

Volusia County Division of Corrections

Inmate Accounts / Mail Procedures and Regulations

IMPORTANT!

All inmates and visitors entering the institution are subject to search per Florida Model Jail Standards. Items considered contraband as defined in Florida Statutes 951.23, 893.02, 210.01, and 210.25 include, but are not limited to:

1. Weapons or objects that could be used as a weapon (e.g., key ring that is a pen knife).
2. Prescription and illegal drugs, over-the-counter medication or cosmetics.
3. Tobacco products.

INMATE PROPERTY

Inmate property is retained and stored in the ID/Receiving area for safekeeping. Upon an inmate's initial intake items such as a toothbrush, toothpaste, soap, and razor will be supplied. Other accessory items such as drinks, deodorant, shampoo, and snacks must be purchased through the jail commissary. The jail is a non-smoking facility; inmates are not allowed to purchase nor have cigarettes or any tobacco products.

FUNDING INMATE TRUST ACCOUNTS

Inmates at the Volusia County Division of Corrections are able to purchase commissary and phone time which are funded through deposits into their Trust Accounts.

When an inmate is admitted to the facility, the money collected at intake is deposited into the inmate's individual Trust Account. These funds can be used to purchase commissary items or to pay for any other incurred debt (previous unpaid medical care or restitution). Family and Friends may also make deposits to inmate's Trust Accounts using several convenient methods.

The inmate's booking number and the name he or she was booked into jail under – even if it is an alias – should be on the money order of certified or government check. Inmate booking numbers can be found by going to the Volusia County's Public Inmate Web Access Information site: <http://www.volusiamug.vcgov.org/> or calling the Corrections Automated Information Call Line: 386-254-1540 if you do not know the inmate's booking number. Money Orders must come by mail or be deposited in the drop box in the lobby of each facility or the visitation center. **PLEASE NOTE THAT PERSONAL CHECKS ARE NOT ACCEPTED.** Money orders, certified checks or government checks are accepted -- no fees are charged.

OTHER FUNDING OPTIONS USING TOUCHPAY

Please note that there is a convenience fee to use this service.



MAKING TRUST DEPOSITS

Payment Types:

- **Cash** – Use TouchPay's Lobby Kiosk or Walk-In Retail
- **Credit/Debit Cards** – Use Web (portal link), IVR phone (1-866-232-1899 Toll Free),
- **No Checks or Money Orders** – If received, they will be returned to the sender.

Necessary Deposit Information:

**Volusia County Division of Corrections, Facility # 232124
Inmate Name, Inmate ID #**

Jail Lobby and Video Visitation Center Kiosk Deposits

Location: Volusia County Branch Jail Lobby / Video Visitation
1300 Red John Drive
Daytona Beach, FL 32124

Payment Types:

- Cash
- Credit/Debit Cards

Information Required: Facility # 232124, Inmate Name and Inmate ID #

Process: Follow the prompts and receive receipt when completed

Internet Deposits

Location: www.touchpayonline.com

Payment Types:

- MasterCard/Visa Credit
- Debit Cards

Information Required:

- Card Number
- Facility # 232124
- Inmate Name
- Inmate Booking #

Process: Follow the prompts and receive confirmation when complete. Receipts will be emailed if an email address is provided.

Deposits by Telephone

Location: Toll Free 1-866-232-1899

Payment Types:

- MasterCard/Visa Credit
- Debit Cards

Information Required:

- Card Number
- Facility # 232124
- Inmate Name
- Inmate Booking #

Process: Follow the prompts and receive voice confirmation number when complete

Walk-In Retail Deposits

Location: Payments initiated online (www.touchpayonline.com) or by calling a TouchPay Customer Service Representative (866) 204-1603). Complete payment at a local Retail Store (Details at <http://www.touchpayonline.com/waystopay/WalkInRetail>)

Payment Types:

- Cash

Information Required:

- Facility # 232124
- Inmate Name
- Inmate Booking #

Process: Follow the prompts and receive order confirmation. Take the confirmation to a conveniently located Walk-In Retail store, make cash payment and take receipt.

Billing and Checking account statements will show Inmate Payment as payee.

All deposits made to an inmate account will first satisfy 50% of any outstanding debt in the inmate's trust fund before the money will be available for other expenses.

