



The Commonwealth of Massachusetts
Executive Office of Public Safety & Security



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Acting Deputy Commissioner

To: All Family Members and Friends
From: Luis S. Spencer, Commissioner
Re: Telephone System Recorded Message Change
Date: September 25, 2012

In an effort to keep the public informed of important changes occurring within the Department of Correction, please be aware that the recorded telephone announcement that repeats during all inmate telephone communications has been modified. This modification was made in order to better serve those inmates who may be in need of immediate services. All call recipients will now hear the following recorded message:

You have a collect call from, (Inmate Name), at the (Institution Name) Correctional Institution. To accept this call press 8 or to deny, hang up. The Department of Correction is committed to maintaining a safe and secure environment. The person with whom you are speaking today may say something that raises concern for their safety or others. This might include statements that suggest they are suicidal, have lost hope, are planning to harm someone, or that they are having difficulties coping. If the person you are speaking with says something that causes concern about their well being or others, please notify the Departmental Duty Station at (617)-660-4620 immediately. Thank you.

We appreciate your attention to this change and your willingness to alert us to any urgent matters concerning the inmates in our care.

cc. Deputy Commissioners
Assistant Deputy Commissioners
Superintendents
File