The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
100 Cambridge Street, 19th floor, Boston, MA 02114-2509
(617) 624-6000 | mass.gov/DPH

Maura T. Healey
Governor

Kimberley Driscoll
Lieutenant Governor

Kiame Mahaniah, MD, MBA
Secretary

Robert Goldstein, MD, PhD
Commissioner

November 10, 2026

To:	Shawn Jenkins, Commissioner, Department of Corrections	(electronic copy)
	Kiame Mahaniah, MD, MBA, Secretary, Executive Office of Health and Human Services	(electronic copy)
	Clerk, Massachusetts House of Representatives	(electronic copy)
	Clerk, Massachusetts Senate	(electronic copy)
	Mark Cutler, Environmental Health and Safety Officer	(electronic copy)
	Sergeant Corey Hopkins, Environmental Health and Safety Officer	(electronic copy)

Greetings,

Pursuant to 105 CMR 451.403, please find the complaint-based investigation report for MCI Shirley, the Plan of Correction (POC) from the facility and the POC acceptance letter from the Division of Environmental Health Regulations and Standards (EHRS).

Sincerely,

Amy Riordan, MPH
Deputy Director, EHRS, BCEH

Cc:	Robert Goldstein, MD, PhD, Commissioner, DPH	(electronic copy)
	Gina K. Kwon, Secretary, Executive Office of Public Safety and Security	(electronic copy)
	James Garreffi, RS, CHO, Director, Nashoba Associated Boards of Health	(electronic copy)
	Brianna Arruda, Director, Policy Development and Compliance Unit	(electronic copy)
	Matthew Divris, Superintendent	(electronic copy)

The Commonwealth of Massachusetts
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Department of Public Health
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Maura T. Healey
Governor

Kimberley Driscoll
Lieutenant Governor

Kiame Mahaniah, MD, MBA
Secretary

Robert Goldstein, MD, PhD
Commissioner

September 10, 2026

Matthew Divris, Superintendent
MCI Shirley
104 Harvard Rd
Shirley, MA 01464 (electronic copy)

Re: Complaint-Based Investigation – MCI Shirley, Shirley

In response to several complaints received and in accordance with 105 CMR 451.401 and 105 CMR 451.408, the Massachusetts Department of Public Health (Department) Division of Environmental Health Regulations and Standards (EHRS) conducted a complaint-based, unannounced kitchen investigation at MCI Shirley on August 18, 2026. This letter summarizes the reported complaint and the results of our investigation including the number of new and repeat deficiencies which remain uncorrected since the previous inspection.

Complaint:

EHRS received multiple complaints from loved ones of incarcerated individuals reporting concerns of a dead rodent that that was found on a meal tray after the tray was served during chow time.

Investigation:

The investigation was conducted by Amy Riordan and Ellie Kim of EHRS; also present was Mark Cutler, Environmental Health and Safety Officer (EHSO). EHRS staff conducted a comprehensive inspection of the kitchen, including the dining halls, serving line, food prep areas, offices, and culinary. EHRS reviewed pest extermination records and discussed investigation findings with facility staff at the conclusion of the inspection.

Overview:

Section 1 identifies any health and safety deficiencies found during the investigation.

Section 2 provides information on submitting a Plan of Correction for any identified deficiencies.

Section 3 describes conditions specific to the complaint(s) reported.

Section 4 outlines observations and recommendations related to the facility investigation.

SECTION 1: Health and Safety Deficiencies

Deficiencies under the Required Standards (.100 and .200 series)
77 new deficiencies and 12 repeat deficiencies (indicated by an *) were found during the inspection:

	Area	Sub Area # 1	Regulation	Description of Deficiency
1.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Design, Construction, and Installation; Functionality: Exterior door not tight-fitting. Standard found in 105 CMR 590; FC 6-202.15(A)(3).
2.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Preventing Contamination from the Premises; Food Storage: Food not stored at least 6” above the floor, potatoes not stored at least 6” above the floor. Standard found in 105 CMR 590; FC 3-305.11(A)(3).
3.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed in all corners of dining hall. Standard found in 105 CMR 590; FC 6-501.111.
4.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Protection of Clean Items; Storing: Equipment and Utensils not stored covered or inverted, styrofoam serving trays not stored inverted. Standard found in 105 CMR 590; FC 4-903.11(B)(2).
5.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Protection of Clean Items, Storing: Equipment not stored at least 6” above the floor, cambro beverage dispensers not stored at least 6” above the floor. Standard found in 105 CMR 590; FC 4-903.11(A)(3).
6.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Contaminated Food; Disposition: Unsafe, adulterated, or not honestly presented food not properly discarded or reconditioned (Pf), numerous food trays containing moldy food observed in food cart. Standard found in 105 CMR 590; FC 3-701.11(A).
7.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, excessive amounts of food debris spilled in food carts. Standard found in 105 CMR 590; FC 4-601.11(C).
8.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Protection of Clean Items, Storing: Single-Use Items not stored at least 6” above the floor, styrofoam serving trays not stored at least 6” above the floor. Standard found in 105 CMR 590; FC 4-903.11(A)(3).
9.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Protection of Clean Items; Preventing Contamination: Utensils not presented handle up. Standard found in 105 CMR 590; FC 4-904.11(B).
10.	Main Kitchen	Orange Dining Hall	105 CMR 451.200	Design, Construction, and Installation; Functionality: Exterior door not tight-fitting. Standard found in 105 CMR 590; FC 6-202.15(A)(3).
11.	Main Kitchen	Orange Dining Hall	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed throughout. Standard found in 105 CMR 590; FC 6-501.111.

	Area	Sub Area # 1	Regulation	Description of Deficiency
12.	Main Kitchen	Orange Dining Hall	105 CMR 451.200	Limitation of Growth of Organisms of Public Health Concern, Temperature and Time Control: Time/temperature control for safety food not held at 41°F or less (Pf), chicken salad temperature recorded at 75°F. Standard found in 105 CMR 590; FC 3-501.16(A)(2).
13.	Main Kitchen	Orange Dining Hall	105 CMR 451.200	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Food not appropriately covered, several 5 gallon water bottles not covered. Standard found in 105 CMR 590; FC 3-302.11(A)(4).
14.	Main Kitchen	Serving Line # 114	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, storage shelves dirty throughout serving line area. Standard found in 105 CMR 590; FC 6-501.12(A).
15.	Main Kitchen	Serving Line # 114	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, cooler out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A).
16.	Main Kitchen	Serving Line # 114	105 CMR 451.200*	Cleaning of Equipment and Utensils, Frequency: Accumulation of mold observed on interior surfaces of ice machine. Standard found in 105 CMR 590; FC 4-602.11(E)(4)(b). ****Corrected on Site****
17.	Main Kitchen	Serving Line # 114	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, hot holding unit out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A).
18.	Main Kitchen	Serving Line # 114	105 CMR 451.200	Protection from Contamination After Receiving; Preventing Contamination from Equipment, Utensils, and Linens: Utensil handle not stored above the food in the container, scoop stored in cereal container. Standard found in 105 CMR 590; FC 3-304.12(B).
19.	Main Kitchen	Kettle Area	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, kettle # 3 out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A).
20.	Main Kitchen	Kettle Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, kettle # 1, 2, 4, and 5 out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A).
21.	Main Kitchen	Kettle Area	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, standing water in several buckets around kettles. Standard found in 105 CMR 590; FC 6-501.12(A).
22.	Main Kitchen	Kettle Area	105 CMR 451.200	Plumbing System; Operation and Maintenance: Plumbing system not maintained in good repair, kettle fill station leaking. Standard found in 105 CMR 590; FC 5-205.15(B).

