





POLICIES AND PROCEDURES MANUAL

	HOLDING FACILITY	
	POLICY NUMBER: 72-1	ISSUING AUTHORITY 
	EFFECTIVE DATE: June 12, 2025	Christine A. Elow Police Commissioner

I. GENERAL CONSIDERATIONS AND GUIDELINES

A holding facility provides safe and secure detention of persons in custody for periods not exceeding 72 hours, excluding holidays and weekends, except in exigent circumstances. Officers who work in the holding facility are responsible for carrying out all applicable procedures as they relate to the booking, placement, security, control, and monitoring of persons being held.

II. POLICY

It is the policy of the Cambridge Police Department to:

- A. provide a safe, secure, and reasonably comfortable holding facility for the temporary detention of persons in custody;
- B. afford persons in custody all constitutionally guaranteed rights and needed medical care while being held;
- C. comply with local, state, and federal ordinances, regulations, and laws regarding detention;
- D. provide required training for personnel who work in the detention area;
- E. limit access to the detention area only to authorized personnel; and
- F. enlist the assistance of other City departments or designated vendors to provide for fire safety, vermin control, and evacuation plans.

III. DEFINITIONS

- A. *Holding Facility*: A confinement facility outside of a jail where detainees are housed, receive meals, and can be detained for periods involving days and overnight stays for a period of not more than 72 hours, excluding holidays and weekends.

- B. *M.G.L. c. 94C, § 9*: Prohibits the administration of a controlled substance by non-licensed persons. This statute does not prohibit detainees to self-administer medication in accordance with label directions.

IV. PROCEDURES

A. 72.1.1 (M) Training User Personnel

1. Officers who work in the holding facility shall be trained to a standard set by the Deputy Superintendent of Administration. Other members of the department will receive familiarization and refresher training as determined by the Lieutenant of the Training and Certification Unit.
 - a. The department will provide initial training to all employees who work in the holding facility and in-service training annually.
 - b. Types and levels of training will vary with the nature of assignments and responsibilities.
 - (1) Employees who work in direct contact with detainees will receive training in the use of physical restraints, first aid, de-escalation techniques, fire suppression equipment, and other topics deemed appropriate by the Deputy Superintendent of Administration.
 - (2) Employees who do not work in direct contact with detainees will receive an orientation on the operation of the holding facility.

B. 72.1.2 (M) Access, Nonessential Persons

1. Nonessential persons shall have limited access to the holding facility and only under direct supervision.
 - a. Authorized personnel are the only persons allowed in the facility.
 - b. Others may enter the facility only with authorization of the Shift Commander including law enforcement personnel from other agencies.
 - c. Access of all nonessential persons is prohibited except in emergency situations and/or with authorization of the Shift Commander.
 - d. If nonessential persons are granted access, their presence should not violate a detainee's privacy or impede facility operations.

C. 72.2.1 (M) Minimum Conditions

1. The holding facility will provide:
 - a. adequate lighting as required by local code or ordinance;
 - b. circulation of fresh or purified air in accordance with local public health standards;
 - c. access to a toilet and drinking water;

- d. access to a wash basin or shower for detainees held in excess of eight hours; and
 - e. a bed and blanket for each detainee held in excess of eight hours.
- D. 72.3.1 (M) Fire, Heat/Smoke Detection System, Inspections
 - 1. The holding facility has an automatic fire alarm and heat/smoke detection system, fire equipment approved by fire safety officials, and fire prevention practices and procedures including the following.
 - a. A weekly documented visual inspection of fire equipment.
 - (1) The Facilities Manager or designee will conduct the inspection, document findings, and report deficiencies to the Deputy Superintendent of Facilities and Administration.
 - b. Semi-annual documented testing of fire equipment.
 - (1) These tests will be performed by outside vendors or City personnel.
 - c. A daily visual inspection of automatic fire detection devices.
 - (1) The Shift Commander will perform this inspection during regular daily inspections of the cell block area.
 - d. Documented testing of the automatic fire detection devices and alarm systems as required by law or fire code regulation.
 - (1) These tests are performed quarterly; a written report is provided to the police department.
- E. 72.3.2 (M) Posted Evacuation Plan
 - 1. The department will post emergency evacuation plans for the holding facility and a designated and posted emergency exit directing evacuation of persons to hazard-free areas.
 - a. Emergency evacuation maps are posted outside each of the cell areas.
 - b. There are three possible evacuation exits. These are only accessible with an authorized fob.
 - c. When the fire alarm is activated, the cell doors are automatically opened but detainees can only exit with the assistance of authorized staff.
 - d. Should there be a need to house detainees during an evacuation, the department will call either a neighboring department or the Middlesex County Sheriff's Office for assistance. In some cases, the court may change a detainee's status from *arrest* to *summons*, in which case the department will release the detainee.
 - e. First aid and transportation to a hospital will be provided as needed and will be directed by a supervisor.
- F. 72.3.3 (M) Pest Control Inspection

