

The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Bureau of Climate and Environmental Health
Division of Environmental Health Regulations and Standards
67 Forest Street, Suite # 100
Marlborough, MA 01752
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 7, 2025

To: Shawn Jenkins, Commissioner, Department of Corrections (electronic copy)
Kiame Mahaniah, Secretary, Executive Office of Health and Human Services (electronic copy)
Clerk, Massachusetts House of Representatives (electronic copy)
Clerk, Massachusetts Senate (electronic copy)
Daniel Alves, Environmental Health and Safety Officer (electronic copy)

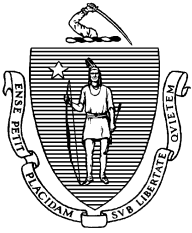
Greetings,

Pursuant to 105 CMR 451.403, please find the inspection report for Pondville Correctional Center, the Plan of Correction (POC) from the facility and the POC acceptance letter from the Division of Environmental Health Regulations and Standards (EHRS).

Sincerely,

Hannah LeBeau
Environmental Health Inspector, EHRS, BCEH

cc: Robert Goldstein, MD, PhD, Commissioner, DPH (electronic copy)
Terrence Reidy, Secretary, Executive Office of Public Safety and Security (electronic copy)
Brianna Arruda, Director, Policy Development and Compliance Unit (electronic copy)
Joy Gallant, Superintendent (electronic copy)
Betsy Fijol, Executive Assistant, Norfolk Board of Health (electronic copy)



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October 15, 2025

Joy Gallant, Superintendent
Pondville Correctional Center
P.O. Box 146
Norfolk, MA 02056 (electronic copy)

Re: Facility Inspection – Pondville Correctional Center, Norfolk

Dear Superintendent Gallant:

The Massachusetts Department of Public Health (Department) Division of Environmental Health Regulations and Standards (EHRS) conducted an inspection of Pondville Correctional Center on October 6, 2025, accompanied by Daniel Alves, Environmental Health and Safety Officer and Dave Sweeney, Correctional Program Officer in accordance with Department regulations 105 CMR 451.000: Minimum Health and Sanitation Standards and Inspection Procedures for Correctional Facilities.

The inspection identified 74 total deficiencies: 40 new deficiencies under the Required Standards (.100 and .200 series), 31 repeat deficiencies under the Required Standards, 1 new deficiency under the Recommended Standards (.300 series), and 2 repeat deficiencies under the Recommended Standards.

Overview

Section 1 provides details of all deficiencies, including repeat deficiencies, found during the inspection. These are categorized by Required Standards, Recommended Standards, or additional applicable regulatory standards.

Section 2 provides information on areas that EHRS found to be compliant.

Section 3 documents the areas that EHRS did not inspect.

Section 4 provides information on submitting a Plan of Correction for the identified deficiencies.

Section 5 outlines observations and recommendations related to the inspection.

SECTION 1: Health and Safety Deficiencies

Deficiencies under the Required Standards (.100 and .200 series)

40 new deficiencies and 31 repeat deficiencies (indicated by an *) were found during the inspection:

1.	Food Service	Kitchen	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of insects, flies observed near floor drain. Standard found in 105 CMR 590; FC 6-501.111.
2.	Food Service	Dining Area	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 eggs stored above ready-to-eat food. Standard found in 105 CMR 590; FC 3-302.11(A)(1)(b). ** Corrected On-Site **
3.	Food Service	Serving Line	105 CMR 451.200	Numbers and Capacities; Dressing Area and Lockers: No area provided for the orderly storage of employee personal belongings, employee belongings stored on shelving under serving line. Standard found in 105 CMR 590; FC 6-305.11(B).
4.	Food Service	Serving Line	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, rodent droppings observed on floor. Standard found in 105 CMR 590; FC 6-501.12(A).
5.	Food Service	Kitchen	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, wall dirty behind ovens. Standard found in 105 CMR 590; FC 6-501.12(A).
6.	Food Service	Kitchen	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).