	Area	Sub Area # 1	Regulation	Description of Deficiency
23.	Main Kitchen	Kettle Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, ventilation grilles not properly secured to hood and held in place with forks. Standard found in 105 CMR 590; FC 4-501.11(B).
24.	Main Kitchen	Kettle Area	105 CMR 451.200	Plumbing System; Operation and Maintenance: Plumbing system not maintained in good repair, floor drain clogged under kettle # 1. Standard found in 105 CMR 590; FC 5-205.15(B).
25.	Main Kitchen	Kettle Area	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, wall behind kettles dirty. Standard found in 105 CMR 590; FC 6-501.12(A).
26.	Main Kitchen	Special Diet Area	105 CMR 451.200	Protection from Contamination After Receiving; Preventing Contamination from Equipment, Utensils, and Linens: Wet cloth not stored in sanitizer solution. Standard found in 105 CMR 590; FC 3-304.14(B)(1).
27.	Main Kitchen	Special Diet Area	105 CMR 451.200	Maintenance and Operation; Equipment: Cutting boards damaged and no longer easily cleanable. Standard found in 105 CMR 590; FC 4-501.12.
28.	Main Kitchen	Special Diet Area	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111.
29.	Main Kitchen	Special Diet Area	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, walls dirty. Standard found in 105 CMR 590; FC 6-501.12(A).
30.	Main Kitchen	Special Diet Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, ventilation grilles not properly secured to hood and held in place with forks. Standard found in 105 CMR 590; FC 4-501.11(B).
31.	Main Kitchen	Special Diet Area	105 CMR 451.200	Numbers and Capacity; Handwashing Sinks: No soap at handwash sink (Pf). Standard found in 105 CMR 590; FC 6-301.11.
32.	Main Kitchen	Special Diet Area	105 CMR 451.200	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Food not appropriately covered, hamburger buns not appropriately covered. Standard found in 105 CMR 590; FC 3-302.11(A)(4).
33.	Main Kitchen	Special Diet Area	105 CMR 451.200*	Maintenance and Operation; Equipment: Quaternary ammonium compound (QAC) solution lower than the manufacturers' recommended concentration. Standard found in 105 CMR 590; FC 4-501.114(C)(2).
34.	Main Kitchen	Special Diet Area	105 CMR 451.200	Plumbing System; Operation and Maintenance: Plumbing system not maintained in good repair, sink leaking. Standard found in 105 CMR 590; FC 5-205.15(B).

	Area	Sub Area # 1	Regulation	Description of Deficiency
35.	Main Kitchen	Tray Washing Room # 105	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, food debris in drain. Standard found in 105 CMR 590; FC 4-601.11(C).
36.	Main Kitchen	Tray Washing Room # 105	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, cooking racks dirty. Standard found in 105 CMR 590; FC 4-601.11(C).
37.	Main Kitchen	Tray Washing Room # 105	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, food debris observed at the bottom of inoperable warewash machine. Standard found in 105 CMR 590; FC 4-601.11(C).
38.	Main Kitchen	Walk-in Refrigerator # 123	105 CMR 451.200*	Protection from Contamination After Receiving, Preventing Food and Ingredient Contamination: Food or food ingredients that have been removed from original packages not labeled with common name of food. Standard found in 105 CMR 590; FC 3-302.12.
39.	Main Kitchen	Walk-in Refrigerator # 123	105 CMR 451.200*	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Raw animal food not stored separate from cooked ready-to-eat food (Pf), raw scrambled eggs stored over apples and turkey. Standard found in 105 CMR 590; FC 3-302.11(A)(1)(b).
40.	Main Kitchen	Walk-in Refrigerator # 124	105 CMR 451.200	Limitation of Growth of Organisms of Public Health Concern, Temperature and Time Control: Refrigerated time/temperature control for safety food prepared on site not clearly marked indicating the date or day by which the food shall be consumed or discarded (Pf), rice not dated. Standard found in 105 CMR 590; FC 3-501.17(A).
41.	Main Kitchen	Walk-in Refrigerator # 124	105 CMR 451.200	Preventing Contamination from the Premises; Food Storage: Food not stored at least 6” above the floor, onions not stored at least 6” above the floor. Standard found in 105 CMR 590; FC 3-305.11(A)(3).
42.	Main Kitchen	Walk-in Refrigerator # 124	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, floor dirty under shelves. Standard found in 105 CMR 590; FC 6-501.12(A).
43.	Main Kitchen	Walk-in Refrigerator # 125	105 CMR 451.200	Preventing Contamination from the Premises; Food Storage: Food not stored at least 6” above the floor, eggs not stored at least 6” above the floor. Standard found in 105 CMR 590; FC 3-305.11(A)(3)
44.	Main Kitchen	Walk-in Refrigerator # 125	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive amounts of spilled milk on storage crates. Standard found in 105 CMR 590; FC 6-501.12(A).

