



How to help your loved one in detention

Fill in your loved one's info here--

Name:

Birth date:

Home country:

A-number:

Booking number/Jail ID Number:

Information Inside:

- 1. Find your loved one**
- 2. How to add money to commissary account**
- 3. How to create a telephone account**
- 4. How to visit**
 - a. Attorney visits**
 - b. Consular visits**
 - c. Clergy visits**
 - d. Spiritual support visits**
- 5. How to write letters**

1. Find your loved one

- Use the ICE Locator with the person's A number or birthdate:
<https://locator.ice.gov/odls/homePage.do>
- Call ICE Field Office Main Telephone Line: (781) 359-7500 (between 8am to 4pm)

- Call Suffolk Detention Center/Suffolk County Sheriff's Department: (617) 635-1000 - This is the best number to call for questions about visiting procedures, phone issues, commissary, etc.
- More information at the Suffolk Detention Center website:
<https://www.ice.gov/detention-facility/suffolk-county-house-corrections-south-bay>

2. How to add money to commissary account

- Send money via mail to your contact
- Drop off money order or cash or use your credit card at Suffolk
 - Money order: Accepted until 9 pm, but no money orders are accepted between 2pm and 4pm
 - Cash: Accepted up to 10 pm; there is a \$1.00 fee for using the cash machine
 - Credit card: Accepted up to 10 pm; there is a \$1.00 fee for using the cash machine (Be careful: you may be charged with a cash advance)
- Website: www.accesscorrections.com (See website for credit card transfer fees)

3. How to create a telephone account

- Create an account to receive phone calls from your loved one
 - Website: <https://securustech.net/phone-services>
 - Phone application: Securus
(Phone calls are \$14/minute)

4. How to Visit

1. Your contact will receive a "Visiting" card after a week in detention and can write three names on the card.
2. Afterwards, you and other visitors can call Suffolk at (617) 635-1000 and make sure they have received the card downstairs.

3. You should bring your current valid state ID with proof of address and Social Security Number and a self-addressed envelope and a photocopy of your ID and you fill out the application form there
 - a. You can fill out the form any time after 3 pm, seven days per week.
4. You wait seven to ten days for approval and you will receive a packet in the mail that has more information. (You can also call the Suffolk office at (617) 635-1000 to see if you have been approved.)

> Hours of Immigration visitation

Tuesday: Call to make visitation appointment for following Friday and Sunday.

Fridays: 8:15pm to 9:15pm

Sundays 5:15pm to 6:15pm and 6:30pm to 7:30pm

Visitors must arrive 45 minutes before scheduled visitation time

Visits cannot exceed one hour

> Please note:

*Up to 3 people can visit (everyone on the visiting card), and it can be a group visit, but an appointment is needed.

*Newborn to twelve year olds are allowed to visit for the Sunday visitation hour at 5:15pm with notarized permission (ask office for the form when you go fill out your application) and with a copy of children's birth certificate accompanied by one of the three approved visitors.

A. Attorney Visits

- Attorney visiting hours: 7am to 11pm, 7 days per week
- A list of pro bono (free) legal organizations should be posted in all housing units and other areas in the facility. Detained people or family members can contact an attorney or paralegal on that list if they need assistance.

Please note: Any lawyer can visit people in detention so if you have friends or acquaintances who are lawyers, they could go in and visit your loved one.

B. Consular Visits

- Consular officials may meet with their detained nationals at any time.
- It is requested that prior arrangements be made with the Supervisory Detention and Deportation Officer: (781) 359-7500.
- Consular officials need to bring appropriate credentials when they come to the facility.

C. Clergy Visits

- Clergy may visit detainees, but must make prior request and arrangement with the Chaplain's Office.
- If you would like a clergy member to visit your loved one, contact us and we can ask a volunteer clergy member to visit.

D. Spiritual support visits

Listen for an announcement for Spiritual Sharing Circle or Spiritual Support Circle. They are generally on the second floor every other Wednesday at 6pm, the third floor every other Monday at 10am, and the fourth floor every other Friday at 10am.

5. How to write letters

From:

Your name and address on the envelope

To:

Name of your loved one

(Their A-Number)

Suffolk Detention Center

20 Bradston Street

Boston, MA, 02118

Letters sent to detainees **must** include the last four digits of the detainee's A-number (File Number), plus the sender's name and address.

Detainees may send mail from the facility. Detainees may seal their outgoing letters and place them in the provided receptacle.