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| **Bedford Hills Correctional Facility for Women** | **Taconic Correctional Facility** | **Rikers: Rose M. Singer Center (RMSC, Rosie’s Jail)** |
| **How to Schedule a Legal Call at Bedford Hills Correctional Facility for Women:**    *Calls must be scheduled 72 hours in advance.*  To schedule a legal call, email a letter as an attachment on letterhead (pdf format) requesting a legal call to [BedfordHillsLegalCallRequests@doccs.ny.gov.](mailto:BedfordHillsLegalCallRequests@doccs.ny.gov)    If you want to request a Webex with a client at Bedford, you must also email Harold Teseny at [Harold.Teseny@doccs.ny.gov](mailto:Harold.Teseny@doccs.ny.gov) and you must be able to generate the Webex link (with a password that is all numbers).  If you do not hear back within a few days, send a second email. If you do not hear back, speak with Stephanie Taylor about next steps.  The letter should include:   1. Client’s full legal name 2. Client’s DIN (look-up [here](https://nysdoccslookup.doccs.ny.gov/) if unknown) 3. A few good dates 4. A few good times between 9:00AM and 10:30AM or 1:00PM and 3:30PM 5. The names of the attorneys who will be on the call | **How to Schedule a Legal Call at Taconic Correctional Facility:**  *Calls must be scheduled 72 hours in advance.*  To schedule a legal call, email a letter as an attachment on VOLS letter head (pdf format) requesting a legal call to [TaconicLegalCallRequests@doccs.ny.gov.](mailto:TaconicLegalCallRequests@doccs.ny.gov.)  If you do not hear back within a few days, send a second email. If no response, speak with Stephanie Taylor about next steps.  *See* our Pro Bono Library for an example request.  The letter should include:   1. Client’s full legal name 2. Client’s DIN (look-up [here](https://nysdoccslookup.doccs.ny.gov/) if unknown) 3. A few good dates 4. A few good times Monday, Tuesday, or Thursday between 9:00AM and 11:00AM or 1:00PM and 3:00PM; and Thursday between 6PM and 7PM     If you do not hear back from DOCCS in a timely manner, call the facility on (914) 214-3010 between 8AM and 4PM. Identify yourself as a volunteer with VOLS’ IMLP and ask to speak with a counselor regarding setting up a legal call. Also, consider asking the Hour Children staff to coordinate a time for the client to speak. | **How to Schedule a Legal Video Call at RMSC:**  To schedule a legal call, use the [online platform](https://www1.nyc.gov/site/doc/inmate-info/schedule-attorney-video-teleconference.page).  Video Legal Calls are available Monday to Friday, 8AM to 8PM. The VTC is available for client interviews. All sessions must be scheduled a minimum of 48 hours in advance of the requested session date.  DOC staff will email a link prior to the session. Right before the session is about to begin, call the RMSC VTC Unit (718) 546-8631 or 8204 so that the DOC VTC officers can connect you to the booth where your client is located. If there are any issues with links or a link was not received, call (718) 546-8631, 8204 0r 8342.  If during the VTC session you need any document to be signed, call the facility beforehand to let the officer know so that you can be instructed where to fax/email documents. Once the documents are signed, the officers will send them back to you.  **To Set Up a Phone Appointment:** email  [Counselingserviceunit@doc.nyc.gov](mailto:Counselingserviceunit@doc.nyc.gov). Appointments must be made 72 hours in advance. |