



## Essex County Sheriff's Department

20 Manning Ave  
P.O. Box 807  
Middleton, MA 01949-2807



Kevin F. Coppinger  
Sheriff

Telephone 978-750-1900  
[www.essexsheriffma.org](http://www.essexsheriffma.org)

### COVID-19 STATE OF EMERGENCY ANNOUNCEMENT FOR ATTORNEYS

Essex County Sheriff's Department (ECSD) has implemented the following protocol as a result of the existing COVID-19 state of emergency, to assist attorney/client communication with inmates in custody at Essex County Correctional Facilities (ECCF). This measure is to streamline the process and centralize information during the COVID-19 state of emergency. Please note personnel responding to the measures below are available during normal business hours only.

#### CHANGING OR ADDING PHONE NUMBER ON INMATE CALLING SYSTEM

Attorneys requesting to change or add telephone numbers (office and law firm landlines, cell phone numbers) in the inmate phone system must submit a request on official letterhead via email to the department's dedicated COVID-19 Inmate Inquiries email address, [covid19inmateinquiries@essexsheriffma.org](mailto:covid19inmateinquiries@essexsheriffma.org). Requests should include the following information:

- Name
- Board of Bar Overseers # (required)
- Representing/Inmate Name
- Inmate DOB (required)
- Inmate MSA number (requested)
- Previous phone number
- Updated phone number

A confirmation of receipt will be sent in response to all inquiries and phone numbers will be updated within one business day. Attorneys are required to follow this process to change or add a phone number to the calling system.

Phone numbers associated with attorneys and law firms will connect to a non-recorded phone line. ECSD expects any attorney/client phone calls are for official use only. Facilitation of three-way calls are prohibited.

Please note attorneys will encounter a charge from Securus inmate phone system following the phone call. This change of phone number(s) will only apply during the COVID-19 state of emergency.

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## CONTACTING CLIENT(S) IN ECSO CUSTODY

For client contact and to request a telephone call with clients housed in ECCF, attorneys are required to email [covid19inmateinquiries@essexsheriffma.org](mailto:covid19inmateinquiries@essexsheriffma.org) with this request. Requests should include the following information:

- Name
- Board of Bar Overseers # (required)
- Representing/Inmate Name
- Inmate DOB (required)
- Inmate MSA number (requested)
- Phone number for inmate to call (number registered on Inmate Calling System)

The inmate will be given the message to call their attorney. The inmate will be allowed access to the unit phones to call during a pre-determined time period. All inmates have access to inmate phones seven (7) days per week.

All attorneys should ensure any updates or changes to phone numbers are submitted at least one (1) business day prior to the request for a phone call using the procedures above. This will ensure the most accurate number will be in the Inmate Calling System.



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## *COVID-19 STATE OF EMERGENCY ANNOUNCEMENT FOR ATTORNEYS*

### REQUEST FOR MEDICAL RECORDS

For request of medical records, attorneys are required to submit a request on official letterhead via email to:

[ESSEXMEDICALRECORDS@WELLPATH.US](mailto:ESSEXMEDICALRECORDS@WELLPATH.US)

Please forward your request to the above to ensure a timely response. Requests should include the following information:

- Name
- Board of Bar Overseers # (required)
- Representing/Inmate Name
- Inmate DOB (required)
- Inmate MSA number (requested)
- Request for emailed documents or facsimile, and the corresponding contact information

Please allow up to two (2) business days to process and return the request.

Please note that the operational changes described herein are intended to address issues during the COVID-19 emergency and are intended to apply during the emergency time period only. The ECSD reserves its right and retains its discretion to change these policies at any time during the COVID-19 emergency and these changes will expire at the end of the COVID-19 emergency.