

Friend and Family – Best Practices:

1. Please make sure the writing on the front of the envelope is legible and includes the following. Failure to properly address the envelope as shown below may result in your mail being returned or delayed:

- a. Incarcerated individuals FULL first and last name
- b. Jail or DOC Incarcerated Individual ID
- c. Friend & Family members complete Return address (do not put the DMC center P.O. Box as return address)

2. Anything that cannot be scanned will be returned to sender. This includes but is not limited to paper that exceeds 8.5x 14 inches and all non-paper items and items smaller than 4" x 6".

- a. Items smaller than 4" x 6" will need to be scanned and printed on a 8.5" x 11" piece of paper

3. Items that can't be scanned:

- a. Any and all legal mail, including all mail items with an attorney or law firm address
- b. Privileged mail items containing medical and/or financial mail items
- c. Newspaper and magazine clippings i. Items may be scanned and printed on a 8.5" x 11" piece of paper to be accepted
- d. Post-it notes or any items attached using tape or adhesives
- e. Items that have been bound by staples, adhesives, paperclips, or any binding agent
- f. Greeting cards with die cuts or pop out design.
- g. Sparkles or glitter

4. All packages and certified mail will be returned to sender.

5. Any person sending any personal mail that wishes to have it returned to them must include a self-addressed and stamped envelope included with their original mail document.

6. When creating a letter, try to avoid using the following writing instruments:

- a. Felt tip pen
- b. Marker
- c. Sharpie™
- d. Wax or oil-based mediums (E.g., crayons, art supplies)

e. Please note that drawings/artwork that may be scanned, however, is not recommended for use for writing.

f. These items utilize a lot of ink, and often bleed through the paper, which makes reading the letter very difficult when viewed digitally.

7. If the above items are unable to be avoided when writing a letter, it is recommended that the sender write on only one side of each sheet of paper. This will make interpreting the letter much easier for the incarcerated individual when it is scanned into the system.

8. Try to avoid drawing or coloring on the back of any sheet of paper where writing or text is presented. Sometimes the coloring and lines of the drawing can bleed through and make text hard to read when scanned.

9. If you need to mail a newspaper article, please make a scanned copy, and provide that copy within the mailed correspondence.

10. If you are using notebook paper that has been pulled from a spiral bound notebook, please ensure that the torn fringe or "chads" are trimmed prior to mailing. Not trimming could place the paper at risk for being jammed or torn in the scanning process.

Items Mailed Directly to the Facility:

A. Legal Mail - Any and all legal mail, including all mail items with an attorney or law firm address.

B. Publications - Directly sent in from a publisher, distributor, or authorized retailer (as described in the agency Handbook and facility procedure)

a. Magazine and Newspaper subscriptions

C. Money Orders - All Money Orders are sent to **2 E South Street, Danville, IL 61832**.

Fill the Money Order out completely, paid to the detainee, not the Jail or Sheriff's Department.

Nothing else is to be in the envelope, or it will be returned.