1. The department will provide for a documented monthly sanitation inspection of the holding facility and procedures for control of vermin and pests.
 - a. A vendor will inspect the holding facility for vermin and other pests monthly and provide services as needed.

G. 72.4.1 (M) Securing Weapons

1. Weapons shall be secured before entering the holding facility.
 - a. No person shall enter the holding facility without securing all firearms in the gun lockers located at each entrance. The patrol baton and OC spray are excluded from this requirement.
 - b. In exigent circumstances, officers may enter the holding facility with their full duty belts, to include a firearm.

H. 72.4.2 (M) Entering Occupied Cells

1. The conditions under which an officer may enter an occupied cell are as follows.
 - a. Officers may only enter an occupied cell when there is a need to do so and should be limited to essential functions and emergencies. As a preferred practice, at least two officers should be present with at least one officer remaining outside the cell. If necessary, the second officer may enter the cell to assist.
 - b. Other security measures may include audio and/or video monitoring and a means of calling for assistance.

I. 72.4.3 (M) Key Control

1. Procedures for use of electronic and manual keys include the following.
 - a. To enter the holding facility, employees can use a card swipe system which records an accurate accounting of who enters and exits and at what time they do so.
 - b. There are two master keys, one that controls regular doors, and one that is used only for the cell block area. The only way to get into the cell block or into a specific cell is with the large master key, which provides additional access should the card swipe fail.
 - c. The small master key is kept in the Shift Commander's office; the large master key is kept in the booking room.
 - d. Duplicate master keys are in the possession of the Shift Commander, the Police Commissioner, the Superintendent of Support Services, the Deputy Superintendent of Administration, and the building Facilities Manager.

J. 72.4.4 (M) Facility Door Security

1. Holding facility doors are to be secured according to the following procedures.
 - a. Doors to the facility are always locked, including vacant rooms and storage rooms and only opened when there is a need to do so. Unoccupied cells are generally left unlocked.

- b. Doors should be tested for vulnerability after they are secured.

K. 72.4.5 (M) Cell Security Checks

1. All holding cells shall be checked regularly for weapons and contraband; these checks will be documented in the Shift Commander's briefing, which is distributed electronically to all supervisors.
2. Cell checks will be conducted by officers assigned to the booking area at the beginning of each shift and after any vendors or cleaners have completed their work. Any conditions requiring intervention shall be reported to the Shift Commander either verbally or in writing immediately.
3. Cell checks shall be performed every fifteen minutes when there are prisoners being housed.

L. 72.4.6 (M) Facility Security Inspections

1. A documented security inspection shall be conducted at a minimum of once a week, including searching for weapons and contraband.
 - a. The Shift Commander assigned to each shift will conduct a daily inspection of the holding facility including the booking area, cellblock and cells, juvenile holding area, the interview room, the status offender room, and the monitoring room.
 - b. Inspections will check for cleanliness, functional readiness of equipment and supplies, first aid kits, evacuation plans and exit signs in place, weapons, contraband and evidence, fire prevention systems in order, and any other issue brought to attention by personnel.
 - c. Records of security checks should be forwarded to the Superintendent of Operations.
 - d. The Deputy of Administration is responsible for overseeing the holding facility security checks, documenting the checks, and forwarding the documentation to the Superintendent of Operations.
 - e. Defective security equipment should be replaced or repaired as soon as practicable.

