of Information to receive copies of their medical records. This form is available upon request from the Medical Records Department. If an inmate is being discharged from MCI Concord, treatment referrals for medical, dental and mental health care in the community are available. An inmate on medication can receive a limited supply of their medication to last until a new prescription can be obtained from a community clinic.

5. Medical Co-Payments:

Two recently enacted statutes pertain to medical services in correctional facilities. The first statute, M.G.L. c. 124, 1(s), mandates that the Commissioner of Correction adopt policies and procedures establishing reasonable fees for medical and mental health services provided to inmates. Per the statute, the fee shall be deducted from earned funds on an inmate's personal and saving account. Exemptions from the payment of fees for "medical and mental health visits initiated by the medical or mental health staff," terminally ill inmates, and "inmates who are undergoing follow-up treatment for chronic diseases." Importantly, this statute specifies that "an inmate shall not be refused medical treatment for financial reasons." The second statute, M.G.L. c. 124, 1(t), requires the Department of Correction (DOC) to ascertain whether an inmate seeking medical services has health insurance coverage, and if so, to bill the inmate's insurance plan for any medical services provided. Accordingly, in compliance with M.G.L. c. 124 1(s) and (t), the DOC has issued a new policy, 103 DOC 763, Inmate Medical Co-Payments.

X. INMATE FINANCES / CANTEEN PROCEDURES

A. Inmate Accounts:

Absolutely no money (coin or paper), credit/debit cards, checks, money orders, etc. are permitted in an inmate's possession at MCI Concord. The Treasurer's Office opens two accounts that each inmate will maintain throughout his commitment. The personal account is provided for the inmate's personal use in order to purchase canteen supplies or authorized purchases from the outside. Money may be credited to these accounts by the following procedures:

Inmates having an institutional work assignment will have half their wages placed in their personal account and half placed in their savings account.

Money orders received in the mail will also be forwarded to the Treasurer's Office to be credited to the inmate's personal account. (For further information refer to 103 CMR 405 Inmate Funds). Only bank checks, money orders or postal orders should be sent.

If a personal check is sent in the mail, a freeze will be placed for the amount of the check for 7 business days. Any money orders or checks with incomplete donor information may be frozen for up to 7 days.

Visitors may bring money orders and drop them in the mailbox in the lobby. Any funds in excess of \$200.00 will also be frozen.

B. Savings to Personal Transfer Request Procedures

- 1. In accordance with 103 CMR 405.08 (1), "It is the goal of the Department to have inmates maintain a respectable balance in their savings accounts at all times. This becomes increasingly important as inmates move toward lower custody status where they shall eventually be required to expend their own funds for transportation, clothing, and food while they are establishing their work-release employment program."**
- 2. The primary purpose for institutional savings is to ensure that the inmate shall be released with enough funds to aid in acquiring a residence and to be able to afford the expenses related to reintegrating in a community upon discharge.**
- 3. In accordance with 103 CMR 405.08 (3) Inmate Wages and Stipends, "Inmates may expend earned savings and earned personal funds for circumstances of compelling need, with the approval of the Superintendent." Compelling need is defined as, but is not limited to, expenses related to family illness or death, legal defense, provision of essential articles of personal use or any other such circumstance of compelling need, as determined by the Superintendent.**
- 4. In accordance with 103 CMR 405.08 (2), "All inmates shall maintain a balance of at least \$100.00 in their savings account." Inmates serving a life sentence (1st or 2nd degree) may be allowed to reduce their balance below \$100.00 with the written approval of the Superintendent.**
- 5. Inmates will only be allowed to submit one expenditure request per quarter, with the exception of confirmed legal defense fees. (Quarters are as follows: 1. January-March; 2. April-June; 3. July-September; 4. October-December)**
- 6. All requests must be submitted through their CPO for proper processing.**
- 7. The amount of the request must be reasonable.**
- 8. A request shall be returned to an inmate if it does not meet the requirements of a compelling need.**
- 9. The inmate must attach all supporting documentation (bill statements, canteen bubble sheets, clothing or appliance orders, etc.) along with a charge slip and a stamped, addressed envelope, when necessary.**

10. The CPO will fill out all required information on the "Transfer Form - Inmate Funds Savings to Personal."

11. The CPO will attach 3 months of the inmate's financial report to the Transfer Form and will forward completed requests to the Deputy Superintendent of Programs/Designee.

