



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers

Chippewa Valley Correctional Treatment Facility

DATE: April 15, 2024
TO: CVCTF Persons in our Care (PIOC), Visitors, and Staff
FROM: J. Moore, Deputy Warden
SUBJECT: Video Visits and In-Person Scheduling

The Department of Corrections (DOC) strives to continue to provide meaningful opportunities for family and friends to maintain contact with PIOC, including video visitation offered through ICSolutions.

General Guidelines and Scheduling

Visitors will need to schedule video visits through www.icsolutions.com. Visitors must have previously completed a Visitor Questionnaire (DOC-21AA) and be on the PIOC-approved visiting list. To visit in-person or by phone, the visitor will need to establish an ICS account or update their current account with their unique Party ID. Persons in the care of CVCTF are responsible for providing their visitors the unique Party ID listed next to the visitor's name on the visiting list in order for an ICS account to be created for visits. Any issues with Party IDs shall be directed to DOCDAIElectronicVisitSupport@wisconsin.gov. CVCTF staff cannot assist with Party ID questions, scheduling of visits, or with technical issues or questions.

Up to six approved visitors will be allowed per visit. At least one visitor must be an adult.

Visitation times will not be extended due to tardiness by the visitor or the PIOC.

DAI Policy 309.06.01 – Visiting, shall be adhered to at all times. Violations may result in disciplinary action, such as termination of the visit or suspension of visitation privileges.

PIOC will not be excused from work, programming, or education for visitation.

In-Person Visiting

Each PIOC is eligible to have up to two in-person visits per day with a maximum of six in-person visits per week. The week is defined as Monday through Sunday.

In-person visits will be scheduled every 2 hours, but will only last 1 hour and 50 minutes in length. This is to allow proper cleaning and disinfecting between visits.

In-person visiting hours are as follows:

- Friday – 2:45pm – 9:00pm
- Saturday – 8:00am – 8:00pm
- Sunday – 8:00am – 6:00 pm
- Holidays – 9:00am – 3:00pm (unless the holiday lands on a Saturday or Sunday)

In-person visitors will be subject to entrance procedures prior to being allowed into the facility. Visitors may arrive up to 10 minutes prior to their scheduled visit in order to allow extra time for entrance screening.

Video Visits

Each PIOC is eligible for one free video visit per week. Additional video visits are available for \$2.50 per visit for a combined total of up to 24 video visits per month.

Video visits will be offered in 25-minute increments with 5 minutes between sessions during the following days and times:

- Monday – Friday
 - 8:00am – 9:00am
 - 11:50am – 12:15pm
 - 4:30pm – 5:00pm
 - 5:30pm – 9:00pm
- Saturday, Sunday, Holidays
 - 8:00am – 11:00am
 - 11:50am – 12:15pm
 - 1:00pm – 5:00pm
 - 5:30pm – 9:00pm

Only those scheduled to attend the visit are permitted to be on the video screen. No exceptions. Each visitor must have an ICS account and be listed on the visit reservation. All visitors age 16 years or older in attendance are required to hold an approved form of identification up to the screen for three full seconds and state their full name prior to the start of the video visit. In addition, all visitors shall comply with random identification checks conducted by staff. Failure to comply will result in termination of the visit and consideration for suspension of future visitation privileges.

Privileged calls are not authorized for video visitation.

Video visits will be terminated if there is suspicion of illegal activities or for unacceptable behavior as outlined in DAI Policy - 309.06.01. This includes, but is not limited to the following:

- Sexual acts or nudity
- Presence or use of drugs or alcohol during the visit
- Showing of objects identified as a threat (firearms, weapons, knives, etc.)
- Inappropriate language
- Inappropriate location of visitor (bar, night club, casino, etc.)
- Operating a motor vehicle during the scheduled visit
- Allowing other unauthorized individuals to join the visit