	Area	Sub Area # 1	Regulation	Description of Deficiency
45.	Main Kitchen	Food Prep Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, 2 warmers out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A).
46.	Main Kitchen	Food Prep Area	105 CMR 451.200	Plumbing System; Design, Construction and Installation: Insufficient hot water temperature at handwashing sinks (Pf), hot water temperature 94°F at handwash sink. Standard found in 105 CMR 590; FC 5-202.12(A).
47.	Main Kitchen	Food Prep Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, 2 griddles out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A).
48.	Main Kitchen	Food Prep Area	105 CMR 451.200	Plumbing System; Operation and Maintenance: Plumbing system not maintained in good repair, food prep sink near refrigerator # 125 leaking. Standard found in 105 CMR 590; FC 5-205.15(B).
49.	Main Kitchen	Food Prep Area	105 CMR 451.200	Limitation of Growth of Organisms of Public Health Concern, Temperature and Time Control: Time/temperature control food for safety not thawed properly when utilizing running water, frozen chicken in a sink full of standing water. Standard found in 105 CMR 590; FC 3-501.13(B).
50.	Main Kitchen	Walk-in Freezer # 126	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive ice buildup. Standard found in 105 CMR 590; FC 6-501.12(A).
51.	Main Kitchen	Walk-in Freezer # 127	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive amounts of spilled foods on pallets. Standard found in 105 CMR 590; FC 6-501.12(A).
52.	Main Kitchen	Walk-in Freezer # 127	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, excessive ice buildup. Standard found in 105 CMR 590; FC 4-501.11(A).
53.	Main Kitchen	Dry Storage # 128	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, food spilled on floor and under shelves. Standard found in 105 CMR 590; FC 6-501.12(A).
54.	Main Kitchen	Dry Storage # 128	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed throughout. Standard found in 105 CMR 590; FC 6-501.111.
55.	Main Kitchen	Dry Storage # 128	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive amounts of spilled foods on pallets. Standard found in 105 CMR 590; FC 6-501.12(A).

	Area	Sub Area # 1	Regulation	Description of Deficiency
56.	Main Kitchen	Inmate Bathrooms (Left)	105 CMR 451.110(A)	Hygiene Supplies at Toilet and Handwash Sink: No soap at handwash sink
57.	Main Kitchen	Inmate Bathrooms (Right)	105 CMR 451.123	Maintenance: Ceiling vent dusty
58.	Main Kitchen	Inmate Bathrooms (Left)	105 CMR 451.123	Maintenance: Ceiling vent dusty
59.	Main Kitchen	Inmate Bathrooms (Right)	105 CMR 451.117	Toilet Fixtures: Toilet fixture dirty
60.	Back Entrance	Staff Office # 115	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive food observed on the floor. Standard found in 105 CMR 590; FC 6-501.12(A).
61.	Back Entrance	Staff Office # 115	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, standing water observed on the floor and under desk. Standard found in 105 CMR 590; FC 6-501.12(A).
62.	Back Entrance	Staff Office # 115	105 CMR 451.200	Preventing Contamination from the Premises; Food Storage: Food not stored at least 6” above the floor. Standard found in 105 CMR 590; FC 3-305.11(A)(3).
63.	Back Entrance	Staff Office # 115	105 CMR 451.200	Protection of Clean Items; Preventing Contamination: Utensils not presented handle up. Standard found in 105 CMR 590; FC 4-904.11(B).
64.	Back Entrance	Staff Office # 115	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodent, droppings observed. Standard found in 105 CMR 590; FC 6-501.111.
65.	Back Entrance	Staff Office # 115	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, ceiling vent dusty. Standard found in 105 CMR 590; FC 6-501.12(A).
66.	Back Entrance	Ovens (2)	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, large oven out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A).
67.	Back Entrance		105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, trash overflowing. Standard found in 105 CMR 590; FC 6-501.12(A).
68.	Back Entrance		105 CMR 451.200	Design, Construction, and Installation; Functionality: Exterior door not tight-fitting. Standard found in 105 CMR 590; FC 6-202.15(A)(3).
69.	Back Entrance		105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111.
70.	Back Entrance	Staff Bathrooms (Left)	105 CMR 451.123*	Maintenance: Ceiling vent dusty

	Area	Sub Area # 1	Regulation	Description of Deficiency
71.	Back Entrance	Staff Bathrooms (Left)	105 CMR 451.123*	Maintenance: Locker rusty
72.	Back Entrance	Tool Crib # 122	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not in good repair, can opener dirty. Standard found in 105 CMR 590; FC 6-501.11.
73.	Back Entrance	Tool Crib # 122	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Non-functional equipment not repaired or removed from premises, old or broken equipment stored in tool crib. Standard found in 105 CMR 590; FC 6-501.114(A).
74.	Back Entrance	Tool Crib # 122	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodent droppings, droppings observed. Standard found in 105 CMR 590; FC 6-501.111.
75.	Back Entrance	Spice Room # 121	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111.
76.	Back Entrance	Spice Room # 121	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, spices spilled on floor. Standard found in 105 CMR 590; FC 6-501.12(A).
77.	Back Entrance	Bakery # 120	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Food contact surface dirty (Pf), food bins full of old food debris and flies. Standard found in 105 CMR 590; FC 4-601.11(A).
78.	Back Entrance	Bakery # 120	105 CMR 451.200	Protection from Contamination After Receiving, Preventing Food and Ingredient Contamination: Food or food ingredients that have been removed from original packages not labeled with common name of food, unlabeled peanut butter. Standard found in 105 CMR 590; FC 3-302.12.
79.	Back Entrance	Bakery # 120	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111.
80.	Back Entrance	Bakery # 120	105 CMR 451.200	Protection of Clean Items; Storing: Equipment not stored in a clean, dry location, clean pans stored below the hand dryer. Standard found in 105 CMR 590; FC 4-903.11(A)(1).
81.	Culinary Arts # 141		105 CMR 451.200	Protection of Clean Items; Preventing Contamination: Utensils not presented handle up. Standard found in 105 CMR 590; FC 4-904.11(B).
82.	Culinary Arts # 141		105 CMR 451.200	Design, Construction, and Installation; Functionality: Exterior door not tight-fitting. Standard found in 105 CMR 590; FC 6-202.15(A)(3).

	Area	Sub Area # 1	Regulation	Description of Deficiency
83.	Culinary Arts # 141	Dry Storage # 145	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, ceiling vent dusty. Standard found in 105 CMR 590; FC 6-501.12(A).
84.	Culinary Arts # 141	Dry Storage # 145	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111.
85.	Culinary Arts # 141	Dry Storage # 145	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, air vent blocked. Standard found in 105 CMR 590; FC 4-501.11(A).
86.	Culinary Arts # 141	Food Prep Area	105 CMR 451.200	Operational Supplies and Applications, Chemicals: Sanitizer for food-contact surface does not meet the requirements specified in 40 CFR 180.940P, sanitizing concentration too strong. Standard found in 105 CMR 590; FC 7-204.11(A).

Deficiencies under the Recommended Standards (.300 series)
1 new deficiency was found during the inspection:

	Area	Sub Area # 1	Regulation	Description of Deficiency
1.	Back Entrance	Spice Room # 121	105 CMR 451.383(B)	Fire Safety System: Facility not in compliance with 780 CMR Massachusetts Building Code provisions for fire safety, boxes stored within 18 inches from the ceiling

SECTION 2: Plan of Correction

This facility does not comply with the Department's regulations cited above. In accordance with 105 CMR 451.404, please submit a plan of correction within 10 working days of receipt of this notice which includes:

1. Specific corrective steps to be taken
2. A timetable for the corrective actions for larger projects
3. The date by which correction will be achieved
4. Any interim measures being implemented to ensure the health and safety of incarcerated individuals and facility staff
5. A signature by the Superintendent or Administrator responsible for the plan. The signed plan should be submitted to my attention, at the address listed above.

