

A Guide for Family and Friends of Inmates at the **ANTHONY P. TRAVISONO INTAKE SERVICE CENTER**



**Rhode Island Department of Corrections
Anthony P. Travisono Intake Service Center
P.O. Box 8249
Cranston, RI 02920**



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**RHODE ISLAND DEPARTMENT OF CORRECTIONS
Cranston, Rhode Island**

To whom it may concern:

Whether this is your first experience having a loved one or friend incarcerated or whether you have been through this process before, we understand that you and your loved one are going through a difficult period. As stressful as this situation may be, it is important for you to maintain contact with and support the inmate to help with his/her rehabilitation process. Your loved one has lost most of his/her rights and it is important that he/she does not lose you.

This manual was designed to be brief and informative. Additional information can be found on the Rhode Island Department of Corrections website at: www.doc.ri.gov.

Table of Contents

Visiting Information....	1
Medical Treatment....	2
Inmate Accounts....	3
Mail Procedures....	4

TELEPHONE USAGE



Inmates cannot receive calls. They can either make collect calls or can charge the calls to their own pre-paid telephone account. Inmates have scheduled times when they can use the phone, and there is a 20-minute limit on all phone calls except for those with attorneys. All calls will be monitored and recorded for security reasons. If you should receive an unwanted call from an inmate, do not accept the collect call, or hang up if it is not a collect call. If the calls continue, contact the facility warden.

Inmates are assigned a PIN (personal identification number) for use with the telephones upon commitment. Each inmate is required to submit a list of the names of any individuals to whom they wish to make phone calls during their incarceration. Only the names listed on that form can be called. An inmate must submit a new form any time a change is made to the phone list.

All inmates can place calls to the following at no cost:

Special Investigations Unit **(401) 462-2282**
RIDOC Office of Investigations **(401) 462-2551**
Rhode Island State Police (on-grounds) **(401) 462-2650**
Bail Bondsmen

Rhode Island Public Defender Offices:

Providence County District and Family Courts **(401) 458-3050**
Providence County Superior Court **(401) 222-3492**
Violations – Providence **(401) 222-1313**
Kent County – Superior, District, Family Courts **(401) 822-2195**
Washington County – Superior, District, Family Courts **(401) 782-4180**
Newport County – Superior, District, Family Courts **(401) 841-8320**

*** Calls between attorneys and inmates will not be monitored.***

Useful Telephone numbers:

Intake Service Center: Main Control Center — **(401) 462-2285**
RIDOC General Information — **(401) 462-1000**
Bail Information — **(401) 462-2261** TTD: **(401) 462-5180**
Inmate Accounts — **(401) 462-2670**
VINE (Victims Information & Notification Everyday) — **(877) 744-8463**



MEDICAL TREATMENT

Proper medical care and attention is available for every person entering the Department of Corrections. All new commitments meet with a nurse who reviews their medical needs, including risk for infectious diseases or mental health concerns, and who will schedule appropriate follow up. Inmates who were on medications prior to being committed must notify the nurse of their medications and pharmacy if possible. Their medications will be assessed by a physician and prescribed as necessary.

There are 24-hour medical services available in cases of emergency at the Intake Service Center, however, routine medical needs are evaluated by nursing staff via sick requisitions and will be scheduled for evaluation.

Inmates who are awaiting trial will not be charged for their medications or physician visits. Once inmates become sentenced, however, even if they are housed at ISC, they will be charged a nominal fee for routine medical care. There is no cost imposed upon inmates for emergency or chronic care and indigent patients are excused from immediate payment. Balances from unpaid medical costs, however, may be charged to the inmate's account.

Consistent with Rhode Island state law, awaiting trial inmates have the right to refuse medical treatment with the exception of certain infectious disease screening (for public safety reasons) or court ordered medications (at the request of a physician).



INMATE ACCOUNTS

Inmates are required to buy many of their own necessities. Accounts are set up for inmates and are used by the inmates to purchase items at the Commissary. Inmates must order items by filling out an order slip, and orders may only be placed once a week. Items for health and sanitation

MUST be ordered before comfort items such as food or other leisure objects.