12. Upon review by Deputy Superintendent of Programs/Designee, any recommendations for approval will be forwarded to the Superintendent for final approval. Those not recommended for approval will be returned to the inmate indicating the reason the request was not granted.

13. Upon approval of the Superintendent, expenditures will be forwarded to the Treasurer's Office for processing.

C. Canteen Orders:

- 1. The inmate canteen at MCI Concord is a supply unit operated by a private company and distributes various food products, personal hygiene, cosmetic items and various miscellaneous items (writing paper, stamps and etc.)**
- 2. All inmates will be able to order Canteen on a weekly schedule. The spending limit is \$75.00 for all inmates in general population.**
- 3. All canteen orders will be handed out on Wednesdays. Canteen orders will be delivered to the units by canteen workers in an orderly fashion. Disruptive behavior during canteen delivery may result in disciplinary and/or loss of canteen privileges.**
- 4. Ordering: All inmates will receive a Master Canteen List. This list is for you to order from. Inmates in the following areas will be restricted to what they can order:**

SMU CANTEEN ITEMS \$20.00 LIMIT

No Food

Cosmetics

Writing Materials, Stamps

Batteries

Playing Cards

Acne 10, Hydrocortisone, Halls, Tums, Advil, Sudafed

Shower Shoes

- 5. All orders are to be completed on a Commissary Order Form (See Attached). All inmates will be provided an order form for their first order. A new order form will be available in the unit when you pick up your order for the week. There will also be order forms available through the housing unit officers.**
- 6. Follow the instructions on the Commissary Order Form when ordering. All order forms will be scanned through a scanner. It is very important that you follow the instruction. If the form is not filled in completely or is filled out incorrectly and can not be scanned, you will not receive a canteen**

order. It is very important that you do not fold, bend, tear, or do anything to the order form that may hinder it from being scanned.

7. All order forms must be filled out and turned in to the appropriate area by Thursday, 1:00 p.m. No orders will be accepted after that. Canteen slips may be dropped in the mailbox outside the dining hall labeled **CANTEEN**. Only commissary orders are to be placed in this mailbox. Clothing and appliance orders should be forwarded to your unit CPO, who will then pass them along to the treasurer's office for processing.
8. Inmates must show their identification card in order to receive his canteen. **NO ID, NO CANTEEN.**
9. The order will come in a clear plastic bag that has been heat-sealed. It will have an itemized invoice attached with your name.
10. Sign for your bag when it is received.
11. Do an inventory of the bag without opening it, if the bag has been opened, there will be no credit for missing items.
12. If there is a problem with your order and the bag has not been opened, address your concerns with the Canteen Staff.
13. Upon returning to your cell/bunk area, empty the contents of the bag and return the bag to the Housing Officer. Failure to do so will result in disciplinary action.
14. If you are not in your unit when the canteen is delivered due to a court trip you will be called on the next shift to pick up your canteen from a designated area. All other bags are returned for refund.
15. **Canteen Funds:** Funds must arrive at the institution by Wednesday to be available for the canteen during the following week.
16. **Complaints:** Treasurer's Office Staff will be available on designated days during the noon meal to address any concerns or complaints. See the Staff Access scheduled posted in your unit.