SECTION 3: Conditions Specific to the Complaint Reported

- Exterior doors leading into the kitchen were not weather tight, providing several entry points for rodents.
- Evidence of active rodent activity was observed in multiple areas throughout the kitchen.
- Throughout the kitchen, dining halls, and storage areas, there was clear evidence of rodent activity, including rodent droppings. The manner in which food, supplies, and other materials are stored appears to be creating conditions that are conducive to pest activity by providing potential sources of food, shelter, and nesting areas.

SECTION 4: Observations and Recommendations

1. Please send pest extermination records for the past 4 weeks.
2. To support effective pest control, rodent droppings should be promptly removed and the affected areas thoroughly cleaned and sanitized on a daily basis. In addition, the facility should take appropriate measures to prevent pest entry, including sealing gaps and openings, maintaining doors and other building components in good repair, and eliminating potential food and water sources.
3. The vegetable garden at the entrance to the Culinary Kitchen creates a potential harborage point that may attract rodents to this area. EHRS staff recommends removing all food from this garden and relocating it to an area away from the entrance.
4. EHRS staff recommends replacing the door sweeps in between each dining hall to prevent rodents from traveling from one area to another.
5. It was confirmed there is currently no kitchen food manager present at MCI Shirley. The EHRS recommends hiring a trained kitchen food manager to appropriately oversee day-to-day operations in the kitchen.
6. The food carts that deliver food to the housing units were recently purchased, however the interior of the majority of the carts were observed to be completely covered with old encrusted food, food debris and some had mouse droppings inside of them. It is imperative that these carts be thoroughly cleaned and sanitized daily after use to prevent contamination and ensure they are maintained in a sanitary condition. Additionally, these carts are designed to maintain both hot and cold food at appropriate temperatures, however the cold holding apparatus was not in place at the time of inspection. To ensure cold food is maintained at 41^0F or below, the carts must be fully operational as designed, with the cold holding devices properly installed and in use.
7. Several pieces of equipment throughout the kitchen were broken or not turned on, including 2 large dishwashing machines. It is recommended that all non-functioning pieces of equipment either be repaired or removed from the premises to prevent rodent harborage.
8. There was an insufficient supply of hand soap available in the kitchen to adequately stock all handwashing sinks. To support proper and frequent handwashing by employees throughout their shifts, it is important that an adequate supply of soap be maintained and readily available at all times.
9. The yellow mop buckets that were used to clean the floor were completely covered in dirt and filth. Due to their unsanitary condition, the buckets should be removed from use and replaced immediately. Cleaning equipment must be maintained in a clean and sanitary condition to help prevent contamination and to ensure that routine floor cleaning is performed effectively.

Sincerely,

Amy Riordan, MPH
Deputy Director, EHRS, BCEH

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Robert Goldstein, MD, PhD
Commissioner

October 7, 2026

Matthew Divris, Superintendent
MCI Shirley
PO Box 1218
Shirley, MA 01464 (electronic copy)

Re: Plan of Correction - Complaint Based Investigation – MCI Shirley

Dear Superintendent Divris:

The Massachusetts Department of Public Health's, Bureau of Climate and Environmental Health (BCEH), Division of Environmental Health Regulations and Standards (EHRS) has not received your Plan of Correction (POC) in response to my complaint-based investigation of the kitchen conducted on August 18, 2026. It is recommended that your POC be signed by the Environmental Health and Safety Officer and co-signed by you or the Administrator and emailed to my attention. The POC should include:

1. Specific corrective steps to be taken;
2. A timetable for the corrective actions for larger projects;
3. The date by which correction will be achieved; and
4. Any interim measures being implemented to ensure the health and safety of incarcerated individuals and facility staff.

If you have any questions or would like to discuss this further, please don't hesitate to contact me.

Sincerely,

Amy Riordan, MPH
Deputy Director, EHRS, BCEH

cc: Steven Hughes, Director, EHRS, BCEH
Mark Cutler, EHSO (electronic copy)
Sergeant Corey Hopkins, EHSO (electronic copy)

The Commonwealth of Massachusetts
Executive Office of Public Safety & Security
Department of Correction
MCI Shirley
104 Harvard Road P.O. Box 1218
Shirley, MA 01464
Tel: (978) 425-4341
www.mass.gov/doc

MAURA T. HEALEY
Governor

KIMBERLEY DRISCOLL
Lieutenant Governor

GINA K. KWON
Secretary

SHAWN P. JENKINS
Commissioner

October 27, 2026

Amy Riordan, MPH
Massachusetts Department of Public Health
67 Forest Street, Suite #100
Marlborough, MA 01752

RE: Response to Plan of Correction – Complaint-Based Investigation – MCI Shirley

Dear Senior Advisor Riordan,

Please find enclosed MCI Shirley's Plan of Correction addressing the deficiencies identified during the complaint-based investigation, as outlined in your correspondence dated September 10, 2026.

Should you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,

Matthew Divris
Superintendent

MD/lq

CC: Mark Richard, Deputy Superintendent
Misty Byers, Deputy Superintendent
Amanda Czerwinski, ACA Coordinator
File

The Commonwealth of Massachusetts
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Department of Public Health
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Kiame Mahaniah, MD, MBA
Secretary

Robert Goldstein, MD, PhD
Commissioner

September 10, 2026

Matthew Divris, Superintendent
MCI Shirley
104 Harvard Rd
Shirley, MA 01464 (electronic copy)

Re: Complaint-Based Investigation – MCI Shirley, Shirley

In response to several complaints received and in accordance with 105 CMR 451.401 and 105 CMR 451.408, the Massachusetts Department of Public Health (Department) Division of Environmental Health Regulations and Standards (EHRS) conducted a complaint-based, unannounced kitchen investigation at MCI Shirley on August 18, 2026. This letter summarizes the reported complaint and the results of our investigation including the number of new and repeat deficiencies which remain uncorrected since the previous inspection.

Complaint:

EHRS received multiple complaints from loved ones of incarcerated individuals reporting concerns of a dead rodent that that was found on a meal tray after the tray was served during chow time.

Investigation:

The investigation was conducted by Amy Riordan and Ellie Kim of EHRS; also present was Mark Cutler, Environmental Health and Safety Officer (EHSO). EHRS staff conducted a comprehensive inspection of the kitchen, including the dining halls, serving line, food prep areas, offices, and culinary. EHRS reviewed pest extermination records and discussed investigation findings with facility staff at the conclusion of the inspection.

