



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Black River Correctional Center

June 1, 2023

Beginning July 17, 2023, BRCC will replace ZOOM visits with a virtual visiting platform provided by ICS Solutions. This new service comes with benefits resulting in increased opportunities for video visits as a supplement to in-person visitation in most facilities. It will increase video scheduling capabilities and make the process more convenient for family and friends. Scheduling of ICSolutions video visits will open on July 3, 2023, with visits on the new platform to start July 17, 2023.

To schedule and participate in ICSolutions video visitation, family and friends **must** be on the DOC approved visitor list. They must also have registered an account with ICSolutions and schedule their video visits at www.icsolutions.com.

A specific Party ID is required on the registered account. Institutions will provide persons in our care the specific Party ID along with the names as listed on the approved visitor list. **The PIOC is responsible for providing the approved visitor with their specific Party ID.**

Family and friends may begin registering at www.icsolutions.com once they have been provided their Party ID by the PIOC. A visitor should only have one Party ID, even if visiting multiple PIOC.

The information registered on the ICSolutions account **must match** the information exactly as submitted on the approved WI DOC visitor application.

Questions or difficulties registering an account should be directed to customer service on the ICSolutions website. If a visitor is unable to schedule a visit after the account is registered, please send an email identifying the account has been established but is unable to schedule a visit to: DOCDAIElectronicVisitSupport@wisconsin.gov

For the first six months of implementation, each PIOC may receive one (1) free video visit per week, provided institution operations are able to accommodate.

Additional visit opportunities may be available at the cost of \$2.50 per visit, up to 12 paid visits per month conditional to the operations of the facility.

The virtual visit time slots will be approximately 25-26 minutes in length.

ZOOM visits for family and friends will discontinue when ICS video visitation begins on July 17, 2023.

Prohibited conduct

1. DAI Policy # 309.06.01 – Visiting is to be adhered to at all times.
2. PIOC are responsible to inform their visitors of all the rules governing their visit. Any violation will result in the termination of the visit and is subject to suspension of visits by the security director.
3. Conversation during visits will be held to an appropriate tone of voice to not disturb others. Only one warning will be provided in regards to this matter before visiting video session will be terminated.
4. Only those scheduled to attend the visit are permitted to be on the video screen.
5. Visitors are not permitted to record the visit.
6. Visitor attire cannot have any of the following:
 - Exposed undergarments; clothing with revealing holes, tears, or slits
 - Clothing or accessories with obscene or profane writing, images or pictures
 - Gang-related clothing, headwear, shoes, logos, or insignias
 - Transparent/translucent (see-through) clothing
7. Video visiting will be terminated immediately if there is any suspicion of illegal activities, any behavior that would be deemed inappropriate in the visiting room setting, or any inappropriate behavior outlined as unacceptable in accordance to DAI Policy - 309.06.01. This includes but is not limited to the following:
 - Sexual acts or nudity
 - Drug and alcohol use during the visit
 - Showing of objects identified as a threat (firearms, weapons, knives, etc.)
 - Inappropriate language
 - Inappropriate location of visitor (bar, night club, etc.)
 - Operating a vehicle during the scheduled visit