D. Charge Slip:

1. If an inmate wishes to send money home or purchase items (via mail) outside of the institution, he must fill out a white charge slip. The charge slip must be dated, with the amount indicated, to whom the amount is to be paid, and signed by the Unit CPO prior to it reaching the Treasurer's Office. If the form is not filled out properly and signed by these specific individuals, it will be returned to you.
2. Charge slips that are \$75.00 or more must be countersigned by an IPS Officer. If the IPS Officer feels the charge slip in any way is questionable, it is his privilege to deny such request. **NOTE:** All charge slips leaving the institution must be accompanied by an addressed stamped envelope.
3. Inmates may be required to pay a victim witness fee or various other court imposed fees to the court. If an inmate does not have available funds, a freeze will be placed on his account. The Treasurer's Office will notify the inmate when the assessment has been paid.

XI. INMATE MAIL

A. Incoming:

- 1. All incoming, non-privileged mail and packages will be opened and inspected for contraband prior to being delivered to inmate. It should be noted that all privileged mail will be opened and inspected for contraband in the presence of the inmate.**
- 2. No COD letters or packages of any kind shall be sent or accepted for an inmate at MCI Concord.**

Mailing address at MCI Concord is as follows:

**Inmate's name and Commitment #
MCI Concord
PO Box 9106
Concord, MA 01742-9106**

- 3. Transient inmates shall not be allowed any books, magazines, newspapers or photocopies of the same.**

B. Outgoing:

- 1. There shall be no limitation on the number of persons with whom an inmate corresponds or the number of letters he sends or receives, except Inmate-to-inmate correspondence without prior approval of the Superintendent. Unless declared "indigent" by the Treasurer's Office in accordance with the policy of the Commonwealth (see 103 DOC 481, Inmate Mail) regarding inmate indigence, all inmates are responsible for applying postage and a proper return address to their outgoing mail. Postage stamps are available through the Canteen. "Indigent" inmates are allowed three free one (1) oz. letters per week plus legal mail. Legal mail is courts and court officials only.**
- 2. For the purpose of outgoing inmate mail, the inmate will be declared "indigent" in accordance with the Commonwealth's policy 481.06 which reads: An inmate may be declared indigent if: (a) at the time of the request, the inmate has in all accounts to which he has access, a total amount less than or equal to ten dollars (\$10.00) plus the cost of the fees sought to be waived; and (b) at no time for sixty days immediately preceding said request, have the inmate's accounts contained more than ten dollars (\$10.00) plus the cost of fees sought to be waived. If the inmate has been declared "indigent", he shall be permitted to mail out three (3) letters of a personal nature per week weighing one ounce or less, at the expense of the institution. In addition, an indigent inmate shall be permitted, when necessary, to send an unlimited amount of letters to any court official at the institution's expense. A court official shall include: judge, court clerk and probation or parole officers.**
- 3. All inmate mail being sent out at institution expense will be collected and mailed out daily, excluding weekends and holidays. All letters should be sealed by the inmate and should contain the inmate's name, number and return address (P.O. Box 9106, West Concord, MA 01742-9106) in the upper left hand corner on the front of the envelope. Letters or packages without a return address and inmate name will not be forwarded to the Post Office. All inmates' mail that is sent out at institution expense will be sent out first class.**
- 4. Inmates are not allowed to correspond with inmates in other Massachusetts State and County Correctional Facilities. If an inmate's immediate family member, co-defendant or co-plaintiff in a pro se legal action is located in one of these facilities you may write to the Superintendent requesting permission to correspond.**

C. Certified Mail:

Certified mail must be paid for by the inmate, regardless of indigence status, and must be accompanied by a charge slip.

D. For further information refer to 103 CMR 481, Inmate Mail.

XII) PERSONAL PROPERTY

A. Inmates awaiting trial (52A status) at MCI Concord are considered to be "transient" inmates and are allowed only state issued clothing. Inmates classified to MCI Concord are allowed to have the property listed under the "medium" security section on the property form. Inmate contraband property may be picked up Tuesdays and Thursdays from 4:00 - 4:30pm in the Overflow Building located left of the main entrance.