M. 72.4.7 (M) Tools and Culinary Equipment

1. The use of tools and culinary equipment shall be carefully monitored and restricted.
 - a. Detainees shall not be provided with culinary tools in any situation.
 - b. Personnel may bring culinary tools into the booking area for personal use only and will secure these tools when not in use.
 - c. Vendors and contractual employees are prohibited from bringing culinary tools into the holding facility. Other tools used by vendors and contractors shall be securely maintained and their use supervised by holding facility personnel.

N. 72.4.8 (M) Alerting Control Point

1. The department shall have a system in the holding facility to alert a designated control point in the event of an emergency.

- a. Training shall be conducted so that all officers working in the booking area are familiar with panic alarm protocols.

O. 72.4.9 (M) Panic Alarms

1. The booking area utilizes a panic alarm security alert system monitored at all times at a control point. As an additional measure of security, employees authorized to be in the booking area may carry with them portable two-way radios.
2. The department shall conduct and document testing of the security alert system monthly.

P. 72.4.10 (M) Escape Procedures

1. In the event of an escape, procedures include the following.
 - a. In the event of an escaped prisoner, the officer discovering the escape shall immediately notify the Emergency Communications Department (ECD) and the Shift Commander who will, upon verifying and confirming that a detainee has escaped, notify the Duty Chief.
 - b. ECD will broadcast to all patrol units the name and description of the prisoner, the estimated time of the escape, whether armed, on foot or in a vehicle, and possible direction of travel.
 - c. ECD will also broadcast the same information to other law enforcement agencies over the Boston Area Police Emergency Radio Network (BAPERN) system and through the Criminal Justice Information Services (CJIS).
 - d. If there is a risk to the community at large, the Police Commissioner may determine the need to send out a Community Alert.
 - e. The Shift Commander will immediately initiate a search and notify the Police Commissioner through the chain of command who will determine if there is a need to activate the Special Response Team (SRT) or the Tactical Patrol Force (TPF).
2. Should the escape be confined to the police station, the building will be secured and the surrounding area patrolled by available officers.
3. Once the prisoner is found and returned to custody, ECD will broadcast to operations an all-clear message and notify other law enforcement agencies through appropriate communication channels. If a Community Alert has been sent out, an all-clear message will be sent out as appropriate.

Q. 72.4.11 (M) Report, Threats to Facility

1. The department shall document in a written report all incidents that threaten the holding facility or any person therein.
 - a. Any threat against the structure of the police facility or departmental personnel, which an officer considers to be serious, shall be reported immediately to the Shift Commander.

- (1) Upon being notified of the threat, the Shift Commander shall take whatever action deemed necessary to mitigate the threat and determine the appropriateness of notifying the Duty Chief.
 - (2) The Shift Commander shall file a written report of the incident to the Deputy Superintendent of Facilities and Administration, who will forward the report to the Police Commissioner through the appropriate chain of command.
- b. Depending on the size and scope of the threat, the Police Commissioner or designee may notify City or State officials or outside departments.

R. 72.5.1 (M) Detainee Searches

1. Procedures for maintaining control of the detainee's property.
 - a. At the time a detainee is processed prior to entry to the holding facility, officers shall conduct a search of the detainee's person and shall inventory all property during the booking process. The procedures shall include:
 - (1) an itemized inventory of property taken from the detainee recorded in the Records Management System;
 - (2) storage of property taken in the designated secure property area of the holding facility;
 - (3) provisions for the return of property upon release.
 - b. Not all property can be transferred to court along with the detainee; however, prisoners can retrieve property held at the police station after the court appearance. The department may retain those items of property being held as evidence or dangerous such as weapons and flammable liquids.
 - c. Unauthorized items and any contraband as well as any evidentiary items retained by the department shall be noted in the RMS.

S. 72.5.2 (M) Intake

1. For every person booked into the holding facility, the booking officer shall conduct the following.
 - a. Document in the RMS all pertinent arrest information, the property inventory, and disposition of the detainee.
 - b. Determine the current health of the detainee. The officer conducting booking procedures shall complete the entire health screening process as part of the booking procedures.
 - c. Determine if the detainee is currently taking any medication. The booking officer shall ask the detainee prescribed questions regarding medications. Department officers are not authorized to administer medications to detainees. If a detainee needs to access and take medication, the booking officer shall notify the Shift Commander who will determine the appropriate course of action. (See section BB. Below.)