Overview:

Section 1 identifies any health and safety deficiencies found during the investigation.

Section 2 provides information on submitting a Plan of Correction for any identified deficiencies.

Section 3 describes conditions specific to the complaint(s) reported.

Section 4 outlines observations and recommendations related to the facility investigation.

SECTION 1: Health and Safety Deficiencies

Deficiencies under the Required Standards (.100 and .200 series)
77 new deficiencies and 12 repeat deficiencies (indicated by an *) were found during the inspection:

	Area	Sub Area # 1	Regulation	Description of Deficiency
1.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Design, Construction, and Installation; Functionality: Exterior door not tight-fitting. Standard found in 105 CMR 590; FC 6-202.15(A)(3). Maintenance to adjust door and add door sweep 11/30/26
2.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Preventing Contamination from the Premises; Food Storage: Food not stored at least 6" above the floor, potatoes not stored at least 6" above the floor. Standard found in 105 CMR 590; FC 3-305.11(A)(3). All food placed in containers or moved 6 inches above the floor. Completed 8/18/26
3.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed in all corners of dining hall. Standard found in 105 CMR 590; FC 6-501.111. all areas cleaned and free of rodent droppings 8/18/26
4.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Protection of Clean Items; Storing: Equipment and Utensils not stored covered or inverted, styrofoam serving trays not stored inverted. Standard found in 105 CMR 590; FC 4-903.11(B)(2). Styrofoam trays placed into inverted storage completed on 8/18/26
5.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Protection of Clean Items, Storing: Equipment not stored at least 6" above the floor, cambro beverage dispensers not stored at least 6" above the floor. Standard found in 105 CMR 590; FC 4-903.11(A)(3). Cambros relocated and stored in compliance 8/18/26
6.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Contaminated Food; Disposition: Unsafe, adulterated, or not honestly presented food not properly discarded or reconditioned (Pf), numerous food trays containing moldy food observed in food cart. Standard found in 105 CMR 590; FC 3-701.11(A). trays and food removed and cleaned completed 8/18/26
7.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, excessive amounts of food debris spilled in food carts. Standard found in 105 CMR 590; FC 4-601.11(C). Food carts cleaned of all debris completed 8/18/26
8.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Protection of Clean Items, Storing: Single-Use Items not stored at least 6" above the floor, styrofoam serving trays not stored at least 6" above the floor. Standard found in 105 CMR 590; FC 4-903.11(A)(3). All items relocated 6 inches above the floor completed 8/18/26
9.	Main Kitchen	Blue Dining Hall	105 CMR 451.200	Protection of Clean Items; Preventing Contamination: Utensils not presented handle up. Standard found in 105 CMR 590; FC 4-904.11(B). Utensils placed in the handle up position

				completed 8/18/26
10.	Main Kitchen	Orange Dining Hall	105 CMR 451.200	Design, Construction, and Installation; Functionality: Exterior door not tight-fitting. Standard found in 105 CMR 590; FC 6-202.15(A)(3). Maintenance adjusted doors and added door sweeps 11/30/26
11.	Main Kitchen	Orange Dining Hall	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed throughout. Standard found in 105 CMR 590; FC 6-501.111. Areas cleaned and are free of rodents and droppings completed 8/18/26
	Area	**Sub Area # 1**	**Regulation**	**Description of Deficiency**
12.	Main Kitchen	Orange Dining Hall	105 CMR 451.200	Limitation of Growth of Organisms of Public Health Concern, Temperature and Time Control: Time/temperature control for safety food not held at 41°F or less (Pf), chicken salad temperature recorded at 75°F. Standard found in 105 CMR 590; FC 3-501.16(A)(2). Cooler packs added into the food carts completed 10/28/26
13.	Main Kitchen	Orange Dining Hall	105 CMR 451.200	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Food not appropriately covered, several 5 gallon water bottles not covered. Standard found in 105 CMR 590; FC 3-302.11(A)(4). Bottles were removed 8/18/26
14.	Main Kitchen	Serving Line # 114	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, storage shelves dirty throughout serving line area. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned to standard and have a cleaning cycle in place. Completed 8/18/26
15.	Main Kitchen	Serving Line # 114	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, cooler out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A). Cooler repaired by maintenance 8/18/26
16.	Main Kitchen	Serving Line # 114	105 CMR 451.200*	Cleaning of Equipment and Utensils, Frequency: Accumulation of mold observed on interior surfaces of ice machine. Standard found in 105 CMR 590; FC 4-602.11(E)(4)(b). ****Corrected on Site****
17.	Main Kitchen	Serving Line # 114	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, hot holding unit out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A). unit placed on "Out of Order" 8/18/26
18.	Main Kitchen	Serving Line # 114	105 CMR 451.200	Protection from Contamination After Receiving; Preventing Contamination from Equipment, Utensils, and Linens: Utensil handle not stored above the food in the container, scoop stored in cereal container. Standard found in 105 CMR 590; FC 3-304.12(B). utensil was storage was corrected same day 9/16/26

19.	Main Kitchen	Kettle Area	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, kettle # 3 out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A). Kettles are in the process of being replaced. Completion date of 11/30/26
20.	Main Kitchen	Kettle Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, kettle # 1, 2, 4, and 5 out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A). Kettles are in the process of being replaced. Completion date of 11/30/26
21.	Main Kitchen	Kettle Area	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, standing water in several buckets around kettles. Standard found in 105 CMR 590; FC 6-501.12(A). area was cleaned and is now on a cleaning cycle 8/18/26
22.	Main Kitchen	Kettle Area	105 CMR 451.200	Plumbing System; Operation and Maintenance: Plumbing system not maintained in good repair, kettle fill station leaking. Standard found in 105 CMR 590; FC 5-205.15(B). Kettles and plumbing are in the process of being replaced. Completion date of 11/30/26

