

Books & Magazines You cannot directly mail these items to the prison. They can be ordered and mailed from Amazon.com, Barnes & Noble, Powell's Bookstore and others.

Contacting the Prison You can and should contact your loved one's case manager. Case Managers, Medical/Mental health staff can discuss the person's specific circumstances with you if a release of information is signed, however, ROI must be in place for each of these departments.
For additional information on how to approach prison staff, please see "Tips on Making Contact if there is a Problem" published by Oregon CURE.

VINELink to receive a notification by phone or email when a prisoner is transferred, etc.
(877) 674-8463 or www.vinelink.com

Extortion ODOC takes steps to prevent extortion and victimization but this does occur. Do not place large sums of money on your loved ones account. Call the inspector general hotline to anonymously report abuse, extortion, fraud, either prisoner or staff prohibited conduct, and waste. People in prison can call toll free at (503) 555-1234. Outside number is (877) 678-4222.

DOC website Confirm all information from the website as DOC rules can be modified and details change over time. DOC's website does include names and email addresses to contact someone if you have questions or concerns.
www.oregon.gov/doc

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Leave your telephone number at (503) 844-9145 for a return call to receive a free information packet.

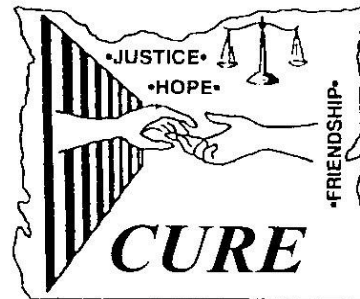
Oregon CURE

www.oregoncure.org
admin@oregoncure.org

ADDITIONAL INFORMATION
ODOC-Oregon Department of
Corrections
www.oregon.gov/doc

Handbook for Families and Friends
of Adults in Custody
(Created in partnership with Oregon CURE)
www.oregon.gov/doc under Friends and Family
then Family Connections

Oregon Administrative Rules
[http://sos.oregon.gov/archives/Pages/
oregon_administrative_rules.aspx](http://sos.oregon.gov/archives/Pages/oregon_administrative_rules.aspx)



Oregon CURE
Citizens United for the
Rehabilitation of Errants

Questions about Incarceration?

Information to help those new to the Oregon corrections system.

How do I get on a visiting list?

Can I mail books or magazines?

Can my loved one call or email?

Can I send money?

Can I speak with a counselor?

Oregon CURE

CURE's families and friends are at different stages of their loved one's incarceration and are willing to share their knowledge and experience with you during this difficult time.

If you have a need....Express it! Someone can help.

Intake Each newly person first arrives at Coffee Creek Correctional Facility in Wilsonville for Intake. There, the person is evaluated. You can provide information to their counselor, medical staff, etc. The intake process averages 4 weeks. Phone calls are allowed during this time; however, most calls will be collect (to land lines) unless your loved one has already been set up with a phone account. Mail is also allowed and each person receives 5 envelopes.

Visits Your loved one is permitted an unlimited number of approved visitors on their visiting lists. Approval can take several weeks, although, lately visits have been approved within a week of applying. Approved visitors will automatically be placed on your loved ones list. The love one can have anyone removed from the list. Each prison's visiting days and times differ, phone the prison or visit the DOC website to get accurate visiting information. Two visits per day are usually allowed. Check your loved one's allowable visiting points which begin at 24 and can increase with clear conduct. Weekend visits are 2 points per person, weekday visits are 1 point per person. Visitors over the age of 65 or under the age of 2 will not be charged points. Prison lockdowns do occur, you may want to call prior to your visit or visit the DOC website for current information. You can also get this

information via Facebook or Twitter. You must bring photo I.D., such as your driver's license for processing. For a privileged visit, bring up to \$20 in quarters for the snack machines. No dollar bills are allowed and pennies don't work! Some facilities now allow a debt card.

Dress Code Follow the dress code: do not wear blue denim or plain blue shirts or tops, no underwire bras, no revealing or tight clothing. Knee level skirts, shorts, etc. when standing are permitted, nothing shorter. You will pass through a metal detector – so leave that jewelry at home! **Special Visits:** If your loved one is in segregation or the mental health infirmary, you must call the visiting room and make an appointment. Visits to people in DSU or IMU will be behind glass using phones.

Privileged Visits: You will meet your loved one in the visiting room and sit across from each other with a table in between. You can purchase soft drinks and snacks for yourself and your loved one.

Basis Visits: Visit behind glass using telephones.

Carpools and Accommodations

Carpooling is available to some prisons. Visiting families and friends can rent inexpensive rooms in hospitality homes near some prisons.

Trust Account You can add funds to your loved one's trust account for food and hygiene items. No cash or personal checks are accepted; only money orders, cashier's checks or wired funds will be processed. The Central Trust address is on the ODOC website. Unless there is a special purchase pending (television or shoes, etc.) you may wish to avoid placing large sums of money on an account.

Phone Account. ODOC has contracted with ICS Corrections to provide communications and account billing services to AICs. Recipients of these calls may include friends, family, and attorneys. There are a few things to know when receiving a phone call from an AIC:

- Your phone number must be "validated" to receive phone calls and video visits.
- You can validate your phone number by setting up a free [ICSolutions](#) account through the [ICS Corrections, Inc.](#) website and follow the validation instructions.
- The maximum length of a call is 30 minutes.
- All phone calls are monitored and recorded and may be flagged for review for [inappropriate or unauthorized content](#).

Mail If mail rules are not followed, the mail will be returned to you. Mail is opened and reviewed by prison staff. This can take time so be prepared for inbound mail to take 7-10 days. Email is available through Access Corrections [www.accesscorrections.com](#) and Telmate [www.gettingout.com](#). Account required. Contact the mail room of the prison if you have questions.

Envelopes up to ¼" thick are allowed.

- No stickers, glitter, crayons, or gel pens. No decorative cards. No scent or lipstick on the mail or envelope is allowed!
- Can contain pamphlets, letter, photocopies, drawing, etc.
- Include your full name in your return address.
- Include the prisoner's name and SID number.