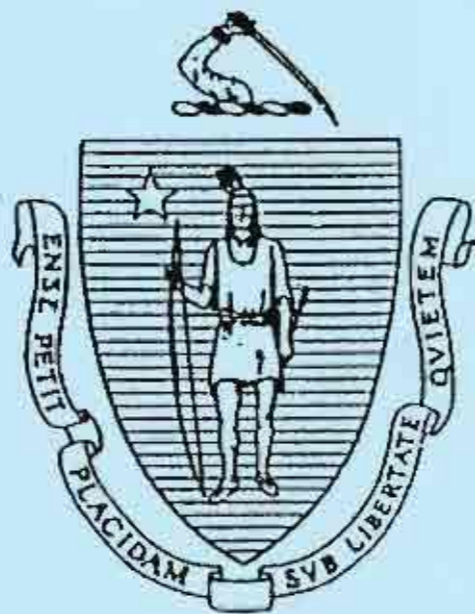


Massachusetts
Department of Correction
MCI-Framingham



Volunteer
Orientation
Handbook

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January 2005

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Welcome

Welcome to Massachusetts Correctional Institution-Framingham. The time, energy, and dedication you provide to this facility is greatly appreciated, not only by the inmates, but also by me and my staff. Most of the inmates you will have contact with will one day be returning to the community. Your volunteer services will help them in preparing for a positive reintegration into the community.

MCI-Framingham provides a wide range of programs for female offenders utilizing correctional and community resources. Programs are geared toward teaching offenders the skills necessary to successfully reintegrate into the community and maintain a productive non-criminal lifestyle. All inmates admitted to MCI-Framingham are evaluated to determine individual treatment needs and appropriate program referrals are made.

This handbook provides you with some general information about the Department of Correction, MCI-Framingham, guidelines to volunteering in a correctional setting, and the rules and regulations governing volunteer services at MCI-Framingham.

The handbook is yours to keep and it is a guideline to topics discussed at Volunteer Orientation.

I believe that volunteers are an integral part in an offender's successful reintegration to the community and I welcome your participation in MCI-Framingham Treatment and Programs Department.



Lynn Bissonnette
Superintendent

General Information

Department of Correction Mission:

The Department of Correction's mission of public safety is met through a comprehensive, system-wide approach to inmate management. Convicted felons are safely and humanely imprisoned at the most appropriate security level consistent with protecting the public. Another integral component of the Department's approach to managing the inmate population is the utilization of empirically supported initiatives designed to decrease the likelihood of disruptions and reincarceration. In focusing on public safety, the Department utilizes its resources to target inmate attitudes, beliefs, and behaviors that are directly linked to criminality.

The Department operates eighteen correctional institutions consisting of six levels of security. MCI-Framingham is designated as a level 4 (medium) security facility.

The management of these facilities is guided by recognized best practices, as evidenced by the majority having achieved accreditation by the American Correctional Association. Professional standards for safety and security are met in the daily operation of all facilities. The department maintains a highly trained, specialized tactical response team to resolve escalating incidents and restore the safety and security of the institution. The agency is staffed by approximately 5,276 employees. Correction Officers make up the largest segment of the workforce at 74%. The balance of the workforce consists of Correctional Program Officers, managers, clerical staff, technical, maintenance, and other support staff. The Department meets its mission of public safety through the dedication of this highly trained and skilled workforce and the prudent management of resources.

Department Of Correction Vision Statement:

The employees of the Massachusetts Department of Correction are committed to fully integrated criminal justice system which ensures public safety. We set an unparalleled standard of professionalism and correctional excellence through our operation of safe, secure and humane correctional facilities. Through innovative ideas, and empowered workforce, and emerging technologies, we provide a total environment, which offers opportunities for positive behavioral change and optimizes community reparation. The Department of Correction works collaboratively with the community, other agencies, and stakeholders in pursuit of its mission.