- d. Evaluate the behavior of the detainee, including state of consciousness and mental status. Booking officers shall conduct a visual examination of the detainee's condition. If the officers believe the state of consciousness or mental status presents a risk, the officers will notify the Shift Commander who will determine the course of action.
 - e. Document any trauma markings, bruises, lesions, jaundice, mobility issues, and other visible signs of injury. Booking officers shall document any signs of trauma and any injuries they observe in the RMS.
 - f. Specifically ask if the detainee requires medical assistance. The booking officer shall ask the questions on the prescribed list. If it is determined that the detainee has a medical issue, the shift commander will be called to evaluate the detainee's condition and determine if Emergency Medical Services is required. After conferring with EMS, the shift commander will determine the best course of action.
2. For every person booked into the holding facility, the station relief officer, in addition to front desk assignments, shall conduct the following.
- a. Meet the wagon officer/transportation vehicle upon arrival at the sally port/point of arrival to assist with escorting the person in custody to the booking desk.
 - b. Search the person in custody and remove unnecessary clothing and items.
 - c. Secure the person in custody to the secure rail.
 - d. Fingerprint the person in custody.
 - e. Assist the booking officer with escorting and securing the person in custody to the designated cell.
 - f. Assist the booking officer with well-being checks of person(s) in custody every 15 minutes and assist with providing meals.
 - g. Assist the booking officer with the release of prisoners on bail and transfer to court.
 - h. May be required to transport an arrestee to the station or court.
 - i. Perform any additional duties as assigned by the Shift Commander
- T. 72.5.3 (M) Sight and Sound Separation
- 1. When adults and/or juveniles are required to be detained at the same time, their holding areas will be separated from each other by sight and sound.
 - a. The juvenile holding area is in the opposite end of the hallway from all adult holding areas.
 - b. Males and females are separated by sight and sound. If there is a question of the self-identified gender, there is an isolation/observation cell, which is completely separate, that can be used in such cases.
- U. 72.5.4 (M) Segregation

1. The methods for handling, detaining, and segregating persons under special circumstances include the following.
 - a. If a detainee is incapacitated due to alcohol or drugs, the Shift Commander will determine the level of incapacitation and the requirement for treatment. If treatment is required, the detainee will be transported to the hospital for evaluation.
 - b. Detainees who are self-destructive will be transported to the hospital for evaluation and treatment. A violent detainee can be placed in the isolation cell or into the restraint chair.
 - c. If a detainee is exhibiting signs of mental health issues or mental illness and may require medical assistance, the booking officer shall call for the Shift Commander to determine the best course of action. Such detainees shall remain under close observation.

V. 72.5.5 (M) Procedure, Outside Detainees

1. Procedures for receiving detainees from outside agencies include the following.
 - a. If the identity of an arresting officer from an outside agency is not known to the Shift Commander, the Shift Commander should require the arresting officer to present their law enforcement credentials in order to verify their identity.
 - b. Only detainees arrested within the City of Cambridge may be brought to the holding facility. The Shift Commander will verify that the arrest was valid and made with probable cause and will verify the detainee's positive identification.
 - (1) Department personnel may detain a subject outside of the City for a crime committed in Cambridge with or without a warrant. Such detainees may be brought to the department holding facility for booking.
 - c. The Shift Commander will also verify the presenting officer's authority to make the arrest and that the presenting officer has sworn status/powers of arrest. If the officer does not have the authority to make the arrest, the Shift Commander will decline to accept the detainee.
 - d. Detainees may be released according to regular bail procedures. However, if the detainee is to be held until the following morning and transferred to court, the department will provide transportation along with its own detainees as a courtesy.
 - (1) Detainees being transferred to a medical facility will be transported by the patrol wagon or ambulance when appropriate. It is the responsibility of the arresting department to accompany their prisoners to the hospital and to guard the prisoners while at the hospital.
 - (2) If a detainee advises an officer of the need for medication that is not in their possession, the Shift Commander may authorize the transporting officer to take the detainee to the nearest medical facility to obtain the required medication.

