

**INGHAM COUNTY CORRECTIONAL FACILITY
FAMILY/FRIENDS/CLERGY/PROFESSIONAL VISITORS
INFORMATIONAL PACKET**

BLOCKING/UNBLOCKING PRISONER CALLS

Family/friends may block/unblock phone calls from the Ingham County Correctional Facility online at smartjailmail.com or by calling Smart Communications Customer Care Center at (888) 253-5178.

BOND FEES

When paying bond fees with cash, there is a transaction fee which is of 6% of the bond amount plus a \$4.00 service charge. When paying bonds with a credit card, there is a transaction fee which is of 10% of the bond amount plus a \$10.00 service charge.

Bond fees can be paid via the kiosk in the vestibule of the Correctional Facility Lobby, online at Expressaccount.com or by calling Express Account at (866) 422-6833. The kiosk in the Correctional Facility Lobby is open 24 hours per day, 7 days per week.

BOOKS & NEWSPAPERS

Incoming reading material must be sent directly from an approved publisher (e.g. Amazon.com, BarnesandNoble.com) or recognized commercial distributor. **All books must be paperback.** The publisher's address must be imprinted on the package or mailing label. No exceptions.

Books should be mailed to:

Inmate Name – Inmate Number
Ingham County Correctional Facility
640 N. Cedar St.
Mason, MI 48854

The reading material shall not be related to weapons, explosives, incendiary devices, poison or illegal drugs. Publications will not be accepted if they advocate or promote violence, insurrection or are construed as anarchic in nature. Reading material will not be allowed that is sexually explicit or relating to any unlawful sexual acts. The Correctional Administrator reserves the right to hold any publication in order to inspect the publication for contraband and suitability.

Inmates may receive newspapers provided they are pre-paid and mailed directly from the publisher. Any store-ads will be removed prior to dissemination.

Each inmate is allowed three (3) books, (3) religious books and unlimited programming books in their cell at one time. Newspapers will be disposed of daily. Items over and above the allowed amount may be confiscated and will become property of this facility.

This facility is not responsible for any book that is the personal property of an inmate.

A book cart provided by the Ingham County Sheriff's Office, will visit each housing area on an irregular basis for inmates to select reading materials.

COMMISSARY AND CARE PACKAGES (ICARE)

Inmates may purchase hygiene items, food, writing materials, etc. through the Commissary twice each week.

Orders must be received on Monday for Wednesday delivery.

Orders must be received on Wednesday for Saturday delivery.

Family and friends are able to order care packages for inmates (ICARE). ICARE orders can be placed online at Expressaccount.com or by calling Express Account at (866) 422-6833. There is a convenience fee for telephone orders.

Inmates are allowed up to two orders per ordering day; one order placed by the inmate and one ICARE. Both orders must total \$100 or less. If both orders total more than \$100 then the ICARE order will be cancelled to keep the total under \$100.

Effective 1-1-19, all collectible debt, with the exception of medical debt, must be paid in full, prior to receiving ICARE (commissary). Collectible debt includes booking fees, bond fees, work release room and board, admission packs, indigent kits and inmate destruction fees, etc. There will be no change in the collection rate of medical debt.

INMATE ACCOUNT DEPOSITS

Funds can be deposited into an inmate's commissary account online at Expressaccount.com, by calling Express Account at (866) 422-6833 or the kiosk in the vestibule of the Correctional Facility. The kiosk is open 24 hours a day, 7 days per week. There is a convenience fee for this service.

HEALTH CARE/MEDICATION QUESTIONS

Due to the confidential nature of health information, only the Medical Department can address and respond to health related concerns. The telephone number for the Medical Department is (517) 676-8359.

INMATE/PRISONER INFORMATION

For information on currently incarcerated prisoners, visit jail.ingham.org. Juvenile inmates will not appear in the Automated Information System.

INMATE REQUESTS (KITES)

Inmates are advised to use kites (request forms) to request information/services or to report problems at the Ingham County Correctional Facility. Family members/friends who call the Ingham County Correctional Facility to inquire about the needs of an inmate will be advised that the inmate needs to fill out a kite to resolve any issues that he/she may have.

MAIL

All incoming mail will be sent to the mail processing center and must be properly labeled and addressed to:

Inmate Name - Inmate Number
C/O Mail Processing Center
P.O. Box 9175
Seminole, FL 33775-9175

U.S. Mail addressed or sent to 640 N. Cedar Street will be returned to sender. Mail will not be forwarded to the processing center.

Family/friends sending US Mail, can also trace the piece of mail electronically via Smart Communications' MailGuard System. The website for public users is MailGuardTracker.com.

Legal/Business Mail

Legal, governmental, state or local authorities may send sealed correspondence. Properly identified, incoming attorney and court mail will be opened in the presence of the inmate to whom it is addressed; confidentiality shall be maintained. Once opened in front of the Inmate, the mail will be scanned electronically using a portable MailGuard Legal Cart. The original documents will be shredded.

Legal/Business mail should be mailed to:

Inmate Name – Inmate Number
Ingham County Correctional Facility
640 N. Cedar St.
Mason, MI 48854

MESSAGES/PHOTOS

Correctional Facility staff will not accept messages for inmates. Family/friends can leave an electronic message for inmates via smartjailmail.com. The fee for each electronic message is 50 cents. The fee for each photo is \$1.00.