MCI-Framingham

MCI-Framingham is a unique facility. We incarcerate not only inmates who receive state sentences, but county or House of Correction sentences as well. In addition, women who are awaiting trial are also housed at this facility. Massachusetts also has contracts with other states and the Federal Bureau of Prisons to house inmates. This means that you may come in contact with inmates from other states and/or federal female inmates. Sentenced women are referred to as inmates. Detainees are women who are awaiting trial and are unable to make bail.

Historical Information

Brief History of MCI-Framingham

On November 7, 1877 the first inmate entered the second institution constructed exclusively for female inmates. Today, MCI-Framingham is the oldest institution for female offenders still operating in the United States.

Since this inmate first walked through the doors, MCI-Framingham has housed the famous and infamous. There have been several well known Superintendents, including the founder of the American Red Cross, Clara Barton and three respected penologists - Dr. Miriam Van Waters, Jessie Hodder, and Betty Cole Smith.

The original building is a sprawling three story brick structure. It was composed of a main corridor with five wings, at right angles off it. It contained 300 inmate rooms, punishment cells, dormitories, a schoolroom, a chapel, a hospital and a nursery. Today, no inmates are housed in this building at all. Three of the wings have been partially or fully removed. This building currently contains, on the first floor: Psychological staff offices, Program Rooms, Gymnasium, Kitchen/Dining Rooms, Storehouse, Disciplinary Office, Security Staff Offices and a Small Chapel. Located on the second floor are: the General and Law Libraries, Education Department, Industries area and Parole Offices. On the third floor, the only area currently used is the Large Chapel.

In 1936, two minimum-security units were opened approximately ½ mile east of the main institution. One was for youthful offenders and the other for pregnant women and women with their babies. Today, one building is no longer a Department of Correction facility, it is the South Middlesex Detox Center. The other is Hodder House, the community correctional unit.

In 1965, four cottages were opened to offer a different type of housing. They are located on the opposite side of the yard from the institution. Each has a common/day room, a kitchen, a control station and a unit team office. That same year, the Health Service Unit (HSU) opened. It was a combined unit of housing and admissions. Currently, each cottage houses approximately 68 inmates and the HSU contains a medical clinic area, a medical housing unit, and the Barton unit. Barton is a separate housing unit for special needs inmates (inmates with mental health concerns).

A Modular unit, that held 50 beds in one large dormitory, was installed in 1983 to address overcrowding. Nine years later it was closed as a housing unit and it serves as a program area today.

In 1989, a two story 100-bed modular unit (Brewster Building) was opened. This unit is the Residential Program Unit. On the first floor is a substance abuse treatment unit. The second floor holds short-term inmates serving a six month or less sentence.

The last building to be constructed was the Betty Cole Smith Building. This was completed in 1991. A new front entrance was designed for the institution. The Smith Building has four housing units (2 Awaiting Trial, Newline and Closed Custody). The Administrative offices, Records Department, Property Room, Visiting Rooms, Admissions/Booking area and Main Control areas are in the Smith Building.

Volunteer Rules and Regulations

1. All volunteers must be at least 18 years of age.
2. All volunteers will be held to the same rules, regulations, and standards of propriety as employees of the Department of Correction.
3. Ex-felons and former inmates may only volunteer at MCI-Framingham with the written approval of the Superintendent.
4. All volunteers will present themselves at the Control room and complete the visitor's log in full and present a valid driver's license or similar identification.
5. No one will be allowed to enter if an Officer deems that he/she is under the influence of drugs/alcohol. Incidents of this nature will be investigated and may result in loss of volunteer privileges.
6. Volunteers will not carry anything in or out of the institution that has not been authorized by the Superintendent or his/her designee. Incidents of this nature will be investigated and may result in loss of volunteer privileges.
7. Introduction of contraband into MCI-Framingham by any individual may result in prosecution.
8. Any person refusing to submit to any aspect of the search procedures will be denied entrance. All vehicles must be secured and are subject to search while on the grounds of MCI-Framingham.
9. A volunteer may not visit an inmate. If the volunteer wishes to become a visitor, they must rescind their volunteer status via the Program Supervisor. Any volunteer who visits without withdrawing his/her volunteer status will have it automatically rescinded.
10. A volunteer may not give an inmate anything aside from approved program materials. This includes letters, money, property, etc. A volunteer may not leave money in an inmate's account. Incidents of this nature will be investigated and may result in loss of volunteer privileges.
11. All orders of MCI-Framingham staff shall be adhered to in a prompt and expeditious manner. Due to safety and security issues do not question such orders in front of inmates. Questions regarding security issues or practices may be addressed to the Program Supervisor.
12. A volunteer may not participate in more than one program (i.e.: substance abuse groups, chaplaincy) without the prior written approval of the Superintendent or his/her designee.