Questions? Contact TouchPay, Inmate Payment Provider, 24/7 at (866) 204-1603 or please visit our website at <http://www.touchpayonline.com/about/contact>

MAIL REGULATIONS

General Information

- 1.) All mail shall be addressed to a specific inmate under the name in which he/she is incarcerated and with the matching booking number.
 - a) Bulk mail to "Occupant," generically addressed mail to "Inmate," and similar generic descriptions shall be refused and returned to sender.
- 2.) Mail must include the return address of the sender, otherwise it shall be returned to the Post Office.
- 3.) Mail must arrive through regular recognized delivery channels (U.S. Post office, FedEx, UPS). Hand delivered mail shall be refused.
- 4.) Mail received for inmates who are no longer in custody of the Volusia County Division of corrections shall be returned unopened to sender.
- 5.) Mail is screened and delivered on the day that it is received. Mail delivery occurs Monday through Friday, not weekends or holidays.

Letters cannot contain more than six (6) photos and photo size may not exceed 4"x 6". Multiple photos printed on one page counts towards the total number of 6 photos permitted. The subject of the photos shall not contain nude or sexually explicit pictures. Vulgar or obscene mail will be returned to sender. Mail with biohazards (perfume, lipstick, paint, etc.) will be returned or destroyed.

Important!

All incoming mail will be inspected, except privileged mail from attorneys or public officials. Privileged mail must come directly from an attorney, court, or government entity. Mail that appears to be defaced, altered, or contains contraband under Florida Statute 951.23, such as tobacco or drugs, will be turned over to the appropriate law enforcement authority.

If mail contains unauthorized items, a **Mail Violation Notice** will be issued on any opened or unopened mail that is returned to sender. The Division of Corrections is not responsible for editing the content of the mail – rather, the entire correspondence will be rejected (e.g., letter and all enclosures). Mail containing non-approved items will be returned to the sender in its entirety (e.g., letter and all enclosures).

Administrative Review – A sender who has received a Mail Violation Notice may obtain an independent review of the rejection of correspondence by email or by mailing a written request. Please send review request by mail to the attention of the Administrative Services Manager, 1300 Red John Drive, Daytona Beach, Florida, 32124. An email request is submitted to the VCDmailroom@volusia.org

A request for an administrative review must be in writing and be received within 14 days of the receipt of the Mail Violation Notice, and should specify the reason(s) the rejection should not be sustained. The denied item should be described in as much detail as possible so that an appeal can be adequately assessed. For electronic appeals of a Mail Violation Notice, a scanned picture of the denied item in question is helpful. The

Division reserves the right to examine the actual item in question in order to determine whether to grant approval or not for delivery to an inmate.

If no review is requested, the sender may correct or remove the portion of the mail that violates the rules and send the non-violating mail back to the offender.

Authorized Mail Summarized

GREETING OR SPECIAL OCCASION CARDS

Must be smaller than 12 inches by 12 inches

LETTERS

Must be hand written or typed

PHOTOS

Must be 4 inches by 6 inches or smaller – 6 pictures or less –

MONEY ORDERS

Must be made payable to inmate with booking number

DO NOT SEND cash, personal or payroll checks, or anything food. Only money orders or a cashier's check are accepted. Nothing plastic, metal, glue, wire, cloth, or batteries are permitted. No Polaroid (instant) photos allowed.

Mailing Address:

Volusia County Corrections

(Inmate's name and booking number)

1354 Indian Lake Road

Daytona Beach, FL 32120-2865

BOOKS, MAGAZINES, AND OTHER PUBLICATIONS

Items are accepted only when mailed directly from the book store, publisher, book club, or other reputable distributor (e.g., Amazon) on a prepaid basis (limit three – only paperback books). These restrictions apply to all religious materials, including Bibles.

PACKAGES

Packages mailed or delivered by family members, friends, or others will not be accepted. Items that are not allowed in the jail include, but are not limited, to the following:

- No photos larger than 4 inches by 6 inches
- No more than 6 photos
- No nude, pornographic, or sexually explicit photos or materials
- No photos or materials depicting violence, racism, gangs, or weapons
- No stamps, stamped or unstamped envelopes, stationary (blank paper)
- No musical greeting cards
- No phone cards
- No plastic or wrapped mail
- No stickers
- No biohazards (perfume, lipstick, paint, etc.)
- No inserts allowed (examples: newspaper articles, prayer cards, poem cards, joke pages, song lyrics, calendars, etc.)
- No restricted correspondence, such as inmate-to-inmate correspondence without prior approval, or restricted correspondence by court order.
- No defaced or altered correspondence or mail with watermarks or stains.