B. The inmate property form is attached to this booklet. For further information refer to 103 CMR 403, Inmate Property.

C) Contraband Notification and Disposal Form – Follow the directions detailed below:

Choose a disposal method by checking one of the three boxes on the contraband form:
Retrieved by a visitor or Mailed out to a specified destination or Dispose of as seen fit by the institution
located under where the form says: I choose to have my property:

Regardless of the method you choose, you must sign the form and return it to the MCI Concord Property Department.

****When we receive the SIGNED form, we will dispose of the items as you have selected.**

When you check the "retrieved by a visitor" box,
YOU MUST FILL OUT THE NAME AND ADDRESS OF THE PERSON WHO WILL BE PICKING UP THE ITEMS.
Property pick-up is Tuesday and Thursday from 4:00pm-4:30pm. If your contraband is not picked up within 90 days of the first notice date, it will be disposed of.

When you check the mailed out to specific destination box, **YOU MUST** fill out the Name and address of the person where the package will be mailed to. You will be scheduled for an appointment to continue the disposal process. You will be required to pay the current postal fees to mail your items out. **IF YOUR CONTRABAND IS NOT MAILED OUT WITHIN 90 DAYS OF THE FIRST NOTICE DATE, IT WILL BE DISPOSED OF.**

By checking the "disposed of as seen fit by the institution" box, your items will be disposed of as seen fit by the institution.

NOTE: Mail and/or letters containing contraband will be forwarded to the inmate once contraband has been disposed of. Mail and included contraband will be kept together to ensure proper notification of parties sending items in. You shall notify the sender to discontinue forwarding contraband items.

YOU CANNOT ORDER ANYTHING FROM KEEFE COMMISSARY NETWORK UNTIL ALL CONTRABAND HAS BEEN DISPOSED OF.

If you are no longer at MCI Concord, you will still need to follow the instructions listed above and mail the form to:

MCI Concord Property Department
PO Box 9106
Concord, MA 01742

If you choose to mail the items out, you will need to send a money order to the above address for the amount of the postage made to MCI Concord and list your name and commitment number in the memo field.

XIII) INMATE TELEPHONE

The Department of Correction utilizes the Massachusetts Inmate Telephone System (MITS), which provides for access to pre-approved telephone numbers via a Personal Identification Number (PIN). All new admissions must submit a PIN activation form. These forms may be obtained from the Booking Officer or in your Housing Unit. Inmates may be allowed a total of 15 telephone numbers authorized in conjunction with the PIN. Five of these numbers are reserved for attorney telephone numbers. All inmate telephone calls, except those to pre-authorized attorney telephone numbers are subject to telephone monitoring. ALL PIN activated forms and trouble forms should be deposited in the designated box at the Inmate Dining Hall. There are 4 change periods when an inmate can request to Add/Delete telephone numbers to his PIN sheet. (One week in January, April, July and October). For further information refer to 103 CMR 482 Inmate Telephone Access and Use.

CAUTION: Be advised that any party facilitating a three-way or call forwarding phone call, will result in that phone number being removed from your pin list and may be subject to a visiting bar.

Telephonic Interpreter Service:

- A. All new arrivals to MCI Concord shall receive written orientation material in English and Spanish. Other non-English speaking inmates shall receive translation into their own language via the telephonic interpreter service.
- B. The Department of Correction is currently using the AT&T Language Line Service to provide over-the-phone interpretation, 24 hours a day, 7 days a week. This service can provide translation of 140 different languages to any non-English speaking inmate. This service will be used in the following areas whenever a prisoner claims that he cannot speak and/or understand English. Use of this service shall be documented.

IPS
Booking/Intake Processing
HSU
Classification Boards
Disciplinary Board

The purpose of the grievance process is to provide an inmate with a channel for the administrative resolution of inmate grievances.