13. All state and federal laws shall be adhered to.
14. A volunteer may not accept anything from an inmate without prior written approval.
15. There will be no physical contact, aside from a handshake, between volunteers and inmates. Incidents of this nature will be investigated and may result in loss of volunteer privileges.
16. Volunteers shall not do personal errands for inmates and/or their families. Volunteers shall refrain from any contact with inmate's or former inmate's families or associates without the explicit written permission from the Superintendent or his/her designee.
17. Volunteers shall refrain from contact with former inmates except for a chance meeting without specific approval from the Superintendent or his/her designee.
18. Volunteers shall report in writing any current or former knowledge of, or relationship of any kind with any inmate, former inmate, inmate or former inmate's families or associates.
19. Volunteers shall refrain from providing any verbal and/or written communication regarding an inmate and her program participation.
20. Volunteer shall not communicate with the media regarding MCI Framingham without prior written approval from the Department of Correction.
21. Public communication and/or notifications shall not be made without the explicit written permission of Department of Correction. (I.e.: letters regarding grants, funds, etc.).
22. Volunteers shall refrain from speaking about or handling inmate's personal information.
23. Volunteers shall interact with staff and inmates in a professional manner.
24. Volunteers shall stay in their assigned program area unless staff instruct them otherwise or there is an emergency.
25. Cellular/portable telephones and recording devices are not allowed into the facility. Beepers may be permissible with the written consent of the Treatment Department.
26. Tobacco, tobacco products, and tobacco paraphernalia are not allowed in the facility.

Proper Attire Guidelines

All volunteers are required to follow the visitor guidelines for proper attire.

Male Visitors

- A. The following restrictions shall apply to all male visitors entering MCI-Framingham:
1. No denim
 2. No sweatpants, sweatshirts
 3. No fatigue or camouflage clothing
 4. No Shorts
 5. No bare midriff or muscle shirts
 6. No clothing similar to that issued to Uniformed Personnel
 7. No bare feet
 8. All visitors are required to wear undergarments
 9. No open pockets (pockets with holes in them)
 10. No hats with the exception of winter gear
 11. No double layered clothing (i.e.: two pairs of underpants, two shirts, one pair pants with one pair shorts).
 12. No jewelry other than wedding band and medical bracelet may be worn into the institution.
 13. All clothing worn must be neat and presentable. No clothing that is excessively torn or ripped will be allowed.
 14. No sneakers.
 15. The Outer Control Officer in charge will make final determination for admittance.

Female Visitors

- B. The following restrictions shall apply to all female visitors entering MCI-Framingham:
1. No tights, leotards, or body suits of dance exercise fashion to be worn alone as an outfit.
 2. No halter tops, clothing that reveals the midriff.
 3. No tops are permitted which expose the back beyond the upper shoulder area.
 4. No visibly sheer clothing with/without undergarments, outerwear of lightweight material must be worn with a slip/camisole.
 5. All volunteers are required to wear undergarments.
 6. No bathing suits.
 7. No shorts/capris
 8. No sweatpants and sweatsuits.
 9. No high cut or excessively revealing clothing.
 10. Dresses or skirts should not exceed 6 inches above the knee.