	Area	Sub Area # 1	Regulation	Description of Deficiency
23.	Main Kitchen	Kettle Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, ventilation grilles not properly secured to hood and held in place with forks. Standard found in 105 CMR 590; FC 4-501.11(B). forks removed and grills properly secured 8/18/26
24.	Main Kitchen	Kettle Area	105 CMR 451.200	Plumbing System; Operation and Maintenance: Plumbing system not maintained in good repair, floor drain clogged under kettle # 1. Standard found in 105 CMR 590; FC 5-205.15(B). Kettles and plumbing are in the process of being replaced. Completion date of 11/30/26
25.	Main Kitchen	Kettle Area	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, wall behind kettles dirty. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26
26.	Main Kitchen	Special Diet Area	105 CMR 451.200	Protection from Contamination After Receiving; Preventing Contamination from Equipment, Utensils, and Linens: Wet cloth not stored in sanitizer solution. Standard found in 105 CMR 590; FC 3-304.14(B)(1). Wet cloth removed and appropriately stored 8/18/26
27.	Main Kitchen	Special Diet Area	105 CMR 451.200	Maintenance and Operation; Equipment: Cutting boards damaged and no longer easily cleanable. Standard found in 105 CMR 590; FC 4-501.12. cutting boards replaced 8/18/26
28.	Main Kitchen	Special Diet Area	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111. Areas cleaned and are free of rodents and droppings completed 8/18/26
29.	Main Kitchen	Special Diet Area	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, walls dirty. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26
30.	Main Kitchen	Special Diet Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, ventilation grilles not properly secured to hood and held in place with forks. Standard found in 105 CMR 590; FC 4-501.11(B). forks removed and grills properly secured 8/18/26
31.	Main Kitchen	Special Diet Area	105 CMR 451.200	Numbers and Capacity; Handwashing Sinks: No soap at handwash sink (Pf). Standard found in 105 CMR 590; FC 6-301.11. Soap added to handwashing sink 8/18/26
32.	Main Kitchen	Special Diet Area	105 CMR 451.200	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Food not appropriately covered, hamburger buns not appropriately covered. Standard found in 105 CMR 590; FC 3-302.11(A)(4). Food and buns

				covered appropriately 8/16/26
33.	Main Kitchen	Special Diet Area	105 CMR 451.200*	Maintenance and Operation; Equipment: Quaternary ammonium compound (QAC) solution lower than the manufacturers' recommended concentration. Standard found in 105 CMR 590; FC 4-501.114(C)(2). Solution adjusted to correct compound 8/18/26
34.	Main Kitchen	Special Diet Area	105 CMR 451.200	Plumbing System; Operation and Maintenance: Plumbing system not maintained in good repair, sink leaking. Standard found in 105 CMR 590; FC 5-205.15(B). maintenance repaired 8/18/26

	Area	Sub Area # 1	Regulation	Description of Deficiency
35.	Main Kitchen	Tray Washing Room # 105	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, food debris in drain. Standard found in 105 CMR 590; FC 4-601.11(C). areas cleaned and now on a cleaning cycle 8/18/26
36.	Main Kitchen	Tray Washing Room # 105	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, cooking racks dirty. Standard found in 105 CMR 590; FC 4-601.11(C). areas cleaned and now on a cleaning cycle 8/18/26
37.	Main Kitchen	Tray Washing Room # 105	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, food debris observed at the bottom of inoperable warewash machine. Standard found in 105 CMR 590; FC 4-601.11(C). areas cleaned and now on a cleaning cycle 8/18/26
38.	Main Kitchen	Walk-in Refrigerator # 123	105 CMR 451.200*	Protection from Contamination After Receiving, Preventing Food and Ingredient Contamination: Food or food ingredients that have been removed from original packages not labeled with common name of food. Standard found in 105 CMR 590; FC 3-302.12. food or ingredients were labeled or removed in compliance with standard 8/18/26
39.	Main Kitchen	Walk-in Refrigerator # 123	105 CMR 451.200*	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Raw animal food not stored separate from cooked ready-to-eat food (Pf), raw scrambled eggs stored over apples and turkey. Standard found in 105 CMR 590; FC 3-302.11(A)(1)(b). food was relocated and stored appropriately 8/18/26
40.	Main Kitchen	Walk-in Refrigerator # 124	105 CMR 451.200	Limitation of Growth of Organisms of Public Health Concern, Temperature and Time Control: Refrigerated time/temperature control for safety food prepared on site not clearly marked indicating the date or day by which the food shall be consumed or discarded (Pf), rice not dated. Standard found in 105 CMR 590; FC 3-501.17(A). dates were placed on rice bags 8/18/26
41.	Main Kitchen	Walk-in Refrigerator # 124	105 CMR 451.200	Preventing Contamination from the Premises; Food Storage: Food not stored at least 6” above the floor, onions not stored at least 6” above the floor. Standard found in 105 CMR 590; FC 3-305.11(A)(3). All items relocated 6 inches above the floor completed 8/18/26
42.	Main Kitchen	Walk-in Refrigerator # 124	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, floor dirty under shelves. Standard found in 105 CMR 590; FC 6-501.12(A).). areas cleaned and now on a cleaning cycle 8/18/26
43.	Main Kitchen	Walk-in Refrigerator # 125	105 CMR 451.200	Preventing Contamination from the Premises; Food Storage: Food not stored at least 6” above the floor, eggs not stored at least 6” above the floor. Standard found in 105 CMR 590; FC 3-305.11(A)(3) All items

				relocated 6 inches above the floor completed 8/18/26
44.	Main Kitchen	Walk-in Refrigerator # 125	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive amounts of spilled milk on storage crates. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26

	Area	Sub Area # 1	Regulation	Description of Deficiency
45.	Main Kitchen	Food Prep Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, 2 warmers out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A). warmers repaired by maintenance 8/18/26
46.	Main Kitchen	Food Prep Area	105 CMR 451.200	Plumbing System; Design, Construction and Installation: Insufficient hot water temperature at handwashing sinks (Pf), hot water temperature 94°F at handwash sink. Standard found in 105 CMR 590; FC 5-202.12(A). temps adjusted by maintenance 8/18/26
47.	Main Kitchen	Food Prep Area	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, 2 griddles out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A). griddles were repaired by maintenance 8/18/26
48.	Main Kitchen	Food Prep Area	105 CMR 451.200	Plumbing System; Operation and Maintenance: Plumbing system not maintained in good repair, food prep sink near refrigerator # 125 leaking. Standard found in 105 CMR 590; FC 5-205.15(B). maintenance repaired issues 8/18/26
49.	Main Kitchen	Food Prep Area	105 CMR 451.200	Limitation of Growth of Organisms of Public Health Concern, Temperature and Time Control: Time/temperature control food for safety not thawed properly when utilizing running water, frozen chicken in a sink full of standing water. Standard found in 105 CMR 590; FC 3-501.13(B). addressed with workers the proper process 8/18/26
50.	Main Kitchen	Walk-in Freezer # 126	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive ice buildup. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26
51.	Main Kitchen	Walk-in Freezer # 127	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive amounts of spilled foods on pallets. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26
52.	Main Kitchen	Walk-in Freezer # 127	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, excessive ice buildup. Standard found in 105 CMR 590; FC 4-501.11(A). HVAC in to repair ice buildup completed 8/19/26
53.	Main Kitchen	Dry Storage # 128	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, food spilled on floor and under shelves. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26

54.	Main Kitchen	Dry Storage # 128	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed throughout. Standard found in 105 CMR 590; FC 6-501.111. Areas cleaned and are free of rodents and droppings completed 8/18/26
55.	Main Kitchen	Dry Storage # 128	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive amounts of spilled foods on pallets. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26