7. Food Service	Kitchen	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, reach-in refrigerator gaskets dirty and damaged. Standard found in 105 CMR 590; FC 4-501.11(B).
8. Food Service	Kitchen	105 CMR 451.200*	Materials for Construction and Repair; Indoor Areas: Floor surface not smooth and easily cleanable, floor damaged throughout kitchen. Standard found in 105 CMR 590; FC 6-101.11(A)(1).
9. Food Service	Kitchen	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, in reach in refrigerator. Standard found in 105 CMR 590; FC 3-302.12.
10. Food Service	Kitchen	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), in reach-in refrigerator. Standard found in 105 CMR 590; FC 3-501.17(A).
11. Food Service	Kitchen	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, exterior of reach-in refrigerator dirty. Standard found in 105 CMR 590; FC 4-601.11(C).
12. Food Service	Kitchen	105 CMR 451.200	Cleaning of Equipment and Utensils, Frequency: Accumulation of soil/mold observed on interior surfaces of ice machine. Standard found in 105 CMR 590; FC 4-602.11(E)(4)(b). ** Corrected On-Site **
13. Food Service	Kitchen	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, ceiling dirty. Standard found in 105 CMR 590; FC 6-501.12(A).
14. Food Service	Kitchen	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). ** Corrected On-Site **
15. Food Service	Mechanical Warewashing Area	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, rodent droppings observed on drying rack. Standard found in 105 CMR 590; FC 6-501.12(A).
16. Food Service	Kitchen	105 CMR 451.200	Maintenance and Operation: Premises, Structure, Attachments, and Fixtures - Methods; Wet mop stored in bucket. Standard found in 105 CMR 590; FC 6-501.16.
17. Food Service	Kitchen	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, interior of hood above stove dusty. Standard found in 105 CMR 590; FC 6-501.12(A).
18. Food Service	Mechanical Warewashing Area	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, wall around warewash machine dirty. Standard found in 105 CMR 590; FC 6-501.12(A).
19. Food Service	Mechanical Warewashing Area	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, sprayer head dirty. Standard found in 105 CMR 590; FC 6-501.12(A).
20. Food Service	Mechanical Warewashing Area	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, ceiling dirty. Standard found in 105 CMR 590; FC 6-501.12(A).
21. Food Service	Mechanical Warewashing 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).
22. Food Service	Mechanical Warewashing Area	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, exterior surface of

			warewash machine dirty. Standard found in 105 CMR 590; FC 4-601.11(C).
23. Food Service	Kitchen	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, gaskets dirty and damaged at reach-in refrigerator in hallway. Standard found in 105 CMR 590; FC 4-501.11(B).
24. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, gaskets dirty and damaged. Standard found in 105 CMR 590; FC 4-501.11(B).
25. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, door damaged. Standard found in 105 CMR 590; FC 4-501.11(B).
26. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200*	Materials for Construction and Repair; Indoor Areas: Floor surface not smooth and easily cleanable, floor surface lifting up. Standard found in 105 CMR 590; FC 6-101.11(A)(1).
27. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Food not appropriately covered, chicken not appropriately covered. Standard found in 105 CMR 590; FC 3-302.11(A)(4).
28. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200	Characteristics; Condition: Food not safe, unadulterated, and honestly presented (Pf), rotten produce observed. Standard found in 105 CMR 590; FC 3-101.11. ** Corrected On-Site **
29. Food Service	Rear Dry Storage	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. Standard found in 105 CMR 590; FC 3-304.12(B). ** Corrected On-Site **
30. Food Service	Rear Dry Storage	105 CMR 451.200	Protection of Clean Items; Drying: Cleaned, sanitized equipment and utensils not allowed to fully air dry before contact with food, pans stacked wet. Standard found in 105 CMR 590; FC 4-901.11(A).

31. Food Service	Rear Dry Storage		105 CMR 451.200	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Food not appropriately covered, spices stored uncovered. Standard found in 105 CMR 590; FC 3-302.11(A)(4). ** Corrected On-Site **
32. Food Service	Rear Dry Storage		105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not in good repair, ceiling vent covered. Standard found in 105 CMR 590; FC 6-501.11.
33. Warehouse	Barber Shop		105 CMR 451.124	Water Supply: No cold water supplied to handwash sink
34. Day Room	Main Area		105 CMR 451.141	Screens: Screens damaged
35. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Walls dirty in shower # 3 and 4
36. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Wall paint damaged in shower # 4
37. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Floor dirty in shower # 1, 2, 3, and 4
38. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Ceiling dirty in shower # 2
39. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Floor dirty outside of shower # 3 and 4
40. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Dead drain flies observed on ceiling in shower # 3
41. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Mold on floor grout outside of shower # 1 and 2
42. Housing Units	1-1	Bathroom	105 CMR 451.123	Maintenance: Wall tiles missing outside of shower area
43. Housing Units	1-1	Bathroom	105 CMR 451.123	Maintenance: Wall grout dirty in shower # 1, 2, and 3
44. Housing Units	1-1	Bathroom	105 CMR 451.123	Maintenance: Dead drain flies observed on ceiling in shower # 1 and 4
45. Housing Units	1-1	Bathroom	105 CMR 451.123	Maintenance: Toilet stall # 4 out-of-order
46. Housing Units	1-2	Bathroom	105 CMR 451.123*	Maintenance: Curtain dirty in shower # 1 and 2
47. Housing Units	1-2	Bathroom	105 CMR 451.123	Maintenance: Floor dirty in shower # 1
48. Housing Units	1-2	Bathroom	105 CMR 451.130	Plumbing: Plumbing not maintained in good repair, drain cover not secure in shower # 1 and 2
49. Housing Units	1-2	Bathroom	105 CMR 451.123	Maintenance: Wall grout dirty in shower # 1 and 2
50. Housing Units	1-2	Bathroom	105 CMR 451.130	Hot Water: Shower water temperature 91°F at shower # 1
51. Housing Units	1-3	Bathroom	105 CMR 451.123	Maintenance: Floor dirty in shower
52. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123*	Maintenance: Wall tile grout dirty outside of shower

53. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123*	Maintenance: Floor dirty in shower
54. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123*	Maintenance: Floor left unfinished in shower
55. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123	Maintenance: Mold on walls in shower
56. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123	Maintenance: Wall dirty around water control in shower
57. Housing Units	2-3	Bathroom	105 CMR 451.123	Maintenance: Wall paint damaged in stall # 1
58. Housing Units	2-3	Bathroom	105 CMR 451.123	Maintenance: Wall paint damaged above urinal
59. Housing Units	2-4	Bathroom	105 CMR 451.123	Maintenance: Wall paint damaged in stall # 1

Deficiencies under the Recommended Standards (.300 series)

1 new deficiency and 2 repeat deficiencies (indicated by an *) were found during the inspection:

1. Housing Units			105 CMR 451.320*	Cell Size: Inadequate floor space in all cells
2. Housing Units	1-3	Cells	105 CMR 451.353	Interior Maintenance: Wall paint damaged in cell # 139
3. Housing Units	2-3	2nd Floor Laundry	105 CMR 451.353*	Interior Maintenance: Washing machine # 1 out-of-order

SECTION 2: Areas Found to be in Compliance

EHRS inspected 45 additional areas of the facility which were found to be in compliance.

Section 3: Areas EHRS did not inspect

EHRS did not inspect 2 areas of the facility because they were either in use, locked, or under construction.

1. Housing Units	2-2	Showers	Unable to Inspect – Under Construction
2. Housing Units	2-3	Showers	Unable to Inspect – In Use

SECTION 4: 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. The plan should be signed by the Superintendent or Administrator and submitted to my attention, at the address listed above.

SECTION 5: Observations and Recommendations

1. The inmate population was 144 at the time of inspection.
2. During the inspection of the food service area, the EHRS noted numerous deficiencies related to improper food storage and failure to properly clean and sanitize surfaces and equipment. The conditions noted throughout the food service area can lead to cross contamination and pathogen growth, increasing the risk of foodborne illness or injury. The EHRS recommends:
 - A routine cleaning schedule be developed and implemented to ensure all areas of the kitchen are cleaned at a higher frequency; and
 - Kitchen management develop a program and train staff on proper food labeling and storage procedures to ensure compliance with safety standards and to minimize the risk of cross-contamination or spoilage.

To review the specific regulatory requirements please visit our website at www.mass.gov/dph/dcs and click on "Correctional Facilities" [105 CMR 451.000](#) available in both PDF and RTF formats. For more specific information about the food standards, you can download the merged food code, which can be found [here](#).

An inspection may also include observations of other conditions which could constitute a threat to the health or safety of inmates or employees, including but not limited to the standards set forth by the Department as follows, and report on such pursuant to 451.402(B). You can use these links below to review these standards:

- [105 CMR 205.000](#): Minimum Standards Governing Medical Records and Conduct of Physical Examinations in Correctional Facilities
- [105 CMR 480.000](#): Minimum requirements for the Management of Medical or Biological Waste
- [105 CMR 500.000](#): Good Manufacturing Practices for Food

This inspection report is true and accurate to the best of my knowledge.

Sincerely,



Hannah LeBeau
Environmental Health Inspector, EHRS, BCEH

The Commonwealth of Massachusetts
Executive Office of Public Safety & Security
Department of Correction
Pondville Correctional Center



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Governor

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SUSAN W. TERREY
Interim Secretary

SHAWN P. JENKINS
Commissioner

October 27, 2025

Hannah LeBeau
Environmental Health Inspector, EHRS, BCEH
Department of Public Health
Division of Environmental Health Regulations and Standards
67 Forest Street, Suite # 100
Marlborough, MA 01752

Dear Ms. LeBeau:

I am in receipt of the Department of Public Health inspection report that you provided in relation to the inspection of Pondville Correctional Center that was conducted on October 6, 2025. Your report has cited deficiencies that require a plan of corrective action within 10 days from receipt of your report.