A. Informal Grievance:

1. Is a complaint by an inmate to a staff member about any issue that is unfair and needs to be addressed. Inmates are encouraged to make such complaints to the staff member in charge of the area of concern as their first course of action, thereafter a complaint may be made in writing using the Inmate Complaint Form (pink form) and sent directly to the Superintendent for review.
2. No action will be taken against an inmate as a result of his communication or complaint unless the complaint is found to be in violation of the rules and regulations of the Department of Correction.

B. Formal Grievance:

complaint by an inmate concerning an incident, condition or commitment of the institution or Department of Correction institutional policy or regulation for which redress is sought. Disciplinary decisions, commitment orders, and medical decisions and actions are subject to appeal. Existing appeal mechanisms and procedures for inmates who are unable to access medical or mental health care are available through the institution.

1. Formal Grievance Procedure:

1. This form must be completed in detail to include your name, commitment number, housing unit, and the nature of the grievance.
2. The Superintendent will be informed via institutional mail.
3. The Superintendent will forward the form to the appropriate Department Head for disposition.
4. The Superintendent will receive an answer with action taken by the staff person concerned.
5. You may file a formal grievance if you do not agree with the action taken.
6. The Grievance Coordinator will then conduct the procedures outlined in 103 CMR 494. Inmate Grievances. A copy of this is available for review in the Inmate Library.

XV) EDUCATION

Education classes are provided at MCI Concord. See your assigned Correctional Program Officer for a referral to the Education Department for enrollment on one of the following educational programs:

- A. **Adult Basic Education-Adult Basic Education (ABE)** is a program designed for those who are learning to read, write, and learn basic math skills. Inmates enrolled in this program are functioning at or below the 5.9 grade level. Upon completion of this class, students may advance to the Pre-GED program.
- B. **English as a Second Language (ESL)-English as a Second Language** is a language development program for adults with limited English proficiency. The focus of this program is to provide limited English speakers and non-English speakers with the fundamentals of speaking, reading, writing, listening, and grammar skills in English. The three-level program (Beginner, Intermediate, and Advanced) is available to those students whose native language is something other than English.
- C. **G.E.D.-The G.E.D. program** is specifically designed to prepare students to successfully take the High School Equivalency Exam (GED). Classes include academic study in math, language arts writing, social studies, reading and science.
- D. **Pre-GED-The Pre-G.E.D. program** is designed to prepare intermediate level students for entrance into the G.E.D. program. The focus of instruction is math, language arts writing, social studies, reading and science.
- E. **Literacy/Special Education-**This program is designed to provide individual or small group instruction to inmates who have been diagnosed with learning and/or developmental disabilities, function significantly below grade level appropriate for their age, or who require specialized assistance in a specific academic subject. Individual testing is utilized to determine functional levels, strengths, weakness, and learning styles.
- F. **Title One-** The Title I program uses federal grant funds to provide supplemental instructional services to inmates who are under twenty-one years of age (20 and under). This instruction is primarily in reading,

mathematics, and language arts. The program offers self-paced, individualized instruction in small group settings to these younger inmates in an attempt to renew their interest in the possibilities and opportunities of education. Academic levels in the class vary.

