

ANNOUNCEMENT FOR ATTORNEYS
(Changes Made Effective April 21, 2020)

The Department of Correction (DOC) is taking the following measures to ensure attorney/client communication with inmates in DOC custody during the pandemic. **These measures are for contacting inmates housed in DOC facilities only; attorneys contacting inmates housed in jails and houses of correction must contact that facility or the respective Sheriff's Office.**

The first measure is to establish a standard and centralized process so attorneys can change their telephone numbers on the PIN list of inmates in DOC custody during the pandemic. Attorneys requesting to change their telephone numbers must call DOC's Office of Investigative Services (OIS) at **508-958-3668**, which will be staffed on Mondays through Fridays from 8:00 a.m. to 3:00 p.m. Attorneys should provide their old telephone number, the new telephone number, and the name(s), DOC commitment number(s), and current housing facility (facilities) of their clients. The contact person in OIS for this process is Officer Thomas Perry. OIS staff will make the requested changes and notify the facility, who will then notify the inmate.

If, after completing this process, there are any difficulties with the change in number, attorneys should contact Assistant Deputy Commissioner Pat DePalo at:
Patrick.Depalo@MassMail.State.MA.US.

Attorneys are strongly encouraged to use this process, as contacting the housing facility directly will likely result in a delay in getting the telephone number changed.

The second measure is designed to ensure that attorneys can contact their clients housed in DOC facilities to arrange for a call with their new or existing client within 24 hours, and during a specified time window (9 a.m. to 11 a.m.; 1 p.m. to 4 p.m.; 7 p.m. to 9 p.m.). Attorneys are strongly encouraged to use the following process:

- 1) The attorney will call the facility (Point of Contact and number are provided below for each facility) Monday through Friday from 9:00 a.m. to 5:00 p.m. After 5:00 p.m. on weekdays and weekends, attorneys will call the same line and ask for the Shift Commander. Attorneys should provide the time window which they are available to receive the return call (9 a.m. to 11 a.m.; 1 p.m. to 4 p.m.; or 7 p.m. to 9 p.m.).
- 2) The inmate will be given the message they need to call their attorney within a 24 hour period, and during the specified time window.
- 3) The inmate will be allowed access to the unit phone to call.
- 4) Any updates or changes to the attorney's numbers will be addressed by OIS using the procedure above, so the most accurate number will be in the Inmate Calling System for the attorney to receive the call.

For federal detainees held at MCI-Cedar Junction, the following process is to be used:

- 1) Vanessa Rideout is assigned to the Federal Unit as the Correctional Program Officer.
- 2) Attorneys for federal detainees can contact CPO Rideout from 8:30am - 3:00 PM Monday through Friday by telephone at 508-660-3000 ext. 106, or by email at Vanessa.Rideout@doc.state.ma.us.
- 3) CPO Rideout will coordinate with the attorney the date and time for the telephone call to be placed to the attorney from the detainee at MCI-Cedar Junction.

Facility	Point of Contact #	Off Hours Number (Ask for Shift Commander)
Boston Pre-Release	617-822-5000 x 6125	617-822-5000 x 6135/6100
Lemuel Shattuck Hospital	508-889-2742	617-971-3384
MCI-Cedar Junction	508-660-8000 x 111	508-660-8000 x 201
MCI-Norfolk	508-660-5900 x 424	508-660-5900 x 477
Pondville Corr. Ctr.	508-660-3924 x 303	508-660-3924 x 311
Old Colony Corr. Ctr.	508-279-6836	508-279-6836
Mass. Treatment Ctr.	508-279-8150	508-279-8301
MCI-Concord	978-405-6100 x 418	978-405-6100
MCI-Shirley	978-425-4341 x 4122	978-425-4341
MCI-Framingham	508-532-5100 x 322	508-532-5100 x 396
NCCI-Gardner	978-630-6000 x 100	978-630-6000
North Eastern Corr. Ctr.	978-371-7941 x 1209	978-371-7941
South Middlesex Corr.Ctr.	508-875-2887 x 4100	508-875-2887 x 4100
Souza Baranowski Corr.Ctr.	978-514-6500 x 6103	978-514-6500