After an inmate has been incarcerated for 30 days, any depositor must be on the inmate's visitor list.

Friends and family may make a deposit to the inmate's account

IN PERSON:

Inmate Accounts Office, West Road, Building #138
(next to J.J. Moran Medium Security)

ON LINE:

www.JPAY.com; (800) 574-JPAY **or**
www.westernunion.com; (800) 634-3422

or

BY MAIL:

Send a check or money order (no cash) to:
Rhode Island Department of Corrections
Inmate Accounts
51 West Road
Cranston, RI 02920

Be certain to include the inmate's ID number, available from the reception desk or directly from the inmate, on the check and/or money order. When depositing \$100 or more in person, a photo ID is required as well as a completed

deposit slip. The Inmate Accounts deposit window is open Monday through Friday from 9 - 11 a.m. and 1 - 3 p.m. Cash, checks, or money orders may be deposited.



MAIL PROCEDURES

All inmates are allowed to send and receive mail. Inmates are **not** allowed to receive mail or packages sent through UPS, Federal Express, or another commercial mail services. The only

property inmates are allowed to have must be purchased by the inmate through the Inmate's Account fund. All mail and packages will be opened for security reasons. No cash or checks can be sent directly to the inmate through the mail. Cash or checks coming in with the inmate are deposited into their Inmate Account. Inmates can not receive any packages that require cash on delivery (C.O.D.).

Books of stamps are available to purchase at the Commissary (loose stamps are not allowed).

All postage costs are to be paid by the inmate.

All incoming mail will be opened and checked for security reasons. It is not read except under special circumstances related to security or safety.

When sending mail to your loved one, it is important to have the correct format and information on the envelope if you want the inmate to receive it. Below is the correct format to follow:

Inmate's Name (First and Last)
Inmate's ID number
Inmate's cell number and assigned building
Facility P.O. Box number
Cranston, RI 02920

Listed below are the proper Facility P.O. Box Numbers:

High Security	8200
Maximum	8273
Medium 1/Moran	8274
Medium 2/Price	20983
Minimum	8212
Women's	8312
Intake Service Center	8249

VISITING INFORMATION



To ensure that your visit goes smoothly, it is important that you familiarize yourself with the facility's visiting regulations before you make your visit. This can save you from making a trip to the Intake Service Center only to be turned away in frustration, which disappoints both you and the inmate you have come to visit. Each facility has a different visiting schedule and

restrictions, thus it is very important to call the correct facility before coming to visit. Call the ISC reception desk (see page 5 for the phone number) to find out the visiting schedule for the inmate you wish to see. Visits take place by housing unit, and if an inmate is moved, his or her visiting schedule may change. It's always best to call ahead to find out the inmate's location and visiting schedule so you don't arrive only to discover you are unable to visit, particularly if you are coming from some distance.

While you may be emotional and wish to touch the friend or family member you are visiting, for security reasons you will only be allowed a brief greeting hug. Otherwise, you will not be able to touch the person you are visiting, and hands must remain on the table, in sight, at all times. Your visit must be limited to one hour and 15 minutes and depending on the facility, may be limited to one, two, or three times a week. If you live farther than 75 miles away from the facility, special arrangements can be made.

Below are some tips to consider before visiting:

- ◆ There are no visits on the 31st of the month.
- ◆ You will be subject to a background check, and you must bring a valid photo ID.
- ◆ You cannot bring anything in with you.
- ◆ If you are under 18, you must be accompanied by a legal guardian.
- ◆ You should dress conservatively, in keeping with the facility's dress code. The dress code is posted in the waiting area and is available on line under FAQs/Visits. Some of the things you can NOT wear include jewelry, camouflage or khaki clothes, uniforms, sleeveless or low cut tops, tight-fitting or athletic clothing, hooded clothing or hats, or open toed shoes.