W. 72.5.6 (M) Procedure, Exceeding Capacity

1. In the event of a mass arrest that exceeds the maximum capacity of the holding facility, the department may coordinate with the Bail Commissioner to facilitate release, thereby avoiding exceeding capacity.
 2. The Shift Commander will determine the need for additional personnel and reassign officers as needed.
- X. 72.5.7 (M) Identification, Released Detainees
1. Prior to releasing any detainee, officers shall confirm positive identification of the detainee. Detainees shall not be released until positive identification is confirmed.
- Y. 72.6.1 (M) Procedure, Medical Assistance
1. When a detainee is in need of medical attention the booking officer shall immediately advise the Shift Commander who will evaluate and authorize a request for Emergency Medical Technicians and an ambulance to respond, if necessary.
 2. All officers working in the booking area shall have current first responder certifications and shall provide first aid if appropriate.
 3. Upon receiving a detainee into the booking area after an arrest, the booking officer shall conduct a health screening according to the department prescribed checklist. If the booking officer determines that the detainee needs medical care, the booking officer shall immediately confer with the Shift Commander who will decide what further action should be taken.
 4. If a detainee requiring medical attention at a hospital is transported by ambulance, it is the responsibility of the EMTs to find the closest appropriate facility.
 5. The department will consult with a licensed physician who will review, make recommendations, and approve the procedures for circumstances when a detainee is in need of medical attention.
- Z. 72.6.2 (M) First Aid Kit
1. A first-aid kit is available in the holding facility. Personnel working in the booking area shall conduct a documented daily inspection and replenish the kit, as necessary. The first-aid kit should be stocked with the following items: gauze bandaging, medical tape, sharps disposal container, airway management tools, bag valve mask, gloves, and face masks. An AED will also be available in the booking area, near the first-aid kit.
- AA. 72.6.3 (O) Posted Access to Medical Service
1. Procedures for gaining access to medical services shall be posted in areas used by detainees, in the language(s) prevalent to the area.
- BB. 72.6.4 (M) Dispensing Pharmaceuticals
1. At the time of the booking process, if it is determined that the detainee has been prescribed medication, the officers will determine the need and urgency of taking such medications, the

frequency in which the medications are to be taken, the last time the medication had been taken, and when the detainee is scheduled to take the next dosage. The medications will be taken from the prisoner and held with his/her other personal belongings. The booking officer will advise the Shift Commander of the fact that the detainee is in possession of prescribed medications. The following guidelines will be observed with respect to the administration of prescribed medications and over the counter medications:

- a. Detainees will be permitted to take any necessary medications, prescriptions, or over the counter drugs that have been specifically prescribed in writing by a licensed medical provider, provided that the administration of the drugs are requested by the detainee. This applies to medication that was previously prescribed to a detainee or that was prescribed to a detainee while in the department's custody.
- b. Only medication contained in its original container may be given to the detainee.
- c. Only the quantity of medication specified by the prescribing licensed medical provider shall be given to the detainee.
- d. Any medications brought in by a detainee, or given to him/her in the course of treatment that the detainee may require while in department custody, shall be retained with the detainee's property.
- e. If there is any question concerning the proper administration, the validity of the prescription or the identity of the medication, the Shift Commander may either confer by telephone with a qualified medical physician or pharmacist before providing the detainee with the medication, or the detainee may be transported to the hospital and the medication be administered there.
- f. The booking officer(s) is responsible for making sure that the appropriate dosage of medication noted on the label is given to the detainee and must witness the detainee taking the medication.
- g. A written record of any medications provided to a detainee shall be maintained by making the appropriate notation in the log entry, including the time, that is being used to track the detainee's activity while in custody of the department.
- h. M.G.L. c. 94C § 9 prohibits the administration of a controlled substance by non-licensed persons. This statute does not prohibit the detainee from having the opportunity to self-administer medication in accordance with label directions.

CC. 72.7.1 (M) Procedure, Detainee Rights

1. All detainees shall be provided with the following rights according to the following procedures.
 - a. A timely court appearance.