Please be advised that I have attached Pondville Correctional Center's responses to the deficiencies noted within your report. I understand that continued monitoring and corrective action will help prevent future violations.

Furthermore, on September 8, 2025, Pondville Correctional Center purchased a walk-in refrigerator and freezer for the kitchen. This area has noted deficiencies in recent DPH inspections that needed immediate attention due to the deteriorating condition of the unit. Pondville is currently waiting on installation. Additionally Pondville and DRM are currently obtaining quotes for the overhaul/repair of 1-1, 1-2 and 1-3 showers to rectify those concerns.

If you should have any questions or concerns after reviewing our response, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Joy Gallant".

Joy Gallant,
Superintendent



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October 15, 2025

Joy Gallant, Superintendent
Pondville Correctional Center
P.O. Box 146
Norfolk, MA 02056 (electronic copy)

Re: Facility Inspection – Pondville Correctional Center, Norfolk

Dear Superintendent Gallant:

The Massachusetts Department of Public Health (Department) Division of Environmental Health Regulations and Standards (EHRS) conducted an inspection of Pondville Correctional Center on October 6, 2025, accompanied by Daniel Alves, Environmental Health and Safety Officer and Dave Sweeney, Correctional Program Officer in accordance with Department regulations 105 CMR 451.000: Minimum Health and Sanitation Standards and Inspection Procedures for Correctional Facilities.

The inspection identified 74 total deficiencies: 40 new deficiencies under the Required Standards (.100 and .200 series), 31 repeat deficiencies under the Required Standards, 1 new deficiency under the Recommended Standards (.300 series), and 2 repeat deficiencies under the Recommended Standards.

Overview

Section 1 provides details of all deficiencies, including repeat deficiencies, found during the inspection. These are categorized by Required Standards, Recommended Standards, or additional applicable regulatory standards.

Section 2 provides information on areas that EHRS found to be compliant.

Section 3 documents the areas that EHRS did not inspect.

Section 4 provides information on submitting a Plan of Correction for the identified deficiencies.

Section 5 outlines observations and recommendations related to the inspection.

SECTION 1: Health and Safety Deficiencies

Deficiencies under the Required Standards (.100 and .200 series)

40 new deficiencies and 31 repeat deficiencies (indicated by an *) were found during the inspection:

1.	Food Service	Kitchen	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Premises not maintained free of insects, flies observed near floor drain. Standard found in 105 CMR 590; FC 6-501.111. Facility Response: Drain cleaner and solution utilized by Maintenance staff as 10-23-25.
2.	Food Service	Dining Area	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 eggs stored above ready-to-eat food. Standard found in 105 CMR 590; FC 3-302.11(A)(1)(b). ** Corrected On-Site ** Facility Response: Corrected on Site on 10-6-25.
3.	Food Service	Serving Line	105 CMR 451.200	Numbers and Capacities; Dressing Area and Lockers: No area provided for the orderly storage of employee personal belongings, employee belongings stored on shelving under serving line. Standard found in 105 CMR 590; FC 6-305.11(B). Facility Response: Additional clothing hooks were installed in the kitchen hallway for proper storage of personal belongings. Maintenance installed hooks on 10-24-25.
4.	Food Service	Serving Line	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, rodent droppings observed on floor. Standard found in 105 CMR 590; FC 6-501.12(A). Facility Response: Rodent droppings were cleaned by kitchen staff on 10-6-25.
5.	Food Service	Kitchen	105 CMR 451.200*	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, wall dirty behind ovens. Standard found in 105 CMR 590; FC 6-501.12(A).

