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## Information for Inmate Families and Friends

### Resource Page

### Inmate Identification Number

The inmate locator may be used to determine the inmate ID number.

### Facility Visitation Rules

Current rules for visitation that apply to all Correctional Facilities in Vermont.

### Inmates Housed Out of State

Information and FAQ for families of Inmates housed out-of-state

### Information on JPay

JPay is a private company that partners with state, county and federal correctional facilities across the country to provide safe, reliable and convenient services for family and friends of inmates and payment solutions for offenders, parolees and probationers.

### Sample Deposit Coupon

Sample deposit coupon, money order and return envelope. Example of properly filled out forms.

### Blank Deposit Coupon

JPAY Communication  
Rules

JPAY Overview 1

JPAY Overview 2

FAQ'S FOR THE OOS  
POPULATION ON JPAY  
TABLET

Community Involvement

Volunteer Programs

Community Justice

Prison Rape Elimination  
ACT (PREA)

Vermont Correctional  
Academy

News and Events

Blank coupon and instructions for depositing funds into an inmate account.

## Inmate Phones

New Call Rates see table below

Debit Phone accounts visit [www.vermontpackage.com](http://www.vermontpackage.com) to deposit money.

Prepaid Phone accounts visit <https://www.offenderconnect.com/portal> or call 1-800-483-8314 to set up an account, check your balance, and make a payment.

If that link is not working try <http://www.accesscorrections.com/>

For online help visit <https://www.offenderconnect.com/help/help.jsp>

<b>New Phone Rates - effective 03/17/2016</b>					
<b>Inmate phone rates</b>	<b>Per Minute</b>	<b>Cost (5 minute call)</b>	<b>Cost (10 minute call)</b>	<b>Cost (15 minute call)</b>	<b>Cost (20 minute call)</b>
local flat rate (\$0.01 commission)	\$0.059	\$0.30	\$0.59	\$0.89	\$1.18
interstate/intrastate flat rate (\$0.01 commission)	\$0.1175	\$0.59	\$1.18	\$1.76	\$2.35

## Inmate Commissary Services

**Notice:** As of July 7th commissary orders for all Vermont facilities have to be placed by 11 p.m. Thursday to be packed and delivered the following Wednesday.

Visit <http://www.accesscorrections.com/> to place:

- Use the chat now feature at the bottom of the webpage to go to LiveChat help.

### Quick Link to...

[Policies and Directives](#)

[Correctional Facilities](#)

[Probation and Parole  
Offices](#)

[Careers in Corrections](#)

[Vermont Correctional  
Academy](#)

More Quick Link to.....



Get Microsoft  
Office Viewers

If you are unable to process an order at <http://www.accesscorrections.com/> please call 1-800-546-6283 or 1-866-345-1884 to place your order or to ask a question.

## Web Ordering Help Desk

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Email: [customersevice@securepak.net](mailto:customersevice@securepak.net) or call 1-800-546-6283 or 1-866-345-1884.

## Inmate Phone Service Help Desk

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Please call 877-650-4249 or visit, <https://www.offenderconnect.com/help/help.jsp>

## The Health Services Handbook

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A Handbook for Families and Friends of Inmates

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A Vermont Government Website

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