



**Silverdale Detention Center**  
**Chattanooga, Tennessee**

**Inmate Mail Information**

All mail **MUST** have a return name and address on the envelope.

The mailing address:

Inmate Name, with ID# and Dorm  
P.O.BOX 23148  
Chattanooga, TN 37422

As a reminder please do not send any checks or money orders via this address. See below for money transfer instructions. As of November 1, 2012, our money order process now goes to a lockbox in Atlanta and the funds are received via lockbox and are not received here at the facility any longer.

**Procedures for Sending Money**

Please do not send anything other than the funds for the inmate all other items will be discarded and will not be returned to you. This is strictly an inmate fund account. You must have your first and last name on the envelope as well as a return address.

First & Last Name  
Return Address

CoreCivic Inmate Trust  
**Inmate First & Last Name, Inmate Commissary Number** \_\_\_\_\_  
Facility: **Silverdale**  
P. O. Box 16545  
Atlanta, GA 30321-0545

If you have any questions concerning this process, please discuss this with our Business Office at 423-892-0921 ext. 3989 or 3910.

**Online Payments:**

24/7 at [www.westernunion.com/corrections](http://www.westernunion.com/corrections)

Credit or debit card accepted \*

As low as \$4.95

**Telephone Payments:**

24/7 by calling 1-800-634-3422

Credit or debit card accepted \*

As low as \$6.95

**Walk-in Cash Payments:**

Call 1-800-325-6000 or visit [westernunion.com](http://westernunion.com) for a participating Agent location

The Blue Western Union Quick Collect form must be filled out

A receipt will be provided to confirm transaction

As low as \$6.95

Please tell friends and family to provide this information to transfer money at any participating Agent location, by phone or online.

Pay to: Corrections Corp of America

Code City/State: TN Code City: Trustcca

Senders' account #: COMMISSARY # and inmate's Last Name (for example: 123456Smith)

Attention: Leave this blank

\*If you use a credit card you may be charged an additional cash advance fee by your credit card issuer for this service.

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**Pagos en Línea:**

24/7 en [www.westernunion.com/correcciones](http://www.westernunion.com/correcciones)

Aceptó crédito o débito \*

Por sólo \$4.95

**Pagos Telefónicos:**

24/7 llamando al 1-800-634-3422

Aceptó crédito o débito \*

Por sólo \$6.95

**Cabina de Pagos en Efectivo:**

Llame al 1-800-325-6000 o visite [westernunion.com](http://westernunion.com) para una localidad de Agente participantes

The Western Union azul Quick Collect formulario debe ser llenado

Se proporcionará un recibo que confirme la transacción  
Por sólo \$6.95

Informe a un amigo y la familia para proporcionar esta información a transferir dinero a cualquier lugar del agente participante, por teléfono o en línea.

Páguese a: Correcciones Corp of America  
Código Ciudad / Estado: TN Código de ciudad: Trustcca  
Cuenta # remitentes: COMISARIO # y reclusos apellido (por ejemplo: 123456Smith)  
Atención: Deje en blanco

\*Si utiliza una tarjeta de crédito le puede cobrar una cuota por adelantado en efectivo adicionales por el emisor de su tarjeta de crédito por este servicio.

## Inmate Phone Service

All phone services and questions concerning phone set-up are through ICSolutions. Please review the below information on how to contact ICSolutions so they can assist you with maintaining and set-up of all phone calls and account management.

**Online Communication:**

Email: [customer@ICSolutions.com](mailto:customer@ICSolutions.com)

**Phone:**

1-888-506-8407

**Customer Care:**

Available 24/7, 365 days per year

**Payments:**

ICSolutions  
Customer Service  
2200 Danbury Street  
San Antonio, TX 78217

## **Inmate Bond Information**

Inmate bond information can only be supplied utilizing the Receiving and Discharge phone lines which are 423-892-0921 and received to speak with Receiving and Discharge and or extensions 3953 and or 3954.

## **Inmate Outdates (Release Dates)**

Inmate outdates are given to us through the County staff and provided to us via email. All calculations and release dates go through the County. Silverdale has no say in the way an outdate is calculated, if you have questions concerning the outdate you need to request to speak with someone onsite with the county department. We have inmate request forms that may be completed by the inmate and they can request of the county to respond to their request to review their outdate.

## **Emergency Notifications**

Please ask to speak with the Shift Supervisor for any and all related emergencies; they will be able to notify the person that the emergency relates to in a timely fashion.

If you have a death in the family, it will need to be verified through the Chaplain and he will assist you with communications with the inmate party to which is concerned. Please dial 423-892-0921 and request to speak with the Chaplain (extension 3913). If you are required to leave a message please leave all details to include inmate's name, your name and reason for contact, who the person is that fell gravely ill and or has passed away, the details of the services and or time expected to live, and a means by which to contact you back.