				Facility Response: Wall behind the oven was cleaned by kitchen staff on 10-7-25.
6.	Food Service	Kitchen	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). Facility Response: Cloth was placed in new sanitizer solution by Kitchen staff on 10-6-25. Additional staff oversight by kitchen staff to ensure proper protocols are being utilized.
7.	Food Service	Kitchen	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, reach-in refrigerator gaskets dirty and damaged. Standard found in 105 CMR 590; FC 4-501.11(B). Facility Response: Gaskets were cleaned by kitchen staff on 10-8-25. Replacement gaskets to be ordered by Maintenance staff and repaired with a project completion date of 11-20-25.
8.	Food Service	Kitchen	105 CMR 451.200*	Materials for Construction and Repair; Indoor Areas: Floor surface not smooth and easily cleanable, floor damaged throughout kitchen. Standard found in 105 CMR 590; FC 6-101.11(A)(1). Facility Response: Floor was cleaned by kitchen staff on 10-6-25.
9.	Food Service	Kitchen	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, in reach in refrigerator. Standard found in 105 CMR 590; FC 3-302.12. Facility Response: Food ingredients with no labels were removed and thrown away by kitchen staff on 10-6-25.
10.	Food Service	Kitchen	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), in reach-in refrigerator. Standard found in 105 CMR 590; FC 3-501.17(A). Facility Response: Unmarked food was discarded by kitchen staff on 10-6-25.
11. Food Service	Kitchen	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, exterior of reach-in refrigerator dirty. Standard found in 105 CMR 590; FC 4-601.11(C). Facility Response: All surfaces were cleaned by kitchen staff on 10-6-25.
12. Food Service	Kitchen	105 CMR 451.200	Cleaning of Equipment and Utensils, Frequency: Accumulation of soil/mold observed on interior surfaces of ice machine. Standard found in 105 CMR 590; FC 4-602.11(E)(4)(b). ** Corrected On-Site ** Facility Response: Corrected on Site on 10-6-25.
13. Food Service	Kitchen	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, ceiling dirty. Standard found in 105 CMR 590; FC 6-501.12(A). Facility Response: Ceiling tiles were cleaned by kitchen staff on 10-10-25.
14. Food Service	Kitchen	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). ** Corrected On-Site ** Facility Response: Corrected on Site on 10-6-25.
15. Food Service	Mechanical Warewashing Area	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, rodent droppings observed on drying rack. Standard found in 105 CMR 590; FC 6-501.12(A). Facility Response: Drying racks were cleaned by kitchen staff on 10-6-25.
16. Food Service	Kitchen	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods; Wet mop stored in bucket. Standard found in 105 CMR 590; FC 6-501.16.

			<p>Facility Response: Wet mop was removed and properly stored kitchen staff on 10-6-25. Additional training was provided to kitchen staff on proper storage.</p>
17. Food Service	Kitchen	105 CMR 451.200	<p>Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, interior of hood above stove dusty. Standard found in 105 CMR 590; FC 6-501.12(A). Facility Response: Interior hood above stove was cleaned by kitchen staff on 10-7-25.</p>
18. Food Service	Mechanical Warewashing Area	105 CMR 451.200*	<p>Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, wall around warewash machine dirty. Standard found in 105 CMR 590; FC 6-501.12(A). Facility Response: wall around ware wash machine was cleaned by kitchen staff on 10-6-25.</p>
19. Food Service	Mechanical Warewashing Area	105 CMR 451.200*	<p>Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, sprayer head dirty. Standard found in 105 CMR 590; FC 6-501.12(A). Facility Response: Sprayer head was cleaned by kitchen staff on 10-6-25.</p>
20. Food Service	Mechanical Warewashing Area	105 CMR 451.200*	<p>Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not cleaned as often as necessary, ceiling dirty. Standard found in 105 CMR 590; FC 6-501.12(A). Facility Response: Ceiling tiles were cleaned by kitchen staff on 10-10-25.</p>
21. Food Service	Mechanical Warewashing Area	105 CMR 451.200*	<p>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). Facility Response: Cloth was placed in new sanitizer solution by Kitchen staff on 10-6-25. Additional staff oversight by kitchen staff to ensure proper protocols are being utilized.</p>

22. Food Service	Mechanical Warewashing Area	105 CMR 451.200	Cleaning of Equipment and Utensils, Objective: Nonfood contact surfaces of equipment dirty, exterior surface of warewash machine dirty. Standard found in 105 CMR 590; FC 4-601.11(C). Facility Response: Equipment was cleaned by kitchen staff on 10-7-25.
23. Food Service	Kitchen	105 CMR 451.200	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, gaskets dirty and damaged at reach-in refrigerator in hallway. Standard found in 105 CMR 590; FC 4-501.11(B). Facility Response: Gaskets were cleaned by kitchen staff on 10-8-25. Replacement gaskets to be ordered by Maintenance staff and repaired with a projected completion date of 11-20-25.
24. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, gaskets dirty and damaged. Standard found in 105 CMR 590; FC 4-501.11(B). Facility Response: Gaskets were cleaned by kitchen staff on 10-8-25. Replacement walk-in refrigerator/freezer was purchased on 9-8-25. Currently waiting on installation by outside vendor. Projected completion date of 12-1-25.
25. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200*	Maintenance and Operation, Equipment: Equipment components not maintained in a state of good repair, door damaged. Standard found in 105 CMR 590; FC 4-501.11(B). Facility Response: Replacement walk-in refrigerator/freezer was purchased on 9-8-25. Currently waiting on installation by outside vendor. Projected completion date of 12-1-25.
26. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200*	Materials for Construction and Repair; Indoor Areas: Floor surface not smooth and easily cleanable, floor surface lifting up. Standard found in 105 CMR 590; FC 6-101.11(A)(1). Facility Response: Replacement walk-in refrigerator/freezer was purchased on 9-8-25. Currently waiting on

