



Supporting Families, Strengthening Connections

The Berkshire County Sheriff's Office has established a Family Support Services Unit designed to provide additional support, resources, and guidance to the loved ones of individuals incarcerated at the Berkshire County Jail and House of Correction.

The Family Support Services Unit works alongside correctional staff to address questions, requests, concerns, and complaints from family members. The unit also provides education, referrals, and assistance to help families navigate the challenges that can come with having a loved one incarcerated.

Services include helping families understand policies and procedures related to visitation, mail, and telephone contact, as well as conducting proactive outreach when staff identify an incarcerated individual who may be experiencing distress or a crisis.

By strengthening communication and providing meaningful support, this initiative recognizes the important role families can play during incarceration.

For more information or assistance:

- ☎ Family Resource and Outreach Supervisor, Lieutenant Jacob Gaylord at 413-418-7841.
- ☎ Urgent concerns outside normal business hours: (413) 443-7220 and request to speak to the shift superior on duty.

Providing resources, strengthening relationships, and supporting families are important steps toward building stronger communities.