# Clay County Sheriff’s Office

Jail and Inmate Frequently Asked Questions

1. **Can I mail a care package to the inmate?**

Inmates cannot receive packages. MyCarePack can be used to send inmates snack packages.  Family & friends can visit [www.MyCarePack.com](http://www.mycarepack.com/).  There they can pick from a variety of snack packages to order and send via our commissary provider.

# **How can I send mail to an inmate?**

Clay County Detention Facility

Attn: Inmate’s Name and Booking Number

P.O. Box 958

Green Cove Springs, FL. 32043

To ensure the correct inmate receives the mail, include the inmate’s

booking number on the front of the envelope. Any photographs containing nudity will not be issued to the inmate. No Polaroid photos will be accepted. No perfumed mail will be accepted. Photos larger than 4” x 6” will not be accepted. Any mail having glitter, stickers or contains any other form of contraband, to include stamps, envelopes or blank paper, will be returned to sender. Inmates are allowed to send mail out and are provided with pen, paper and envelopes if indigent. Mail is collected daily and distributed Monday through Friday with the exception of holidays.

# **How can I give money to an inmate?**

Money orders and cashier’s checks are the only forms of checks that will be accepted by mail. **Do not send cash!** Make money orders and cashier’s checks payable to the inmate’s name and booking number. Money orders and cashier’s checks for $50.00 or more will have a hold placed on them for 7 – 10 days. Cash and credit card deposits may be made in the Jail Lobby area by utilizing the Cobra Cashier kiosk. Deposits can also be made to an inmate’s account through Smart Deposit’s website or over the phone.

Web Deposits- [www.smartdeposit.com](http://www.smartdeposit.com/) Phone Deposits- (866)-394-0490

Please ensure to list the inmate’s name and your return address on any correspondence, the money order or cashier’s check and on the envelope in which you mailed it. This will allow funds to be returned if the inmate you sent money to has left the facility. Access Corrections also provides a free mobile app to send money and is available through the App Store or Google Play.  Also, accesscorrections.com website or toll free 1-866-345-1884 can be used to send money to an inmate currently in jail.  In addition, if you want to use cash to send money to a current inmate you can use Cash Pay Today.  To use Cash Pay Today you must register at cashpaytoday.com, get a barcode, and make a cash deposit at the following retailers:  Dollar General, Family Dollar, CVS Pharmacy, 7 Eleven, and Speedway.  Tell the cashier you would like to make a payment and the cashier scans their barcode.

# **How can I bond someone out of jail?**

The method of bonding someone out of jail is dependent upon the type of charges he or she was arrested on. A bond must be paid in full and may be posted as a Cash Bond or Surety Bond (which requires a bonding agent). If the charge is a Civil Offense such as Child Support only a Cash Purge may be posted, and it requires the amount of the bond to be paid in full. Payment can be in the form of cash or if paid by a cashier’s check or money order it must be made out to the Clay County Sheriff’s Office with the inmate’s name and booking number for reference.The Clay County Jail will not accept cash through the Lobby Receptionist window. All cash must utilize the Kiosk in the lobby for bonding with exact cash amount. This does not apply to money orders or cashier’s check. This Kiosk does charge a 7% fee to process the bond that must be paid at the time of bonding.

Child Support payments must be paid at the Clerk’s Office during working hours or at the jail when the Courthouse is closed. A cash surety bond may be posted to bond the individual out of jail. When utilizing a Surety Bond you must contact a Bonding Agent. When you fulfilled your obligation with the Bail Agent they will present the necessary paperwork to the facility to initiate the release of the inmate. As a correctional facility we cannot recommend any bonding agency.

**5.) How to pay a debt for jail fees owed**?

PayMyJailer is a site used fourteen (14) days after inmate is released from our jail to pay monies owed. The inmate’s account information is not posted in PayMyJailer until after this 14 day period.  If you want to pay monies owed before the 14 days to avoid a $30.00 collection fee, you may mail a money order or bank cashier’s check payable to the Clay County Sheriff’s Office at P.O. Box 958, Green Cove Springs, FL  32043 and reference the inmate ID number on the money order or bank cashier’s check.

# **6.) Can inmates receive telephone calls?**

Incoming calls or messages to the inmate will not be accepted. However, inmates have access to telephones during the day and can only make collect calls out of the facility. In the event of a serious medical emergency or death within the inmate’s family the chaplain may be notified at 904.213.5924 or the on duty Supervisor at 904.213.5922.

# **7.) How and when can I visit an inmate?**

All visitation is facilitated by video through a third party vendor. You may visit an inmate from your home computer or smart device by going to [www.videovisitanywhere.com](http://www.videovisitanywhere.com) and scheduling the visit. You will be required to register and create an account.

You may also visit at our visitation facility located at 815 Palmetto Avenue, Green Cove Springs, FL 32043. Our visitation facility is open Monday through Friday from 9am-5pm. It is closed on weekends and holidays; however, you may visit from your home computer or smart device seven days a week during the hours of 8am to 10pm. You may schedule your visit at our facility or by calling (904) 652-8783.

# **8.) How long does the release process take?**

All releases have various factors which may impede the process. For example, if an inmate has been to court and has been released by a judge, the process cannot start until the paperwork authorizing the release is received from the courts by the booking room at the facility. Once the paperwork is received the release process will be completed as quickly as possible. Court paperwork for both regular courts and First Appearance is received at the same time and not in the order which a defendant was seen by a judge. It is important to remember that the inmates will not be returned to the jail until all the inmates have been seen by the judge. This process may take up to several hours after they have seen the judge. Please be patient.

If a Cash Bond, Surety Bond, or Cash Purge has been posted for release of an inmate, the process will be expedited as quickly as possible. Anyone being released from custody due to End of Sentence (EOS) will start exiting the facility after 8am. In the event a release is prolonged due to extenuating circumstances, every effort will be made to expedite the process.

# **9.) Can I bring in clothing and hygiene items for the inmate?**

Inmates are provided clothing for the duration of their incarceration. Upon classification, a packet consisting of a comb, soap ,toothbrush, and toothpaste is provided to the inmate.

Additionally, feminine hygiene items will be available for purchase from the Commissary with the exception of sanitary napkins. Sanitary napkins are provided by the facility. In the event an inmate is indigent, hygiene products and writing materials will be provided. Clothing for

court appearances can be delivered for jury trials only. Arrangements to have clothing dropped off can be made by contacting the Property Room clerk at 904.213.5926.

# **10.) What if an inmate needs a dentist or doctor?**

Medical staff is available to provide medical care. Dental care which is medically necessary will be provided. Inmates will be assessed a fee according to the fee schedule. Inmates must fill out a sick call request form to be seen by the medical staff. Sick calls are conducted daily and

referrals to the doctor are made on an “as needed” basis. Fees are assessed for medical services according to the fee schedule. The fee schedule is provided in the Clay County Jail Inmate Handbook.

# **11.) I’ve been sentenced to “do time” on weekends. What do I do?**

Weekender sentences are handled the same as any other sentenced inmate to the Clay County Detention Facility. The proper paperwork must be received by booking from the courts and the length of sentence defined. The weekender will arrive per the court order and be released per the court order. Anyone who arrives under the influence of any kind will be violated and remanded to the jail facing contempt charges and brought before a judge.

# **12 .)Can I bring or send religious and/or reading materials to the inmate?**

Religious or spiritual material will not be accepted for individual inmates. A supply of donated religious material is available in the facility and will be provided to any inmate who makes a request to the Chaplain’s office. The Jail Programs Coordinator distributes reading material weekly to the inmates and accepts donations to the jail library. No hardbound books of any kind will be accepted.