

# PLSN Letter Writing Guidelines

## Please note:

- Our typical response time is 3-6 months. Please be patient and wait for a reply before sending another letter.
- Our mail is marked as regular mail; it is not considered legal mail.
- We monitor and abide by all facilities' mail policies.

## What we can send:

- We can send up to 50 pages per letter (100 pages double-sided), but the number and format of pages as well as the number of pages in a given piece of mail varies by facility.
- We may be able to send you material printed in color, but please note there are periods during which we are only able to send materials in black and white.
- We can answer a maximum of 3 questions per letter.
- Legal/Medical Information: We can provide standard definitions of legal words and phrases as well as documented information on codes, regulations, Supreme Court decisions, etc., **when requested by specific name or code number only**. We can provide basic overviews of medical diagnoses (symptoms, tests, treatments, etc.) **when requested by specific name only**.
- Requests for images
  - All requests for images will be responded to in adherence with the facility mail policy and our guidelines in the next section.
  - We'll do our best to print in color but, due to limited resources, may be limited to printing in black and white.
  - We can provide images available on the open web of famous people or celebrities who are over the age of eighteen.

## What we can't send:

- Material not allowed by your facility's mailroom policies
  - For example, explicit images, stamps, letters from other people, stickers, Polaroids, etc. We will do our best to respond according to your facility's page limitations and content specifications for printed materials.
- Penpals

- We regularly get requests for penpals that we regrettably have to turn down. However, we aim to connect people with resources that can offer what we can't. Write to us if you would like to request a list of organizations that offer pen pal services.
- Images
  - We cannot accommodate special sizing or formatting for image requests.
- Entire Books & Magazines
  - We do not have the infrastructure or budget to provide bound books.
  - We can often share printed PDFs and scans of books, articles, and other print materials (within our ability to access and print these materials and the rules of your facility).
  - If you are looking for a book on a certain subject, we can refer you to a local or national book service program that may be able to provide it.
- Legal and Extensive Medical Advice
  - We cannot provide legal advice and are not qualified to conduct extensive research on cases or case law. However, we will do our best to refer/connect you to appropriate legal help or information.
  - We cannot provide medical advice and are not qualified to conduct extensive medical research. We can provide definitions and basic overviews of medical concepts.
- Personal/private information about living individuals, even if they are family members.
  - We respect the right to privacy and do not share private information, including that found on social media accounts and spokeo (or similar services).
- Fascist and/or white supremacist materials
  - As an abolitionists, we believe white supremacy is a **unique** threat to the safety and lives of our loved ones, communities, and world. We do not provide anything related to or created by fascist white supremacist organizations. Although we do not assume intent, we will not knowingly allow our collective resources to be used as a tool for white supremacist organizing
- Contact with a third party on your behalf
  - We do not have the capacity to contact third parties for you reliably nor can we send any mail or correspondence on your behalf.

**While we will try our best to answer what we can, we will not be able to answer any part of your letter that requests prohibited information.**