- (1) If a detainee is brought to the station at a time in the day when the court is open to receiving prisoners, the department will transport the detainee to court the same day after booking.
 - (2) If a detainee is brought to the police station during hours when the court is not receiving prisoners, detainees will be brought to court the next business day.
- b. Opportunity to make bail.
- (1) Bail is only available to detainees when court is closed.
 - (2) Once an arrestee has been booked and the arresting officer has completed the incident report, the booking officer will call the on-duty bail commissioner and apprise them of the circumstances surrounding the arrest.
 - (3) The bail commissioner may ask for additional information regarding the arrestee's criminal history in order to make a determination if bail is appropriate.
 - (4) If the bail commissioner grants bail, the amount of bail may be determined according to the circumstances. In addition, the bail commissioner may attach conditions to bail.
 - (5) The booking officer advises the arrestee of the amount and conditions and may provide the detainee with the opportunity to meet bail.
 - (6) Once the arrestee has acquired the appropriate amount of money and can meet the conditions for bail, the booking officer will contact the bail commissioner who will come to the station to grant bail and release the arrestee.
- c. Confidential access to attorneys.
- (1) The booking area has a private room where attorneys may meet with their clients.
 - (2) All arrestees shall be afforded the opportunity for a confidential consultation with an attorney.
 - (3) The department will provide for the security of the attorney visit. A private room has a telephone, microphone, and a secure glass partition that separates the lawyer from the secured cellblock area allowing for their safety and still allows direct access to the client for a safe, confidential consultation.
- d. Access to a telephone.
- (1) There is a telephone in the booking area. Arrestees shall be afforded at least one phone call and shall be notified of such upon arrival at the station.
 - (2) State law requires this notification as soon as practicable; and detainees shall be provided with the opportunity to make a phone call within one hour of the completion of the booking process.
 - (3) If an arrestee is uncooperative and fails to complete the booking process, the opportunity to make a phone call may be delayed.

- e. Alerting the detainee to monitored or recorded telephone conversations.
 - (1) Detainees can make a call from a phone at the booking desk; however, the booking officer will dial the number to ensure no impropriety. The booking desk area is audio/video recorded at all times for safety.
 - (2) Phone calls made from the booking desk are not recorded.
 - (3) There is a phone in each cell that can be used by detainees to make outside calls. These phones are collect calls only and are not recorded.
- f. Three meals are provided to all detainees during each 24-hour period.
 - (1) All detainees shall be provided three meals in each 24-hour period when held for a period of 24 hours or more.
 - (2) When a detainee is held for a period of less than 24 hours, meals will be provided as appropriate and the booking officers will make an effort to accommodate dietary requests, if possible.
 - (3) The department does not allow detainees to receive meals from outside parties.

DD. 72.8.1 (M) Monitoring of Detainees

- 1. The holding facility possesses surveillance cameras with audio and video capabilities to monitor detainees. However, officers assigned to the booking area are required to conduct a face-to-face observation of detainees every 15 minutes to ensure the welfare of detainees. In between the 15-minute face-to-face checks of detainees, officers assigned to the booking area shall monitor the surveillance cameras to ensure the welfare of detainees. Additionally, the Shift Commander shall conduct a face-to-face count of the detainee population and a visual inspection of the cells at least once every shift.

EE. 72.8.2 (M) Audio/Visual Surveillance

- 1. In addition to face-to-face observation of detainees, the holding facility uses audio and visual electronic surveillance equipment to monitor detainees 24 hours a day for their safety.
- 2. Only authorized personnel should view or utilize the surveillance cameras in the holding facility for legitimate reasons, such as the safety of officers and detainees. Authorized personnel include supervisors, the booking and station relief officers, or other personnel assisting in the operations of the holding facility.
- 3. Officers shall respect all detainees and not violate their personal privacy, particularly when officers are monitoring detainees of a different gender, while maintaining the care and custody of detainees and security of the holding facility.

FF. 72.8.3 (M) Supervision, Other Gender

- 1. When feasible and based on staffing, booking officers will accommodate detainees regarding the gender identity of the person being searched and supervised while in custody.

2. Also, when feasible and based on staffing, all contact between a booking officer and a detainee of a different gender will be observed and monitored by another officer.
3. Booking officers will be particularly sensitive to those situations involving members of the LGBTQ+ communities.

GG. 72.8.4 (M) Receiving Mail/Packages

1. Detainees are not allowed to receive mail or packages while in custody.

HH. 72.8.5 (M) Visiting

1. Detainees are not allowed to have outside persons visiting other than an attorney. There is a designated interview room in the holding facility where a detainee and their attorney can meet. The interview shall be monitored by department personnel to provide for the safety of the attorney.
2. Admittance to the detention area shall be at the discretion of the Shift Commander and subject to being searched.