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**FREQUENTLY ASKED QUESTIONS**

The following are answers to some of the most frequently asked questions by family and friends of inmates in general population at the Carroll County Detention Center.

**Q:** When can I visit?

**A:** Please be aware that visitation sign-up will end 30 minutes before the scheduled end time of visitation.  
General Population: Sunday 6:00 – 8:30 P.M., Tuesday & Friday 1:00 – 3:30 P.M., Wednesday & Saturday 1:00 – 3:30 P.M. & 6:00 – 8:30 P.M.

General population inmates are authorized two (2) twenty (20) minute visits per visiting week (Sunday – Saturday).

Work Release Inmates: Saturday and Sunday 9:00 – 11:00 A.M.

**Q:** Who can visit? What do I need to bring to visitation? How many people may visit at any one time?

**A:** You must be at least eighteen years of age, and provide photo identification; minors must be accompanied by a parent or guardian. No more than three (3) persons may visit an inmate at any one time. No cameras or cell phones may be used to take pictures or communicate in the visitation area.

Each inmate will be allowed to maintain a maximum of eight (8) visitors on the approved visitation list. Inmates will be allowed to make changes to their approved visitation list each month. Any changes to the visitation list must be received by the 25<sup>th</sup> of the month to become effective the first day of the following month. The inmate will select the names of the individuals placed on the visitation list. Please be advised that if your name does not appear on the visitation list provided by the inmate we will be unable to accommodate your visit.

**Q:** How can I write to an inmate?

**A:** There are two ways to write to an inmate, by U.S. Postal Service and by secure email at <https://SecureMail.AccessCorrections.com>. Inmates may receive unlimited mail. For security reasons, only letters will be accepted. Cards and photographs will not be accepted. Incoming mail will be opened and inspected. Non-privileged (non-legal) letters must be written on standard plain white paper (either lined or unlined). Inmate mail will be free from artwork, drawings, ink blots, stains, etc. Mail that does not conform to these standards will be returned to sender. Mail without complete return addresses will be destroyed consistent with existing policy.

You can email an inmate by visiting the Access Corrections website (formerly known as Cybersuite), at <https://www.accesscorrections.com> and registering to setup an account. This requires that you have an active email account. Once the account is setup you will add the inmate to your recipient list and then purchase message credits using a debit or credit card with a Visa or MasterCard logo and valid security code. ***If you already have an account with Cybersuite for Secure Deposits, you do not need to create another account for Secure Email. Both services are offered within Access Corrections.***

**SHERIFF SERVICES**

Phone: (410) 386-2900  
Toll Free: (888) 302-8924  
Fax: (410) 876-1152



**DETENTION CENTER**

Phone: (410) 386-2628  
Toll Free: (888) 302-8826  
Fax: (410) 857-1509

## Frequently Asked Questions

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**Q:** How do I properly address mail?

**A:** Include the inmate's complete first, middle, and last name. To help ensure proper delivery include the Inmate's housing unit and inmate identification number (if known). Direct mail to: Carroll County Detention Center, Inmate name-Unit-ID#, 100 N. Court Street, Westminster, MD 21157.

**Q:** How can I communicate with an inmate by telephone?

**A:** Telephones are provided in each housing units for inmate use between 6:00 a.m. and 11:30 p.m. daily. Telephones are operated on an outgoing collect-call basis or a pre-paid account. For pre-paid accounts, you may buy minutes for an inmate's use by calling Legacy Inmate Communications at 888-729-4326 or online at [www.LegacyInmate.com](http://www.LegacyInmate.com)

**Q:** Can an inmate purchase any additional items while incarcerated?

**A:** Yes, the Carroll County Detention Center maintains an inmate commissary service. Inmates may purchase approved items if sufficient funds are available in their inmate account by 8:00 a.m. on Monday mornings.

**Q:** How can I deliver money to an inmate? How will it be handled?

**A:** You may make a deposit by (1) calling Access Corrections at 866-345-1884, (2) the Access Corrections internet website at [www.accesscorrections.com](http://www.accesscorrections.com), or (3) the Access Corrections kiosk located in the lobby, using cash or credit card. Deposits will be available immediately for the inmate's use.

**Q:** How can I post bond for an inmate?

**A:** You may contact the District Court Commissioners Office at 410-386-2384 for further details.

**Q:** How and when can I deliver court clothing to an inmate?

**A:** Court clothing may be dropped off anytime except during visitation periods. Court clothing is thoroughly searched and scanned for contraband. Clothing must be dropped at least seven (7) days before a scheduled court date. Persons dropping off court clothing must produce proper identification and sign the required waiver.

**Q:** How can I arrange to obtain personal property of an inmate being stored at the Detention Center? What happens to property not picked-up?

**A:** Inmates are not allowed to have any property except the clothing they are wearing upon arrival. Additional property is deemed "excess" and must be picked-up within 14 days of arrival. Arrangements can be made to ship excess personal property by mail. Once the inmate submits the required property release form, the Property Officer shall arrange to release the property. Property not released or shipped within 30 days will be considered abandoned and may be destroyed consistent with policy.

**Q:** When an inmate is scheduled for release, where can I arrange to meet them?

**A:** Generally, inmates are released through the main lobby of the Detention Center. Should your friend or relative be scheduled for a specific release time, you may report to the main lobby of the Detention Center and speak to an officer to obtain further information.

**Q:** Are all inmates entitled to the same privileges?

**A:** No, certain inmate's privileges are restricted because of special security, medical, or disciplinary considerations.

**Q:** What if I have other questions that have not been answered?

**A:** You may call the Carroll County Detention Center at 410-386-2628.