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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 25th 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. Post Service and by email. Inmates may receive unlimited mail. For security reasons, only letters, and photographs (not to exceed 3"x 5") will be accepted. Cards and Polaroid photos 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) free from artwork, drawings and ink blots. 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.***

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.

Frequently asked Questions

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Under the policy and procedures of the Carroll County Detention Center, all non-privileged mail may be opened, perused, and inspected for contraband. Correspondence must be written on plain white paper (either lined or unlined).

All letters or other forms of correspondence must be free of:

- Watermarks, stains, etc.
- Glue, paste, and other residues
- Ink blots, paints, crayons, and/or colored markers
- Artwork, except for single line drawings using a standard ink pen or pencil

The original content of the mail was found to have contraband, a foreign substance, or other inappropriate material(s) and has been confiscated or sent back to sender consistent with CCDC policy 4-501.

One or more of the following was present:

- Violates legal/postal regulations
- Contains escape plots or other illegal activities
- Is obscene or contains sexually explicit material
- Contains coded messages or foreign languages
- Contains the following contraband _____
- Appears to be tampered with or is suspicious in nature
- Contains stamps, envelopes and/or stationery
- Has watermarks, stains, ink blots, paint, crayons, or colored markers
- Contains artwork other than single line drawings with ink pen or pencil
- Glue, paste, stickers, labels, or other residues
- Money orders, checks, or cash
- Greeting cards, post cards, posters, or any home-made card
- Polaroid style pictures
- Encourages or promotes racism, hatred, violence, contempt or vengeance against others
- Jewelry or religious medallions
- Contains gang or any other criminal related material
- Contains any other foreign substance
- Correspondence for other inmates
- Newspaper/magazine articles, or clippings

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.

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, 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. Personal 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.

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