

## **Resident Communications**

Staying connected with residents is essential for their emotional well-being and can positively impact their reintegration into society. Aroostook County Jail provides several communication options that enable residents to keep in touch with family, friends, and legal representatives. This section outlines the available methods for resident communication, including phone services, prepaid accounts, and the rules governing communication within the facility.

### **Resident Call System**

Aroostook County Jail offers a structured resident call system that allows residents to make outgoing calls only. Residents are not permitted to receive incoming calls, ensuring that all communications are controlled and monitored. There are several ways for residents to make phone calls, depending on the recipient's preferences and financial arrangements:

#### **Collect Calls**

Residents can make collect calls to landlines or mobile phones that accept them. This method charges the recipient for the call, which can be a more expensive option. The recipient must have a service provider that accepts collect calls; otherwise, the call will not go through.

#### **Prepaid Phone Accounts**

Family members and friends can set up a prepaid phone account through the jail's designated phone service provider, [Securus Technologies](#). Prepaid accounts allow residents to make calls without the recipient being charged, making it a convenient option for regular communication. Funds deposited into the account are used to pay for each call, with rates typically lower than those for collect calls. To set up a Securus phone account, call 1-800-844-6591

#### **Jail Phone Number and Guidelines for Use**

To inquire about call-related issues, you can contact the Aroostook County Jail at (207) 532-7317. Calls made from the jail are monitored and recorded for security purposes, except for legally privileged calls with attorneys. Residents are generally allowed to make calls during the day, between 6:00 AM and 10:00 PM

#### **Tablets and Messaging**

Some jails provide access to tablet-based services for messaging and video communication. To check if this option is available at Aroostook County Jail, visit [Securus Technologies](#) or call the jail directly for more information. This system offers an alternative

to traditional phone calls, allowing for more frequent communication at potentially lower costs.

## **Resident Mail**

Exchanging mail remains one of the most effective ways to help residents maintain connections with their loved ones and communities during incarceration. Sending letters provides emotional support and can positively affect an resident's morale and mental health. Aroostook County Jail allows residents to receive mail regularly, but certain guidelines must be followed to ensure the safe and proper delivery of correspondence.

### **Sending Mail to an Resident**

To send a letter to an resident at Aroostook County Jail, follow these steps to ensure that your mail reaches its destination without any issues:

#### **Correct Address Format**

When addressing the envelope, use the following format:

Resident's Full Name Aroostook County Jail 15 Broadway Houlton, ME 04730

Make sure that the resident's full name is clearly written, as this will help the jail staff identify the recipient. It's equally important to include your full name and return address on the envelope to ensure that the mail can be returned to you if there are any issues or violations.

#### **Use of U.S. Postal Service**

All resident mail should be sent through the U.S. Postal Service. This ensures that the mail is properly processed and delivered through official channels. The jail does not accept mail sent through private couriers or dropped off in person.

#### **Guidelines for Sending Mail to Residents**

To maintain security within the facility and ensure that correspondence is appropriate, Aroostook County Jail has established strict guidelines for resident mail. These rules must be followed, or your mail may be rejected or returned.

#### **Content Restrictions**

Mail should not contain any inappropriate, explicit, or offensive content. This includes photographs or written content that may be deemed unsuitable by the jail's security team. Materials that are sexually explicit or promote illegal activities will result in the mail being returned or rejected.

## Prohibited Items

Certain items are strictly prohibited from being sent to residents. These include:

- **Weapons, drugs, or any form of intoxicants:** Any attempt to send prohibited items can result in legal consequences and may harm the resident's chances of privileges.
- **Polaroid Photos:** Due to their structure, Polaroid photos are not allowed. Instead, you can send regular printed photos, but the content of these must adhere to the jail's standards.
- **Stamps and Envelopes:** Residents are not allowed to receive stamps, envelopes, or other mailing supplies in the mail, as these items are often considered contraband.
- **Soft cover books:** Must be sent directly from the publisher.

## Financial Correspondence

Do not send cash, personal checks, money orders, or cashier's checks in the mail. These forms of payment will not be accepted. To place money on a residents account, you may do so at the Keefe Kiosk located in the jail lobby at 15 Broadway St, Houlton; OR; alternatively, you may go to [www.accesscorrections.com](http://www.accesscorrections.com) to place money on a residents account. Residents may use funds on their accounts to purchase extra food & hygiene items weekly. Please note, all residents are provided with 3 daily meals and all necessary hygiene items. Those items on commissary are considered "extras."

## Inspection of Mail

It's important to note that all incoming mail is subject to inspection. The jail staff reviews letters and packages for contraband and prohibited content. Legal mail is the only type of correspondence that is not inspected, but it must be clearly marked as legal communication and come from a verified legal professional.