			installation by outside vendor. Projected completion date of 12-1-25.
27. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Food not appropriately covered, chicken not appropriately covered. Standard found in 105 CMR 590; FC 3-302.11(A)(4). Facility Response: Food not properly covered was discarded by kitchen staff on 10-6-25.
28. Food Service	Walk-in Refrigerator/ Freezer	105 CMR 451.200	Characteristics; Condition: Food not safe, unadulterated, and honestly presented (Pf), rotten produce observed. Standard found in 105 CMR 590; FC 3-101.11. ** Corrected On-Site ** Facility Response: Corrected on Site on 10-6-25.
29. Food Service	Rear Dry Storage	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. Standard found in 105 CMR 590; FC 3-304.12(B). ** Corrected On-Site ** Facility Response: Corrected on Site on 10-6-25.
30. Food Service	Rear Dry Storage	105 CMR 451.200	Protection of Clean Items; Drying: Cleaned, sanitized equipment and utensils not allowed to fully air dry before contact with food, pans stacked wet. Standard found in 105 CMR 590; FC 4-901.11(A). Facility Response: by kitchen staff on 10-7-25.
31. Food Service	Rear Dry Storage	105 CMR 451.200	Preventing Contamination after Receiving; Preventing Food and Ingredient Contamination: Food not appropriately covered, spices stored uncovered. Standard found in 105 CMR 590; FC 3-302.11(A)(4). ** Corrected On-Site ** Facility Response: Corrected on Site on 10-6-25.
32. Food Service	Rear Dry Storage	105 CMR 451.200	Maintenance and Operation; Premises, Structure, Attachments, and Fixtures - Methods: Facility not in good repair, ceiling vent covered. Standard found in 105 CMR 590; FC 6-501.11.

				Facility Response: Vent covering was removed by Maintenance staff on 10-23-25.
33. Warehouse	Barber Shop		105 CMR 451.124	Water Supply: No cold water supplied to handwash sink. Facility Response: Water temperatures were adjusted by Maintenance staff on 10-24-25.
34. Day Room	Main Area		105 CMR 451.141	Screens: Screens damaged. Facility Response: Screens were repaired by Maintenance staff on 10-24-25.
35. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Walls dirty in shower # 3 and 4. Facility Response: Shower walls were cleaned by House Manager staff on 10-7-25.
36. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Wall paint damaged in shower # 4 Facility Response: Wall was repainted by House Manager staff on 10-23-25.
37. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Floor dirty in shower # 1, 2, 3, and 4. Facility Response: Shower floors were cleaned by House Manager staff on 10-7-25.
38. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Ceiling dirty in shower # 2 Facility Response: Shower ceiling was cleaned by House Manager staff on 10-7-25.
39. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Floor dirty outside of shower # 3 and 4. Facility Response: Floor was cleaned by House Manager staff on 10-7-25.
40. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Dead drain flies observed on ceiling in shower # 3 Facility Response: Ceiling was cleaned by House Manager staff on 10-7-25.
41. Housing Units	1-1	Bathroom	105 CMR 451.123*	Maintenance: Mold on floor grout outside of shower # 1 and 2 Facility Response: Floor grout was scrubbed and cleaned by House Manager staff on 10-7-25.
42. Housing Units	1-1	Bathroom	105 CMR 451.123	Maintenance: Wall tiles missing outside of shower area Facility Response: Wall tiles were replaced by Maintenance staff on 10-24-25.
43. Housing Units	1-1	Bathroom	105 CMR 451.123	Maintenance: Wall grout dirty in shower # 1, 2, and 3

				Facility Response: Wall grout was scrubbed and cleaned by House Manager staff on 10-7-25.
44. Housing Units	1-1	Bathroom	105 CMR 451.123	Maintenance: Dead drain flies observed on ceiling in shower # 1 and 4 Facility Response: Ceiling was cleaned by House Manager staff on 10-7-25.
45. Housing Units	1-1	Bathroom	105 CMR 451.123	Maintenance: Toilet stall # 4 out-of-order Facility Response: Toilet was repaired by Maintenance staff on 10-7-25.
46. Housing Units	1-2	Bathroom	105 CMR 451.123*	Maintenance: Curtain dirty in shower # 1 and 2. Facility Response: Shower curtain was cleaned by House Manager staff on 10-7-25.
47. Housing Units	1-2	Bathroom	105 CMR 451.123	Maintenance: Floor dirty in shower # 1 Facility Response: Shower floor was cleaned by House Manager staff on 10-7-25.
48. Housing Units	1-2	Bathroom	105 CMR 451.130	Plumbing: Plumbing not maintained in good repair, drain cover not secure in shower # 1 and 2 Facility Response: Drain covers were resecured by Maintenance staff on 10-24-25.
49. Housing Units	1-2	Bathroom	105 CMR 451.123	Maintenance: Wall grout dirty in shower # 1 and 2 Facility Response: Wall grout was cleaned by House Manager staff on 10-7-25.
50. Housing Units	1-2	Bathroom	105 CMR 451.130	Hot Water: Shower water temperature 91°F at shower # 1 Facility Response: Water temperatures were adjusted by Maintenance staff on 10-24-25.
51. Housing Units	1-3	Bathroom	105 CMR 451.123	Maintenance: Floor dirty in shower Facility Response: Shower floor was cleaned by House Manager staff on 10-6-25.
52. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123*	Maintenance: Wall tile grout dirty outside of shower Facility Response: Wall tile grout was cleaned by House Manager staff on 10-6-25.
53. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123*	Maintenance: Floor dirty in shower Facility Response: Shower floor was cleaned by House Manager staff on 10-6-25.
54. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123*	Maintenance: Floor left unfinished in shower