	Area	Sub Area # 1	Regulation	Description of Deficiency
56.	Main Kitchen	Inmate Bathrooms (Left)	105 CMR 451.110(A)	Hygiene Supplies at Toilet and Handwash Sink: No soap at handwash sink soap added to dispenser 8/16/26
57.	Main Kitchen	Inmate Bathrooms (Right)	105 CMR 451.123	Maintenance: Ceiling vent dusty areas cleaned and now on a cleaning cycle 8/18/26
58.	Main Kitchen	Inmate Bathrooms (Left)	105 CMR 451.123	Maintenance: Ceiling vent dusty areas cleaned and now on a cleaning cycle 8/18/26
59.	Main Kitchen	Inmate Bathrooms (Right)	105 CMR 451.117	Toilet Fixtures: Toilet fixture dirty areas cleaned and now on a cleaning cycle 8/18/26
60.	Back Entrance	Staff Office # 115	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, excessive food observed on the floor. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26
61.	Back Entrance	Staff Office # 115	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, standing water observed on the floor and under desk. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26
62.	Back Entrance	Staff Office # 115	105 CMR 451.200	Preventing Contamination from the Premises; Food Storage: Food not stored at least 6" above the floor, eggs not stored at least 6" above the floor. Standard found in 105 CMR 590; FC 3-305.11(A)(3) All items relocated 6 inches above the floor completed 8/18/26
63.	Back Entrance	Staff Office # 115	105 CMR 451.200	Protection of Clean Items; Preventing Contamination: Utensils not presented handle up. Standard found in 105 CMR 590; FC 4-904.11(B). all utensils placed handle up 8/18/26
64.	Back Entrance	Staff Office # 115	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodent, droppings observed. Standard found in 105 CMR 590; FC 6-501.111. Areas cleaned and are free of rodents and droppings completed 8/18/26
65.	Back Entrance	Staff Office # 115	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, ceiling vent dusty. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26
66.	Back Entrance	Ovens (2)	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, large oven out-of-order. Standard found in 105 CMR 590; FC 4-501.11(A). Oven repaired by vendor 8/23/26
67.	Back Entrance		105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, trash overflowing. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26

68.	Back Entrance		105 CMR 451.200	Design, Construction, and Installation; Functionality: Exterior door not tight-fitting. Standard found in 105 CMR 590; FC 6-202.15(A)(3). Maintenance to adjust door and add door sweep 11/30/26
69.	Back Entrance		105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111. Areas cleaned and are free of rodents and droppings completed 8/18/26
70.	Back Entrance	Staff Bathrooms (Left)	105 CMR 451.123*	Maintenance: Ceiling vent dusty areas cleaned and now on a cleaning cycle 8/18/26

	Area	Sub Area # 1	Regulation	Description of Deficiency
71.	Back Entrance	Staff Bathrooms (Left)	105 CMR 451.123*	Maintenance: Locker rusty rust removed 8/23/26
72.	Back Entrance	Tool Crib # 122	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not in good repair, can opener dirty. Standard found in 105 CMR 590; FC 6-501.11. areas cleaned and now on a cleaning cycle 8/18/26
73.	Back Entrance	Tool Crib # 122	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Non-functional equipment not repaired or removed from premises, old or broken equipment stored in tool crib. Standard found in 105 CMR 590; FC 6-501.114(A). all old broken equipment not being used was removed from storage 8/23/26
74.	Back Entrance	Tool Crib # 122	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodent droppings, droppings observed. Standard found in 105 CMR 590; FC 6-501.111. Areas cleaned and are free of rodents and droppings completed 8/18/26
75.	Back Entrance	Spice Room # 121	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111. Areas cleaned and are free of rodents and droppings completed 8/18/26
76.	Back Entrance	Spice Room # 121	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, spices spilled on floor. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26
77.	Back Entrance	Bakery # 120	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Food contact surface dirty (Pf), food bins full of old food debris and flies. Standard found in 105 CMR 590; FC 4-601.11(A). areas cleaned and now on a cleaning cycle 8/18/26
78.	Back Entrance	Bakery # 120	105 CMR 451.200	Protection from Contamination After Receiving, Preventing Food and Ingredient Contamination: Food or food ingredients that have been removed from original packages not labeled with common name of food, unlabeled peanut butter. Standard found in 105 CMR 590; FC 3-302.12.food removed8/18/26
79.	Back Entrance	Bakery # 120	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111. Areas cleaned and are free of rodents and droppings completed 8/18/26
80.	Back Entrance	Bakery # 120	105 CMR 451.200	Protection of Clean Items; Storing: Equipment not stored in a clean, dry location, clean pans stored below the hand dryer. Standard found in 105 CMR 590; FC 4-903.11(A)(1). All equipment moved and stored in appropriate location 8/18/26

81.	Culinary Arts # 141	105 CMR 451.200	Protection of Clean Items; Preventing Contamination: Utensils not presented handle up. Standard found in 105 CMR 590; FC 4-904.11(B). utensils placed with handle up 8/16/26
82.	Culinary Arts # 141	105 CMR 451.200	Design, Construction, and Installation; Functionality: Exterior door not tight-fitting. Standard found in 105 CMR 590; FC 6-202.15(A)(3). Maintenance to adjust door and add door sweep 11/30/26

	Area	Sub Area # 1	Regulation	Description of Deficiency
83.	Culinary Arts # 141	Dry Storage # 145	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, ceiling vent dusty. Standard found in 105 CMR 590; FC 6-501.12(A). areas cleaned and now on a cleaning cycle 8/18/26
84.	Culinary Arts # 141	Dry Storage # 145	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of rodents, droppings observed. Standard found in 105 CMR 590; FC 6-501.111. . Areas cleaned and are free of rodents and droppings completed 8/18/26
85.	Culinary Arts # 141	Dry Storage # 145	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment not maintained in a state of good repair, air vent blocked. Standard found in 105 CMR 590; FC 4-501.11(A). air vent was cleared of blockage. 8/18/26
86.	Culinary Arts # 141	Food Prep Area	105 CMR 451.200	Operational Supplies and Applications, Chemicals: Sanitizer for food-contact surface does not meet the requirements specified in 40 CFR 180.940P, sanitizing concentration too strong. Standard found in 105 CMR 590; FC 7-204.11(A). concentration adjusted to proper standards 8/18/26

Deficiencies under the Recommended Standards (.300 series)
1 new deficiency was found during the inspection:

	Area	Sub Area # 1	Regulation	Description of Deficiency
1.	Back Entrance	Spice Room # 121	105 CMR 451.383(B)	Fire Safety System: Facility not in compliance with 780 CMR Massachusetts Building Code provisions for fire safety, boxes stored within 18 inches from the Ceiling boxes removed to be in compliance with fire safety standards. 8/16/26

SECTION 2: Plan of Correction

This facility does not comply with the Department's regulations cited above. In accordance with 105 CMR 451.404, please submit a plan of correction within 10 working days of receipt of this notice which includes:

1. Specific corrective steps to be taken
2. A timetable for the corrective actions for larger projects
3. The date by which correction will be achieved
4. Any interim measures being implemented to ensure the health and safety of incarcerated individuals and facility staff
5. A signature by the Superintendent or Administrator responsible for the plan. The signed plan should be submitted to my attention, at the address listed above.