- G. **Tutor Training Program-** A program for inmates who have a GED or HS Diploma, have proven superior academic levels in Math, Reading and Language, and who maintain a temperament appropriate for providing classroom assistance. These inmates participate in an academic program designed to instruct them in techniques on how to tutor in a correctional classroom. As part of their education, Tutor Trainees will tutor other inmates in the classroom setting with the guidance of the classroom teacher. This is a two-year program.
- H. **Building Trades-**The Building Trades Program is a one year vocational program designed around the National Center for Construction Education and Research (NCCER) curriculum and leading to nationally recognized NCCER certification. Classroom topics include training in the areas of safety, rough and finished carpentry, sheetrock work and woodworking. Mock-ups are used to provide hands-on experience unless institutional projects are available to be completed. A "green" building techniques component has been added to the current curriculum to further provide employability skills to those inmates releasing back into the community. Eligible inmates must have a GED or High School Diploma, read at a level appropriate to maintain shop safety, and have at least one year remaining on their sentence prior to release to allow for program completion.
- I. **Computer Skills-**Students enrolled in the Computer Skills program will become familiar with Microsoft operating system and its components. Students are eligible to take the nationally recognized MOS certification exam. The goal of this program is to familiarize each student with computer technology and how its capabilities can be utilized to accomplish various tasks. The focus is on skills needed to function effectively in an office environment. Students are provided with hands-on experience in the areas of basic literacy, keyboarding, word processing, data base use, spreadsheet use and simple programming. A shorter, 5 month course, IC³, has also been added as a pre-requisite to the MOS certification program. Participation in the IC³ Program will ensure that inmates will have some computer experience upon release. IC³ certification is available by passing an exam upon successful completion of the IC³ program.

XVI) PROGRAMS

- A. MCI-Concord offers a wide variety of programming. Programming offered may be eligible for earned good time. A list of available programming at MCI Concord is on hand for viewing in the General Library.
- B. The department has implemented a validated, evidence-based assessment tool called COMPAS to determine program eligibility. COMPAS was chosen by the Department of Correction to determine those most at risk for recidivism, identify need areas, and focus programming in the areas where the need is the greatest. The implementation of COMPAS supports reentry through the development of an individualized case plan that follows an offender throughout his incarceration.
- C. To be eligible for core programming, you must complete your COMPAS assessment. All program wait lists will be based on your individual needs assessment and prioritized by earliest release date. You will automatically be recommended to core programs at each classification review. It is necessary to recognize what needs you may have to address during your incarceration to increase your chances of successful reentry. If you refuse to participate in a COMPAS assessment, you will not be eligible for programming until your assessment has been completed.
- D. Inmates are required to access programming through their CPO. The assigned CPO will recommend eligible offenders to designated service providers for placement in programs. You must meet with your assigned CPO who will review your COMPAS assessment to determine which programs you are eligible for.

- E. Inmates with demonstrated needs will be automatically recommended to core programming. If you scored moderate to high in a needs area, your CPO will automatically recommend you for core programming that is linked to that area. Once you are recommended to a particular program, the program providers will meet with you either individually or in a group setting to further explain the particular program and then discuss with you your interest in attending their program. All refusals will be documented in your record.
- F. Inmates who have low risk and/or low needs are still able to access programming. Offenders who score low on the risk assessment and offenders serving life sentences will be referred to the low risk/alternative track of programming which includes most volunteer facilitated programming, faith based programs and self-help groups. You must receive a recommendation from your CPO to be added to the wait list.
- G. **Religious Services:** MCI Concord has Chaplains available for various religions including Catholic, Jewish, Muslim, and Protestant. The Chaplains provide religious services to the inmate population and supplemental programming through Religious Volunteers for faiths that may not be represented by staff facilitation. Chaplains provide regular religious services, religious education and pastoral care. In addition, chaplaincy services include Bible Study, Prayer Groups, Christian Twelve Step and Holiday Observances. Please see the chapel schedule posted in the housing units for religious based programming.
- H. **Library Services:** MCI Concord has both a general library and a law library, which are accessible to inmates on a regular basis. The general library is an Information center for the institution, supporting, broadening and strengthening the institution's programs through materials and in-library programming such as literacy. Print and non-print materials are selected to meet the needs of a culturally, linguistically and educationally diverse population. Law collections contain Federal and State materials.
- I. **Recreation Programs:** The Recreation Department offers the following seasonal events. Softball (May-September), Basketball (Summer and Winter), Structured Tournaments (handball, chess, dominoes, etc). Inmates may request additional tournaments by submitting a written request to the Recreational Officer II.

