

Before you call, visit, or send money

A quick plan for your next step. Confirm each item with the facility.

Facility: _____ Date checked: _____

1 FIND THE RIGHT PLACE

☐ **Confirm the full facility name and location.**

Initials can refer to more than one facility. Check the city and state.

☐ **Save the official website, address, and main phone number.**

Ask staff which office can answer your question before sharing details.

2 CHECK WHAT YOU NEED FOR YOUR NEXT STEP

☐ **Visiting: ask about approval, booking, ID, and visiting hours.**

Confirm dress rules, allowed items, parking, and accessibility before travel.

☐ **Calls or video: confirm the approved provider and setup steps.**

Ask about account requirements, fees, schedules, and any restrictions.

☐ **Money or commissary: confirm the approved payment method.**

Check the recipient details, limits, fees, and timing before you pay.

☐ **Mail: confirm the exact mailing address and permitted items.**

Ask about required recipient details, screening, and any special rules.

3 KEEP THE ANSWER AND YOUR NEXT ACTION TOGETHER

Who I spoke with / official page checked:

My next step:

What I still need to confirm:

Before sending money

Use the payment route confirmed by the facility's official website or staff.

Keep private details on your own copy. Do not send this checklist to InmateLink.