				Facility Response: Shower floor was cleaned by House Manager staff on 10-7-25.
55. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123	Maintenance: Mold on walls in shower Facility Response: Shower walls were cleaned by House Manager staff on 10-6-25.
56. Housing Units	1-3	Handicapped Bathroom	105 CMR 451.123	Maintenance: Wall dirty around water control in shower Facility Response: Shower wall was cleaned by House Manager staff on 10-6-25.
57. Housing Units	2-3	Bathroom	105 CMR 451.123	Maintenance: Wall paint damaged in stall # 1 Facility Response: Bathroom to be repainted by Maintenance staff. Projected completion date of 10-31-25.
58. Housing Units	2-3	Bathroom	105 CMR 451.123	Maintenance: Wall paint damaged above urinal Facility Response: Bathroom to be repainted by Maintenance staff. Projected completion date of 10-31-25.
59. Housing Units	2-4	Bathroom	105 CMR 451.123	Maintenance: Wall paint damaged in stall # 1. Facility Response: Bathroom to be repainted by Maintenance staff. Projected completion date of 10-31-25.

Deficiencies under the Recommended Standards (.300 series)

1 new deficiency and 2 repeat deficiencies (indicated by an *) were found during the inspection:

1. Housing Units			105 CMR 451.320*	Cell Size: Inadequate floor space in all cells Facility Response: Due to the physical layout of the facility, and classification concerns, the facility is unable to comply with this recommended (.300 series) standard.
2. Housing Units	1-3	Cells	105 CMR 451.353	Interior Maintenance: Wall paint damaged in cell # 139. Facility Response: Wall will be repainted in the cell by Maintenance staff. Projected completion date of 10-31-25.
3. Housing Units	2-3	2nd Floor Laundry	105 CMR 451.353*	Interior Maintenance: Washing machine # 1 out-of-order Facility Response: Outside vendor conducted repairs to the machine on 10-24-25 and it is now operational.

SECTION 2: Areas Found to be in Compliance

EHRS inspected 45 additional areas of the facility which were found to be in compliance.

Section 3: Areas EHRS did not inspect

EHRS did not inspect 2 areas of the facility because they were either in use, locked, or under construction.

1. Housing Units	2-2	Showers	Unable to Inspect – Under Construction
2. Housing Units	2-3	Showers	Unable to Inspect – In Use

SECTION 4: 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. The plan should be signed by the Superintendent or Administrator and submitted to my attention, at the address listed above.

SECTION 5: Observations and Recommendations

1. The inmate population was 144 at the time of inspection.
2. During the inspection of the food service area, the EHRS noted numerous deficiencies related to improper food storage and failure to properly clean and sanitize surfaces and equipment. The conditions noted throughout the food service area can lead to cross contamination and pathogen growth, increasing the risk of foodborne illness or injury. The EHRS recommends:
 - A routine cleaning schedule be developed and implemented to ensure all areas of the kitchen are cleaned at a higher frequency; and
 - Kitchen management develop a program and train staff on proper food labeling and storage procedures to ensure compliance with safety standards and to minimize the risk of cross-contamination or spoilage.

To review the specific regulatory requirements please visit our website at www.mass.gov/dph/dcs and click on "Correctional Facilities" [105 CMR 451.000](#) available in both PDF and RTF formats. For more specific information about the food standards, you can download the merged food code, which can be found [here](#).

