

## **Both Facilities**

Calls are by default 30 minutes long. If you would like a longer call, you can indicate the preferred duration on the request form. Please note that we cannot guarantee longer calls. If we cannot accommodate a call of your requested length by your last available date, we will schedule you for a standard 30-minute call. If that happens and you need more call time, please submit a request for an additional call.

We still need requests to be submitted at least 72 hours in advance of the earliest requested call date. The dates by which we must submit call schedules are as follows:

Friday ----- Monday's and Tuesday's schedules [request must be in by 7pm Thursday to be accommodated]

Monday ----- Wednesday's schedule [request must be in by 7pm Sunday to be accommodated]

Tuesday ----- Thursday's schedule [request must be in by 7pm Monday to be accommodated]

Wednesday ----- Friday's schedule [request must be in by 7pm Tuesday to be accommodated]

We are limited to 4 calls per unit per day at MCC and 6 calls per floor per day at MDC. That means call spots fill up quickly. The earlier you submit your request and the more options you provide to us, the better.

**If your call is urgent and it must be scheduled outside of this protocol, please email [NYS\\_MCCemail@fd.org](mailto:NYS_MCCemail@fd.org) (for MCC calls) or [NYS\\_MDCemail@fd.org](mailto:NYS_MDCemail@fd.org) (for MDC calls) ASAP.**

## **MCC**

Probation / Pretrial Interviews by phone: PSI / Pretrial interview calls are available between 1 - 3:30pm, Monday - Friday, during the normal attorney call block. If there are few court calls in the morning, we are sometimes able to schedule morning PSI / Pretrial interviews between 9am - 1pm. We are only notified at the end of the preceding week whether there is morning call availability. Even if you would prefer a morning call, please provide availability for both morning and afternoon calls in case there are no morning call slots available.

Non-court legal calls (attorney calls, expert calls, etc.): These occur between 1 - 3:30pm, Monday - Friday. There are no weekend calls yet.

VTCs (including Probation / Pretrial VTCs): VTCs from home/office are available between 9am - 12pm, Tuesday & Thursday, and between 1 - 3:30pm, Monday - Friday. On occasion, we will also be able to schedule morning VTCs from 9am - 12pm on MWF, but we will only be notified of these additional calls at the end of the preceding week so please provide us with as many available dates as possible. You must provide us with a direct phone number and the email addresses for all VTC participants. In order to have a video call, you and all participants will need to download the Cisco Webex software: <https://www.webex.com/downloads.html/>

## **MDC**

Non-court legal calls (attorney calls, expert calls, etc.): These occur by default between 12:30 - 3:30pm, Monday - Friday. There are no weekend calls yet. We are able to schedule morning overflow calls between 9am - 12pm for busier units. These calls are sometimes limited to 15 minutes. Through 6/19, MDC is also permitting 30-minute evening overflow calls between 5:30pm - 7:30pm, except in the women's unit and SHU. On the request form, you can indicate whether you have additional availability for a morning or evening call, assuming it's available for your client's unit.

VTCs: VTCs from home/office are available between 12:30 - 3:30pm, Monday - Friday. You must provide us with a direct phone number and the email addresses for all participants. In order to have a video call, you and all participants will need to download the Cisco Webex software: <https://www.webex.com/downloads.html/>