11. No skirt with slits extending 6 inches above the knee are allowed.
12. No open pockets (pockets with holes in them)
13. No nylon or underwear with holes in the immediate crotch area.
14. No double layered clothing (i.e.: two pairs of underpants, two shirts, one pair pants with one pair shorts).
15. No demin.
16. No hats with the exception of winter gear
17. No barefeet.
18. No jewelry other than wedding ring, traditional diamond engagement ring, and medical bracelet, may be worn into the institution.
19. All clothing worn must be neat and presentable. No clothing that is excessively torn or ripped will be allowed.
20. No sneakers or open toed shoes.
21. Final determination for admittance will be made by the Outer Control Officer In Charge.

Program/Group Rules

Inmates/detainees are expected to adhere to rules and regulations. Upon admission, each inmate/detainee attends an inmate orientation. At this orientation they receive a handbook which outlines the rules and regulations at this facility. The rules cover all aspects of confinement to include cell decorum, movement, and behavior expectations, just to name a few. Inmates are aware of the behavioral standards that are expected of them and you. If they ask you to violate a rule they are doing so with the full knowledge that they are jeopardizing your volunteer status.

Violations of these rules and regulations may result in a disciplinary report. If an inmate is found guilty at the disciplinary hearing, they will receive a sanction. Sanctions may range from warnings to isolation time, depending on the severity of the offense.

In each program area, Program/Group Rules are posted. All inmates are expected to follow these rules. They are included in this handbook for your information. Volunteers should familiarize themselves with these rules. If an inmate is not adhering to the rules, the volunteer should inform a staff person.

Terminations

- I. Resignations - Volunteers may resign at any time. Please inform the program coordinator or the Program Supervisor.
- II. Terminations -
 - A. Temporary - Any MCI-Framingham supervisory staff person may temporarily suspend a volunteer if that staff believes a rule has been violated. A written report will be submitted to the Superintendent for review.
 - B. Permanent - If the Superintendent determines that the violation was severe, a letter will be sent to the volunteer notifying him/her that their volunteer privileges have been revoked. Front Control will be instructed to not allow this person entrance.
 - C. Failure to attend Orientation - Each volunteer shall attend a yearly re-orientation. Failure to attend the re-orientation will result in revocation of the volunteer's status. The re-orientation will consist of a brief overview of these rules and regulations as well as the processing of new paperwork and photo.

Confidentiality

- I. MCI-Framingham understands that programs/groups operate with a limited confidentiality clause. If however, an inmate/detainee discloses a breach of security (i.e. hurting oneself, hurting another person, escape, illegal drugs on in a unit, etc.) it must be reported immediately to the appropriate staff.

Final Words

These rules and regulations may seem excessive to you - but this is a correctional institution and they are necessary for the security of the facility and the safety of all staff, volunteers, and inmates. Please follow these rules, they will assist you during your tenure as a volunteer in maintaining a professional relationship with the inmates that you are helping. Remember you are a role model for the inmates at MCI-Framingham. They know the rules that you are expected to adhere to and by following them you will be displaying the appropriate behavior of a law-abiding citizen. Your failure to adhere to these rules may result in the termination of your volunteer status and the program as well.

MCI-Framingham hopes your experience as a volunteer is a rewarding one. We are dedicated to ensuring that it is a positive one. We urge you to convey any comments or concerns that you might have to us. MCI-Framingham and the Department of Correction welcomes your suggestions at any time. By notifying us directly and promptly we can address simple issues before they become big problems.

Staff contact information

MCI-Framingham Telephone #'s:

(508) 532-5100

Director of Treatment	x121
Program Supervisor	x129
Catholic Chaplain	x131
Protestant Chaplain	x128
Recreation Officer	x120

Mailing Address:

P.O. Box 9007
Framingham, MA 01704-9007