



400-GU003 (R. 10/2024)

Attorney Communication with Individuals Incarcerated at DOC

This document provides a summary of the various rules and procedures established by the Washington State Department of Corrections that impact attorney communication with individuals incarcerated in DOC prisons. For additional information, please see our webpage at:

<https://www.doc.wa.gov/corrections/justice/external-hearings.htm>

Telephonic Communication

Scheduling Calls:

The Washington State Department of Corrections understands the challenges we have all faced as criminal justice partners with the recent variety of resentencing actions, as well as the many other legal matters which require attendance by incarcerated individuals.

DOC has updated current policy to offer attorneys the ability to relay messages through the Legal Liaison Office (LLO) through the email boxes noted in this document. When submitting a written request, please include the date, time and number for the LLO to relay via institution kiosk to the incarcerated individual. Please note that DOC will not relay other messages, only information for when the incarcerated individual is to call their counsel. These are not special callouts, and the calls are limited to 20 minutes before they disconnect requiring the individual to call in again if the meeting runs longer. Please review the section on ensuring confidential attorney-client non-recorded calls in the "To Be Confidential" section below.

The additional ways for attorneys to schedule phone meetings is by sending written notice via JPay email or US Mail. Because of time requirements for processing written communication, attorneys should send notice to the incarcerated individual more than one week prior to the scheduled phone call.

To schedule a phone call with an incarcerated individual, **DOC recommends the following two options:**

1. Contact with the incarcerated individual via JPay email. This communication will not be confidential. It may take up to seven business days before the incarcerated individual will see this message. See [Email Communication](#) for more details.
2. Send information about the day and time for a phone call by U.S. Mail. Mail will be delivered to an incarcerated individual within two business days of

receipt by the facility. See [Postal Mail](#) for more details.

3. There is no avenue in which an attorney can call an incarcerated individual. Individuals can make outgoing calls only.

To Be Confidential: In general, calls made by incarcerated individuals are not confidential. However, calls made to the phone numbers of registered attorneys and mitigation specialists working for attorneys will not be intercepted, recorded or monitored.

For a phone number to be recognized as a confidential legal number an attorney must register their phone number by sending an email to docattorneyrequests@doc1.wa.gov. The registered phone number must match the attorney's phone number in the [WSBA Legal Directory](#). Attorneys do not need to register their number for each incarcerated client. One-time registration is sufficient for all callers from DOC prisons. All calls made to that attorney's number, whether from a private legal booth or day room phone, will not be recorded.

Contracted mitigation specialists must request their office phone number to be registered as confidential through the attorney's office they are contracted with. The attorney will request the phone number to be registered as confidential and provide DOC with the court order showing the appointed mitigation specialist, court cause number, mitigation specialist phone number, and expected end date of the contract by sending an email to docattorneyrequests@doc1.wa.gov.

Mitigation specialists who work for Public Defense (separate from contracted mitigation specialists) must request the office phone number to be registered as confidential through the attorney's office by sending an email to docattorneyrequests@doc1.wa.gov.

If the incarcerated individual calls the attorney or mitigation specialist at a different number, the call will be recorded. If the phone number changes, the professional must register the new number with DOC, and it must match the attorney's profile in the WSBA Legal Directory.

All communication through the confidential phone line must be professional and any abuse or misuse will be subject to the inability to use the confidential phone line.

Duration: All calls are limited to **20 minutes**, even legal calls. After 20 minutes the call will automatically disconnect. If additional time is needed, the individual may have the option to call again if circumstances allow.

Payment for Calls: Calls to attorneys are not free of charge, with the exception of calls to contract and defense attorneys. Payment for the cost of other calls is covered by any of the following:

1. The incarcerated individual uses their own funds to place the call.
2. The attorney or law office has a [Securus](#) account associated with their number, and will be billed for collect calls from clients.

3. The attorney or law office provides funds to an incarcerated individual's phone account – see more details below.

Prepaid Calls to You: Attorneys may deposit funds into an incarcerated individual's phone account to cover the calling cost. The attorney may specifically designate their phone number for use of these funds. Calls are \$0.05 per minute plus taxes, and other transaction fees apply when depositing funds. [See rates here.](#)

Interpreted Calls: The DOC does not provide interpreters for telephonic communication between limited English proficient incarcerated individuals and attorneys.

Incarcerated individuals who have been screened and confirmed as Deaf have access to video relay services (VRS). They can place telephone calls to their attorneys through a video interpreter.