XVII) INSTITUTIONAL WORK ASSIGNMENTS

- A) Inmates interested in working while at MCI Concord should complete the work assignment form available from your CPO. The completed form should be submitted to your unit CPO. Each Inmate should pursue a job in one of various work areas via the work area supervisor. If the supervisor has a vacant position he/she will contact the Assignment Sergeant to obtain clearance to hire you. An Inmate may not go to work in any area until approved by the Assignment Sergeant. Pay and/or Earned Good Time will not be credited to the inmate until approval for hire by the Assignment Sergeant. Work assignments are available in the following areas:

- Maintenance (carpentry, electrical, HVAC, mechanical, plumbing, welding)
- Janitorial (Phase II, B-Building, H-Building, HSU)
- Janitorial (Houseman-all living units)
- Laundry
- Library
- Recreation
- Walks and Grounds
- School Clerks and Tutors
- Clothing
- Canteen
- Main Kitchen/Staff Kitchen
- Americans with Disability Acts Specialists

Recycling

- B) Prior to obtaining a position, the Inner Perimeter Security Team must clear you for employment. If you have had a serious disciplinary report, escape history or are affiliated with a Security Threat Group you may not be cleared for employment at MCI Concord.

XVIII) VISITING

- A) **Non-Contact Visiting** - The Non-Contact Visiting Room is located in B-Building adjacent to the Visiting Room.
1. The following inmates shall utilize the Non-Contact Visiting Room:
 2. Inmates who reside in Segregation who have authorized visits.
 3. Inmates who have received a guilty finding on a Disciplinary Report for disruptive behavior in the visiting room.
 4. Inmates who have received a guilty finding on drug-related disciplinary report, including but not limited to: possession of Controlled Substances, Use of Controlled Substances, or Failure to Provide a Urine Sample.
 5. Inmates who are on mental health watches.
 6. All inmates designated to utilize the Non-Contact Visiting Room will be notified by the Superintendent designee.
- B) Visiting schedule and Visitor Dress Code - are posted in each housing unit throughout the facility.

Mailing Address

MCI Concord
P.O. Box 9106
Concord, MA 01742-9106

Physical Address

MCI Concord
965 Elm St. (Rte 2)
West Concord, MA 01742

The main telephone number is (978) 405-6100

- C) **Funds:**
1. Visitors who wish to provide an inmate with money may do so by utilizing the US Postal Service or the money drop box in the lobby of MCI Concord.
 2. No cash or personal checks should be sent. Money Orders only.
 3. Visitors should fill out the money order completely, including the name and commitment number of the inmate along with the donor's name and address.
 4. The money order can then be forwarded via US mail or dropped in the deposit box in the front lobby of MCI Concord.
- D) Public transportation to MCI Concord is available in the form of cab and train services. Concord Cab Company services MCI Concord and there is a train station located in West Concord center. All relevant information regarding public transportation services including telephone numbers and schedules is posted in the main lobby of MCI Concord.

Directions to the facility are as follows:

From Boston: take Storrow Drive west to Alewife Brook Parkway and Route 2 west. Follow Route 2 west through Belmont, Lexington and Lincoln to the Rotary of Route 2/2A in Concord. MCI Concord is on your left. The parking lot is on the right hand side of Commonwealth Avenue.

From the North: take Route 495 south to exit 29A (Route 2 east Cambridge/Boston). Follow Route 2 east through Littleton and Acton to the Rotary on Route 2/2A in Concord. Exit rotary at Commonwealth Avenue. The parking lot is on the right.

From the South: take Route 495 north to exit 29A (Route 2 east Cambridge/Boston). Follow Route 2 east through Littleton and Acton to the Rotary on Route 2/2A in Concord. Exit Rotary at Commonwealth Avenue. The parking lot is on the right.

From the West: take Route 2 east to Route 2/2A Rotary in Concord. MCI Concord is on the left. Exit the rotary at Commonwealth Avenue. The parking lot is on the right.