NOTARIZED DOCUMENTS

Family/friends who would like legal documents notarized must pay the Ingham County Sheriff's Office a \$10.00 fee for each notarized signature.

PROPERTY RELEASE

In order for an inmate's property to be released, the inmate must fill out a property release form releasing all of his/her property to a specific person. Once the property release form is received from the inmate, that person can come to the Ingham County Correctional Facility Lobby, provide identification and obtain the property.

TELEPHONE CALLS

Prepaid calling account for inmates can be set up via smartjailmail.com.

TETHER

The current vendor for tether services is JSG Monitoring; they can be contacted at (517) 788-8160.

VICTIM INFORMATION AND NOTIFICATION (VINE)

VINE is a solution that lets victims of crime and other concerned citizens access timely and reliable information regarding offenders. It is offered free of charge to registrants, is completely confidential, and features multiple language support.

Offering peace of mind, the VINE service lets victims call a toll-free number (866) 277-7477, visit www.vinelink.com, or use the VINELink™ mobile app to anonymously check on an offender's custody status.

VISITATION - CLERGY

Prior to being allowed to visit inmates, clergy members must provide the Correctional Facility Chaplain's office with a copy of their driver's license or valid identification and proof of clergy status (such as a letter of appointment to the congregation as their pastor or a copy of an ordination certificate or clergy license). Literature such as a worship bulletin or monthly newsletter that identifies the person as clergy may also be used. The Correctional Facility Chaplain will then contact the clergy member for orientation and to advise them of the rules of the facility. The telephone number for the Correctional Facility Chaplain's office is (517) 676-8216.

Clergy members are allowed one visit per week. Clergy visiting hours are:

11:30 a.m. to 3:30 p.m. Tuesdays and Thursdays

Clergy members who wish to visit a family member who is incarcerated must do so via video visitation.

VISITATION – FAMILY & FRIENDS

All visits at the Ingham County Correctional Facility are conducted via video. Under normal circumstances, inmates are allowed 1 weekly free, on-site video visit (Visitor is present at the Ingham County Correctional Facility or Ingham County Human Services Building terminals. Inmates are allowed to have remote video visits daily depending on classification levels and availability of terminals. Scheduling video visits in advance is encouraged as all visits are on a first come, first serve visit basis and as scheduling permits. Depending on classification levels and housing locations, inmates also have options of on-demand video visits. The Ingham County Correctional Facility reserves the right to restrict the daily allowance of on-demand and paid visits depending on availability of terminals and safety & security of the facility.

On-Site visitation will occur five (5) days a week, Monday through Friday, in the Lobby of the Ingham County Correctional Facility or the Ingham County Human Services Building. No On-Site visits will occur on major holidays.

Monday-Friday

8:00 a.m. to 10:00 a.m.

12:00 p.m. to 4:00 p.m.

(Note: LOBBY CLOSED 5:30 p.m. to 7:00 a.m.)

Under normal circumstances, anywhere/remote visitation will occur seven (7) days a week, Sunday through Saturday. Remote visit hours are available depending on availability of terminals and safety & security of the facility. Scheduling of visits during lockdown, quiet times and feeding times is not permitted.

Visits can be scheduled at the Smart Communications website (www.smartjailmail.com), the Lobby of the Ingham County Correctional Facility or the Human Services Building.

Upon checking in for on-site visits, visitors will need to provide a home address, telephone number and a valid driver's license, government issued identification card or other valid picture identification.

By signing into the video visitation terminal, the inmate acknowledges Ingham County Correctional Facility visitation rules and will be held responsible for both parties' actions. Any inmate who is knowingly aware or encourages explicit or inappropriate behavior that is found to be in violation of visitation policy and does not attempt to negate such actions will be held equally responsible for both user actions and will be subject to sanctions.

Photos are not allowed to be taken during visitation. Any discovery of photos being taken during visitation will result in the suspension of visiting privileges for the inmate and visitor.

Service credits cost one cent each. There is a minimum purchase of 500 credits at a time (\$5.00). Each paid service may use a different number of credits. Electronic messages cost 50 credits each to send (50 cents). Each photo costs 100 credits to send (\$1). Remote video visitation is billed at 50 credits per minute (50 cents per minute) in 15 or 30 minute increments depending on the facility.

VISITATION - PROFESSIONAL

Attorneys, medical, social services, parole/probation, police personnel and other associated agencies may visit and/or interview inmates face-to-face during the below-listed hours. Personnel using this privilege must be able to provide a valid address and telephone number and a valid driver's license, government issued identification or other picture identification.

Professional Visiting Hours	Monday-Friday	8:00 a.m. to 10:00 a.m. 11:30 a.m. to 4:00 p.m. 5:30 p.m. to 9:30 p.m.
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Attorneys may sign up for video visitation with clients via smartjailmail.com and selecting attorney as the user type. Attorneys will be asked to provide a picture of himself/herself, a government issued ID and a bar card which will be reviewed and approved by the Ingham County Correctional Facility. These sessions will not be recorded or monitored.