For More Details: [DOC Policy 590.200 Telephone Use by Incarcerated Individuals](#)
<https://doc.wa.gov/corrections/incarceration/visiting/phone.htm#phone-call>

Email Communication

Not Confidential: Incarcerated individuals have access to email through the JPay system. JPay emails sent to and from attorneys are **never confidential** and are **not treated as legal mail**.

How it Works: Attorneys create their own JPay account. <https://www.jpays.com/> Once registered they can access the list of email accounts for any incarcerated individual. Purchase a packet of stamps (e.g. six stamps for \$2.00). Use one stamp to send an email. Attorneys may also send a reply stamp for the incarcerated individual to reply. Pictures may also be sent as attachments, and each separate picture costs one stamp. Other formats such as PDF or Word cannot be sent as attachments. Attorneys can access their online JPay account to view response messages.

Delivery Timeline: JPay emails are not immediately available to incarcerated individuals. The message will be distributed **within seven business days**. (Postal mail may reach incarcerated individuals faster than email messages.)

Messages from incarcerated individuals to attorneys may also take up to seven days to transmit.

For More Details: <https://doc.wa.gov/corrections/incarceration/jpay.htm#email>

Postal Mail

To Be Confidential: General mail sent to incarcerated individuals is opened and reviewed. Legal mail is confidential. However, **not all mail sent from law offices qualify as legal mail**. Mail qualifies as legal mail if it meets the following requirements:

- The front of the envelope is clearly marked *Legal Mail –or- Attorney/Client – or- Confidential*.
- The return address on the front of the envelope must be clearly labeled

with the attorney's name and title.

- If the envelope does not comply with these requirements, it will be processed as general mail and will be opened by mailroom staff, regardless of the contents.
- Legal mail may only contain paper documents that are legal in nature and comply with [DOC Policy 590.500](#). CDs and DVDs may not be sent as legal mail.
- Legal mail can only be in paper format. Email messages sent through JPay do not qualify as legal mail.

Delivery Timeline: First class mail is delivered to incarcerated individuals within two business days after delivery to the facility.

Response Mail: **Incarcerated individuals must pay to send out legal mail.** However, attorneys may enclose a pre-addressed, pre-paid envelope for return responses. The envelope may be either metered or stamped.

For More Details: [DOC Policy 450.100 Mail for Individuals in Prison](#)

In-Person Visits

Attorneys may also schedule in-person professional visits with incarcerated individuals. Attorneys need not be an incarcerated individual's approved visitor list.

Requesting a Visit: Contact the facility legal liaison to schedule an attorney visit. Requests must be made at least two weeks in advance, and the following information must be provided:

- Full name;
- Date of birth;
- Last 4 digits of Social Security number;
- Purpose of visit;
- Incarcerated individual's name and DOC number;
- Desired duration of visit; and
- Other information requested by the Superintendent or Community Corrections Supervisor.
- WSBA credentials

When Visiting: Provide current, valid credentials. Visiting attorneys cannot provide incarcerated individuals with documents during legal visits without prior approval from the Superintendent.

Interpreters: DOC does not provide interpreters for attorney/client visits. Attorneys must arrange for their own interpreters. Interpreters must receive security clearance from the facility prior to visit.

For More Details: [DOC Policy 590.500 Legal Access for Incarcerated Individuals](#)

[DOC Policy 150.150 Visits and Tours of Department Facilities and Offices](#)

DOC Headquarters Legal Access Contacts

Tracy Schneider	(360) 890-0574	tlschneider@doc1.wa.gov
Janet Nelson	(509) 720-4218	janelson2@doc1.wa.gov

Legal Liaison Offices by Facility

Facility	Email
Airway Heights Correction Center.....	docahcclo@doc.wa.gov
Cedar Creek Correction Center	doccccclo@doc.wa.gov
Clallam Bay Corrections Center.....	doccbcclo@doc.wa.gov
Coyote Ridge Corrections Center	doccrcclo@doc.wa.gov
Larch Corrections Center	doclcclo@doc.wa.gov
Mission Creek Corrections Center for Women.....	docmccwlo@doc.wa.gov
Monroe Correctional Complex.....	docmcclo@doc.wa.gov
Olympic Corrections Center	dococcllo@doc.wa.gov
Stafford Creek Corrections Center	docsccllo@doc.wa.gov
Washington Corrections Center	docwcclo@doc.wa.gov
Washington Corrections Center for Women	docwccwlo@doc.wa.gov
Washington State Penitentiary	docwsplo@doc.wa.gov