SECTION 3: Conditions Specific to the Complaint Reported

- Exterior doors leading into the kitchen were not weather tight, providing several entry points for rodents.
- Evidence of active rodent activity was observed in multiple areas throughout the kitchen.
- Throughout the kitchen, dining halls, and storage areas, there was clear evidence of rodent activity, including rodent droppings. The manner in which food, supplies, and other materials are stored appears to be creating conditions that are conducive to pest activity by providing potential sources of food, shelter, and nesting areas.

SECTION 4: Observations and Recommendations

1. Please send pest extermination records for the past 4 weeks.
2. To support effective pest control, rodent droppings should be promptly removed and the affected areas thoroughly cleaned and sanitized on a daily basis. In addition, the facility should take appropriate measures to prevent pest entry, including sealing gaps and openings, maintaining doors and other building components in good repair, and eliminating potential food and water sources.
3. The vegetable garden at the entrance to the Culinary Kitchen creates a potential harborage point that may attract rodents to this area. EHRS staff recommends removing all food from this garden and relocating it to an area away from the entrance.
4. EHRS staff recommends replacing the door sweeps in between each dining hall to prevent rodents from traveling from one area to another.
5. It was confirmed there is currently no kitchen food manager present at MCI Shirley. The EHRS recommends hiring a trained kitchen food manager to appropriately oversee day-to-day operations in the kitchen.
6. The food carts that deliver food to the housing units were recently purchased, however the interior of the majority of the carts were observed to be completely covered with old encrusted food, food debris and some had mouse droppings inside of them. It is imperative that these carts be thoroughly cleaned and sanitized daily after use to prevent contamination and ensure they are maintained in a sanitary condition. Additionally, these carts are designed to maintain both hot and cold food at appropriate temperatures, however the cold holding apparatus was not in place at the time of inspection. To ensure cold food is maintained at 41^0F or below, the carts must be fully operational as designed, with the cold holding devices properly installed and in use.
7. Several pieces of equipment throughout the kitchen were broken or not turned on, including 2 large dishwashing machines. It is recommended that all non-functioning pieces of equipment either be repaired or removed from the premises to prevent rodent harborage.
8. There was an insufficient supply of hand soap available in the kitchen to adequately stock all handwashing sinks. To support proper and frequent handwashing by employees throughout their shifts, it is important that an adequate supply of soap be maintained and readily available at all times.
9. The yellow mop buckets that were used to clean the floor were completely covered in dirt and filth. Due to their unsanitary condition, the buckets should be removed from use and replaced immediately. Cleaning equipment must be maintained in a clean and sanitary condition to help prevent contamination and to ensure that routine floor cleaning is performed effectively.

Sincerely,

Amy Riordan, MPH
Deputy Director, EHRS, BCEH

The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
100 Cambridge Street, 19th floor, Boston, MA 02114-2509
(617) 624-6000 | mass.gov/DPH

Maura T. Healey
Governor

Kimberley Driscoll
Lieutenant Governor

Kiame Mahaniah, MD, MBA
Secretary

Robert Goldstein, MD, PhD
Commissioner

October 29, 2026

Matthew Divris, Superintendent
MCI Shirley
PO Box 1218
Shirley, MA 01464 (electronic copy)

Re: Plan of Correction – Complaint-Based Investigation – MCI Shirley

Dear Superintendent Divris:

The Massachusetts Department of Public Health, Division of Environmental Health Regulations and Standards (EHRS) has received your Plan of Correction in response to my complaint-based inspection on August 18, 2026. After review, the EHRS finds the plan addresses all the deficiencies noted in the report with the following exception:

1. The hot holding unit on the serving line was out-of-order, please indicate if the unit was repaired, replaced, or removed from the area and the subsequent date associated with the correction.

Thank you for your prompt attention to this matter, should you have any questions please contact me at the address listed above.

Sincerely,

Amy Riordan, MPH
Deputy Director, EHRS, BCEH

cc: Mark Richards, Director of Operations (electronic copy)
Mark Cutler, EHSO (electronic copy)
Sergeant Corey Hopkins, EHSO (electronic copy)

The Commonwealth of Massachusetts
Executive Office of Public Safety & Security
Department of Correction
MCI Shirley
104 Harvard Road P.O. Box 1218
Shirley, MA 01464
Tel: (978) 425-4341
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MAURA T. HEALEY
Governor

KIMBERLEY DRISCOLL
Lieutenant Governor

GINA K. KWON
Secretary

SHAWN P. JENKINS
Commissioner

November 4, 2026

Amy Riordan, MPH
Massachusetts Department of Public Health
67 Forest Street, Suite #100
Marlborough, MA 01752

RE: Response to Plan of Correction – Complaint-Based Investigation – MCI Shirley

Dear Senior Advisor Riordan,

I am in receipt of your letter dated October 29, 2026, regarding the Plan of Correction associated with a complaint-based investigation. Please be advised that the hot holding unit located on the serving line was removed on October 30, 2026.

Should you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,

Matthew Divris
Superintendent

MD/lq

CC: Mark Richard, Deputy Superintendent
Misty Byers, Deputy Superintendent
Amanda Czerwinski, ACA Coordinator
File

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Secretary

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Commissioner

November 10, 2026

Matthew Divris, Superintendent
MCI Shirley
PO Box 1218
Shirley, MA 01464 (electronic copy)

Re: Plan of Correction – Complaint-Based Investigation – MCI Shirley

Dear Superintendent Divris:

The Massachusetts Department of Public Health, Division of Environmental Health Regulations and Standards (EHRS) has received your Plan of Correction dated November 4, 2026 in response to my complaint-based investigation on August 18, 2026. After review, the EHRS finds the plan addresses all the deficiencies noted in the report.

Thank you for your prompt attention to this matter, should you have any questions please contact me at the address listed above.

Sincerely,

Amy Riordan, MPH
Deputy Director, EHRS, BCEH

cc: Mark Richard, Deputy Superintendent (electronic copy)
Mark Cutler, EHSO (electronic copy)
Sergeant Corey Hopkins, EHSO (electronic copy)