XIX) PRISON RAPE ELIMINATION ACT (PREA)/ SEXUAL MISCONDUCT/STAFF SEXUAL MISCONDUCT

- A) The Department of Correction has zero tolerance for any sexual misconduct. Sexual assault is defined as any sexual contact that is unwanted. Sexual misconduct is prohibited. All incidents should be reported to your Correctional Program Officer, Nurse, Correction Officer, cellmate or any staff person.
- B) You may also utilize the confidential hotline telephone number to report complaints of sexual misconduct. The Hotline telephone number is (508) 668-5498.
- C) If an investigation reveals false allegations have been made, the Department shall take appropriate disciplinary action.
- D) The Prison Rape Elimination Act of 2003 is observed in all Department of Correction facilities. There will be no tolerance for sexual misconduct. All new admissions will be scheduled for mandatory orientation to review this information and be educated on important issues.
- E) All intentional acts of sexually abusive behavior or intimacy 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.
- F) If the investigation reveals that an inmate has knowingly made false allegations or made a material statement which he, in good faith could not have believed to be true, the Department may take appropriate disciplinary action.
- G) 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, Sexually Abusive Behavior Prevention and Intervention.
- H) Inmates are responsible for familiarizing themselves with Department of Correction's orientation material on sexual abuse prevention and intervention. They are also responsible for reporting allegations in a timely fashion to a staff member, contractor or volunteer in order to ensure their safety and the safety of others.
- 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 Sexually Abusive Behavior Prevention and Intervention. 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.

XX) DEPARTMENT OF REVENUE CHILD SUPPORT

- A) All parents are required to pay child support as ordered by the court. Only the court can change the order at a later date.
- B) You are responsible for paying your child support each week or month as ordered by the court. If you cannot pay your child support because your income is limited due to incarceration, you may request a modification. The Department Of Revenue Facility Coordinator can give you information on how to do this.
- C) If you do not pay the full amount of your child support each week or month as ordered by the court, DOR will consider the unpaid amount as past due. This past-due amount is called ARREARS. Arrears are subject to penalty and interest assessed monthly at 1.5%.
- D) Once you have past-due child support, federal and state law prohibits the court from reducing the amount of child support you owe.
- E) If you have a change in circumstances such as a change in custody, loss of job or incarceration since the date of the original order, you can ask for a decrease or change in your child support order. This change is called a modification.
- F) If you desire to request a change (modification) to your support order, you must fill out a complaint for modification and a financial statement. Upon completion, they must be returned to the DOR Facility Coordinator. DOR will file your request for modification with the court, and a judge will make the decision about modifying your child support order.
- G) It is your responsibility to ask the DOR Facility Coordinator, or consult a private attorney of your preference, for assistance with your current child support case. Do not assume that the DOR Facility Coordinator knows about your child support case.
- H) Paternity means legal fatherhood. Unless a child's parents are married at the time of the child's birth, the parents must establish paternity in order for the child to have a legal father. These are two ways to establish paternity, voluntary acknowledgements of parentage through the birth registration process or the court can adjudicate paternity.

XXI) LAUNDRY:

- A) No blankets will be washed in laundry bags. Bags with blankets sent to laundry will be sent back unwashed.
- B) No pillows will be washed. Pillows will be sent back unwashed.
- C) Only color-coded bags will be washed on that unit's day.
- D) Make sure your laundry bag is the same color for your unit, or it will be taken away and exchanged to proper color for your unit.
- E) If you move to another unit, leave your bag with the housing officer. You will get a different colored bag at the new unit.
- F) If laundry is missing, see the officer first, he will check with the laundry manager. Clothing will be inventoried first. No inmates are allowed to the laundry without a pass.

<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>
West Up	J-5	East Up	J-2	J-1
West Down	J-6	East Down	J-3	J-4
SMU	L-1	L-2	J-7	C-Bldg

SMU

HSU