An inspection may also include observations of other conditions which could constitute a threat to the health or safety of inmates or employees, including but not limited to the standards set forth by the Department as follows, and report on such pursuant to 451.402(B). You can use these links below to review these standards:

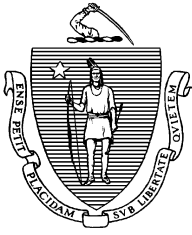
- [105 CMR 205.000](#): Minimum Standards Governing Medical Records and Conduct of Physical Examinations in Correctional Facilities
- [105 CMR 480.000](#): Minimum requirements for the Management of Medical or Biological Waste
- [105 CMR 500.000](#): Good Manufacturing Practices for Food

This inspection report is true and accurate to the best of my knowledge.

Sincerely,

Hannah LeBeau

Hannah LeBeau
Environmental Health Inspector, EHRS, BCEH



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Bureau of Climate and Environmental Health
Division of Environmental Health Regulations and Standards
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Kimberley Driscoll
Lieutenant Governor

Kiame Mahaniah, MD, MBA
Secretary

Robert Goldstein, MD, PhD
Commissioner

October 30, 2025

Joy Gallant, Superintendent
Pondville Correctional Center
P.O. Box 146
Norfolk, MA 02056 (electronic copy)

Re: Plan of Correction – Pondville Correctional Center, Norfolk

Dear Superintendent Gallant:

The Massachusetts Department of Public Health, Division of Environmental Regulations and Standards (EHRS) has received your Plan of Correction in response to my inspection conducted on October 6, 2025. After review, the EHRS finds the plan addresses all the deficiencies noted with the following exceptions:

1. Please provide the specific corrective steps taken to address pans stacked wet in Rear Dry Storage in Food Services and floor left unfinished in shower in the Handicapped Bathroom in the 1-3 Housing Unit;
2. Please confirm that hot water temperatures have been adjusted to meet the regulatory requirements of 100°F-112°F for showers and 110°F-130°F for handwash sinks; and
3. In regards to the issue of overcrowding, the EHRS appreciates the limitations of correctional facilities and the need to accommodate the ever-increasing population; however we remain concerned with the overcrowded conditions.

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

Sincerely,

A handwritten signature in blue ink that reads "Hannah LeBeau".

Hannah LeBeau
Environmental Health Inspector, EHRS, BCEH

cc: Daniel Alves, EHSO/FSO

(electronic copy)

The Commonwealth of Massachusetts
Executive Office of Public Safety & Security
Department of Correction
Pondville Correctional Center



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SUSAN W. TERREY
Interim Secretary

SHAWN P. JENKINS
Commissioner

Hannah LeBeau

November 3, 2025

Environmental Health Inspector, EHRS, BCEH

Department of Public Health

Division of Environmental Health Regulations and Standards

67 Forest Street, Suite # 100

Marlborough, MA 01752

Dear Ms. LeBeau:

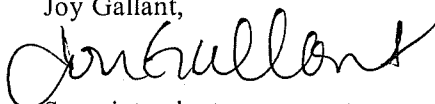
In response to your letter dated October 30, 2025, the following corrective action has been taken to rectify the deficiencies noted in the report:

1. Pans stacked wet in the Rear Dry Storage in Food Service.
Facility Response: Pans were rewashed and dried by kitchen staff on 10-6-25. Additional staff training was provided to prevent further issues.
2. Floor left unfinished in shower in the Handicapped Bathroom in the 1-3 Housing Unit.
Facility Response: Facility Maintenance staff and DRM working together to obtain price quote to refinish the floor in the shower. Projected completion date of the project is January 15, 2026.
3. Hot water temperatures do not meet regulatory requirements.
Facility Response: Water temperatures were adjusted by Maintenance staff on 10-24-25 and are now in compliance with regulatory requirements.

I have also updated the initial report to include these responses to the deficiencies that were noted. If you should have any questions or concerns after reviewing our response, please do not hesitate to contact me.

Sincerely,

Joy Gallant,


Superintendent



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
Bureau of Climate and Environmental Health
Division of Environmental Health Regulations and Standards
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Governor

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Lieutenant Governor

Kiame Mahaniah, MD, MBA
Secretary

Robert Goldstein, MD, PhD
Commissioner

November 6, 2025

Joy Gallant, Superintendent
Pondville Correctional Center
P.O. Box 146
Norfolk, MA 02056 (electronic copy)

Re: Plan of Correction – Pondville Correctional Center, Norfolk

Dear Superintendent Gallant:

The Massachusetts Department of Public Health, Division of Environmental Regulations and Standards (EHRS) has received your Plan of Correction in response to my inspection dated November 3, 2025. After review, the EHRS finds the plan addresses all the deficiencies noted.

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

Sincerely,

A handwritten signature in blue ink that reads "Hannah LeBeau".

Hannah LeBeau
Environmental Health Inspector, EHRS, BCEH

cc: Daniel Alves, EHSO/FSO

(electronic copy)