

## How do I find out if someone is in the Pierce County Jail?

To find out if someone is in jail, you can look at the Pierce County Jail Roster or call (715) 273-1124 and select option "9".

## How can I deposit money into an inmate's account?

There are two ways to deposit money into an inmate's account. You can deposit money using the kiosk machine that is located in the Jail Lobby. Cash or credit cards are accepted. You can also deposit money online with the use of a credit card at [www.inmatecanteen.com](http://www.inmatecanteen.com). Each transaction will have a service fee of \$8.95 if using a credit card.

## How can I communicate with an inmate?

### Attorney Instructions for first time users

- Go to the website [www.InmateCanteen.com](http://www.InmateCanteen.com)
- Click on 'First Visit?'
- Enter your First and Last name and phone number then click on Next
- Provide your email address, check the box indicating that you are an attorney and fill in the License number and your Law Office. Checking the box will flag you as an attorney with TurnKey Corrections. Once your account has been verified as an attorney, your video calls, emails and text messages will not be recorded. **CONTACT THE FACILITY WHERE YOUR CLIENT IS INCARCERATED TO HAVE YOUR PHONE CALLS NOT BE RECORDED.**
- Create a password for your account
- Select a security question
- Your account is now set up. Print out your Account information if needed

[Click here for step by step process to assist you](#)

### Attorney Instructions for existing users

Once your account has been approved, you will receive an email notification. To use your account, log into the website [www.InmateCanteen.com](http://www.InmateCanteen.com).

- Click on Login for Existing Users
- Select an Inmate
  1. Select the State
  2. Select the Facility
  3. Search by last name
- Select your communication type
- To send an email, Text message, video visit or make a phone call, you must have funds on a communications account
- To add funds to your communications account, select any one of the communication options then click on the Add Funds button

- Phone Calls with your Inmate Client:
  1. To ensure your calls are not recorded, contact the facility and provide your number. They will contact TurnKey to have your number added to the Attorney list.
  2. Inmate's can call out to your number for free
  3. Calling an inmate will require funds on your account and you will be charged the facility's rate of \$0.18/min.

[Click here for step by step process to assist you](#)

## Mail

Mail received at the Pierce County Jail must be addressed as follows:

Inmate Name  
Pierce County Jail  
555 West Overlook Drive  
P.O. Box 9  
Ellsworth, WI 54011

Mail must have a return address including the name of the sender and complete address. Letters without a complete return address will be sent back to the post office. Please do not send expletive pictures, personal checks, property, stamps, or envelopes. Other items deemed contraband will be denied at staff's discretion.

## Phone

Inmates have reasonable access to phones and kiosks which they can use to call their friends or family. Inmates must have money on their account to be able to use the phone. Phone calls are 18 cents per minute up to 20 minutes. Inmates can receive incoming calls to the housing area, but jail staff will not typically relay messages for inmates unless they have been deemed to be an emergency. You may deposit money into an inmate's account that they can use for phone time and canteen. Inmates cannot make "collect" phone calls.

## Electronically

You have to create an account on [www.inmatecanteen.com](http://www.inmatecanteen.com) before you are allowed to have a video visitation with an inmate. You must fill out all the necessary information including your full name, address, telephone number, have a valid ID, and be at a computer station that can take a photo of you. Once you have successfully created an account, jail staff will review the submission and either accept or

deny your account. An explanation will be given as to why you were denied. All on-site visitations are free.

You may also video visit an inmate from home. These visits are not free of cost, video visits are 39 cents and are strictly a cost for the person at home.

Persons under the age of 18 must be accompanied by a parent or guardian.

Be mindful that only one person may visit with an inmate at one time. If there are multiple people visiting with the inmate and are not signed up to visit, then jail staff may terminate the session. All calls are monitored so if there is excessive language, crude jesters, inappropriate dress attire, or exposure of nudity at any time then the call will be cancelled.

### **Visitation Schedule**

#### Offsite

Dailly 9:00am-11:00am

12:00pm-5:00pm

5:30pm-8:00pm

#### Onsite- SUSPENDED

In Lieu of Onsite visits each inmate will receive one free ten minute offsite video visit every two hours on Fridays 4pm to 8pm

~~Two Free 15 minute visitation~~

~~Monday and Thursday from 5:30pm-8:00pm~~

~~Saturday and Sunday from 1:00pm-4:00pm at the Pierce County Jail.~~

Email, video messaging, and SMS messaging- [www.inmatecanteen.com](http://www.inmatecanteen.com) allows you additional ways in which to communicate with an inmate. Refer to the website for more information.

**\*\*\*\* Please note pricing is subject to change\*\*\*\***

**Turnkey Support 1-715-386-5700**

## How do I post an inmate's bond?

Bond can be paid in either of the following ways:

1. Bonds can be paid with funds located in an inmate's account. You can make a deposit by visiting [www.inmatecanteen.com](http://www.inmatecanteen.com) or by utilizing the kiosk machine in the lobby of the jail. Bonds paid by credit card have a limit of \$150.00 per transaction, and a maximum limit of \$500.00 per day. Each transaction will have a service fee of \$8.95 if using a credit card
2. You can also pay an inmate's bond at the Clerk of Courts office during normal business hours.
3. Bonds can also be paid using GovPayNet
  - a. **Online Bond:** at <https://www.govpaynow.com/gps/user/cyg/plc/a002v5>. Bonds paid by credit card will have an 8% fee applied to the card. GovPayNet allows cardholders the option to pay online and by phone 24 hours a day, 7 days a week.



- b. **Phone:** 1-877-392-2455
- c. **Online Warrant:** You can also pay an inmate's **warrant** online by visiting <https://www.govpaynow.com/gps/user/cyg/plc/a002v7>



### **Notice Regarding Bond Posting**

Prior to posting bond, you are advised that, if the defendant fails to comply with **ANY** conditions of the bond, the bond may be forfeited.

The bond could be forfeited for any violation, including but not limited to the following:

1. If the defendant fails to appear at **ANY** required court appearances.
2. If the defendant is ordered to have **NO CONTACT** with another person or place and the defendant has contact.
3. If the defendant commits another crime.
4. If the defendant has been ordered not to drive or not to consume alcoholic beverages and drives or consumes alcohol.

**\*\*\*IF THE DEFENDANT IS FOUND GUILTY, THE COURT MAY APPLY THE BOND TO ANY RESTITUTION, FINES OR COSTS\*\*\***