### **Urgent Medical Attention:**

If you have a concern about an inmate who needs medical attention, please dial 423-892-0921 and request the following clinics based on the inmate's housing:

- Alpha Units request to speak with extension 3932 or 3933
- Echo and George units request to speak with extension 3934
- Bravo, Charlie, Delta, and Foxtrot Units request to speak with extension 3935 or 3936

Medical is limited to the amount of information that can be shared. As a reminder HIPAA has a set of stringent rules and regulations that don't allow our medical staff to share information about an inmate with just anyone. There are guidelines to which we must follow as a facility. Please be mindful of this when you make a phone call to our medical department. If you are not listed as the medical emergency contact more than likely and without the inmates consent you will not be forwarded any information pertaining to the inmate in question concerning medically related information.

If you have a complaint with the medical department then you may call the above dial in number and request to speak with extension 3930.

## **Visitation Frequently Asked Questions**

### **Who can visit?**

General population inmates are permitted to have one visit per week which can include up to four (4) visitors. Any combination of adults and children are permitted. All visitors less than eighteen (18) years of age must be accompanied by a parent or legal guardian.

### **How do I get approved for visitation?**

There is no list any longer that requires an inmate to list the number of visitors. However, if you have just been released from our custody, you will not be able to visit a remaining inmate until after 6 months' time. Or if you have a no contact order placed against you concerning an inmate.

### **How do minors get approved to visit?**

Any visitor over the age of sixteen (16) must present a photo identification. To show proof, you may use a birth certificate, a school ID, and/or your driver's license or that of your child or children.

### **What are the days and times of visitation?**

Monday – Friday: 10 a.m. – 6 p.m.

Saturday & Sunday: 9 a.m. to 6 p.m.

Last visits are scheduled by 5:00 p.m. for all days, as this will conclude the hour allowed for visiting purposes to end the visits by 6:00 p.m.

Certain housing units are only allowed to visit on certain days. Please see below listed housing units and their scheduled times:

- George 2 (top tier) and George 3 (entire unit) are only capable of receiving visits on Wednesdays.
- George 3 inmates are only allowed to visit when they are considered permanent residents in this housing unit or what we call "red sheeted."
- Alpha 5 visits only occur on Saturday.

### **How long can I visit?**

Each visit will last one hour in duration.

### **Where do I park when I arrive at the facility?**

Visitation occurs past the Administration building on the left and just past the (two) sally port gates also on the left hand side. A parking lot is designated for all visitors.

## **Will I be searched?**

All visitors and vehicles on the facility grounds are subject to search.

## **What is the dress code for visitation?**

All visitors must dress in appropriate attire. Visitors who fail to comply with the dress code will be denied their visit. Visitors' clothing must not refer to gang affiliation, display sexual or lewd comments or pictures, or have the potential for being offensive to others. Clothing must cover the upper torso and lower/mid body parts. Skirts/shorts must be at least to mid-thigh length.

## **What type of identification do I need to be allowed into the facility?**

All visitors less than eighteen (18) years of age must be accompanied by a parent or legal guardian. Any visitor over the age of sixteen (16) must present photo identification. To show proof you may use a birth certificate, a school ID, and or your driver's license or that of your child or children.

## **What items am I allowed to bring to visitation?**

- Personal ID / Driver's License
- Baby Items (i.e. diapers, formula, baby wipes)

## **Special visit requirements:**

Here at Silverdale we do not offer contact visitation unless you are the inmate's lawyer and you have legal identification to prove as such. You will be required to use our general visitation process to see an inmate.

Pastoral visits will be approved by the Chaplain. All pastoral visits may be scheduled with the Chaplain utilizing our main telephone line 423-892-0921 and requesting to speak with extension 3913. If the Chaplain does not answer, please be sure to leave a message and he will return your call as soon as he can.

## **Additional Visitor Information:**

Visits may be denied or terminated under the following circumstances:

1. The visitor appears to be under the influence of drugs or alcohol.
2. The visitor refuses or fails to produce sufficient identification.
3. Reasonable suspicion exists that the security and order of the facility may be endangered by the visitor.
4. The visitor or inmate becomes disruptive before or during the visit.
5. The visitor refuses to submit to a search. **Searches:** All visitors and vehicles on the facility grounds are subject to search.
6. The visitor or inmate attempts to pass items to one another.
7. The visitor is in violation of facility rules or regulations.
8. Insufficient space.

**NO CELL PHONES, COMPUTERS, TABLETS, SMARTPHONES ALLOWED IN VISITING AREA.**

For additional inquiries regarding Visitation, please contact our Visitation staff by calling 423-892-0921 and requesting to speak with extension 3929.

## **Securus Telephone Company**

All phone services and questions concerning phone set-up are through Securus Technologies. Please review the below information on how to contact Securus so they can assist you with maintaining and set-up of all phone calls and account management.

**Online Communication:** [www.securustech.net](http://www.securustech.net)

**Phone:** 1-800-844-6591

**Customer Care:** [securus.custhelp.com](http://securus.custhelp.com)

**Payments:**

Securus Correctional Billing Services

PO Box 650757

Dallas, TX 75265-0757

**Correspondence:**

Securus Correctional Billing Services

PO Box 1109

Addison, TX 75001