

# JACKSON CORRECTIONAL INSTITUTION (JCI) VISITORS' GUIDE

N6500 Haipek Road | Black River Falls, WI 54615 | 715-284-4550

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## INFORMATION FOR ALL VISITS

Please reference and familiarize yourself with this Visitors' Guide, and also the Division of Adult Institutions (DAI) public website, <https://doc.wi.gov>, for visiting information, rules, and procedures. It is important the Persons in Our Care (PIOC) are able to stay connected with their families and friends through in-person and video visits, and it is JCI's expectation all PIOC and visitors abide by and conduct themselves according to the rules and procedures as specified in JCI's visiting document, DAI policies, and Wisconsin Administrative Code. Your compliance with the DAI/JCI visiting requirements for acceptable and courteous behavior within a state institution will help ensure a safe and secure visiting environment, while promoting a family-friendly atmosphere for everyone. In-person and virtual video visiting protocols are similar in many aspects; differences are specified below; please review carefully to avoid confusion between these two types of visits.

### COVID-19 AND INFECTIOUS DISEASE PRECAUTIONS

- When JCI has an increase in positive COVID-19 cases or other infectious diseases, in-person visits may temporarily be suspended by Wisconsin's Department of Corrections (DOC) working with Wisconsin's Department of Health Services to protect the health of the PIOC, our staff, visitors, and the surrounding community.
- Anyone visiting a DOC facility is subject to DOC's current COVID-19 and/or infectious disease protocols.

### PROHIBITED ARTICLES AND CONTROLLED SUBSTANCES WARNING

- Wisconsin State Statute 302.095 (2) Delivering Articles to Inmates, prohibits delivery of any article to an inmate (PIOC) of a state correctional facility, depositing or concealing an article within the facility or its boundaries, or receiving an article to convey out of the institution that is contrary to the rules and regulations and without the knowledge or permission of the Warden. Violation of this law is a Class I felony, the punishment for which is imprisonment up to three and a half (3.5) years, a fine up to \$10,000, or both.
- The DOC is committed to maintaining drug-free facilities, as is JCI. The Institution prohibits the entrance of drugs and other contraband. JCI will actively investigate and assist in the prosecution of individuals attempting to introduce drugs or other prohibited items into JCI.

### VISITOR APPROVAL / TERMINATION

- Prior to scheduling a visit, each visitor must accurately complete a DOC-0021AA Visitor Questionnaire form and submit it to JCI for a background check and team review prior to possible approval; if approved, the visitor will be added to the PIOC's approved list of visitors.
- Falsified information on the DOC-0021AA Visitor Questionnaire form will result in denial; illegible or incomplete forms will not be processed.
- Visitors and/or PIOC who violate DAI/JCI's rules, including inappropriate behavior, whether in-person or virtual video visiting, will have their visit immediately terminated, be subject to an investigation, and visiting privileges may be restricted, revoked, or suspended for six or twelve months by the Security Director/designee depending on the severity of the infraction (this includes minors).
- Visitors who have visiting privileges restricted, revoked, or suspended, may appeal the decision in writing to JCI's Warden.
- Visitors will only be allowed to visit if dressed conservatively and appropriately for JCI's family-friendly environment; visitors wearing inappropriate/revealing apparel will be denied in-person and virtual video visits.

### **SCHEDULING BOTH IN-PERSON AND VIRTUAL VIDEO VISITS**

- Visitors must be on the DOC approved visitor list for the PIOC they wish to visit.
- Instructions for registering and scheduling visits is on the ICSolutions (ICS) website: [www.icsolutions.com](http://www.icsolutions.com).
- Questions or difficulties registering an account should be directed to "customer service" on the ICS website: [www.icsolutions.com](http://www.icsolutions.com).
- Each PIOC is provided a specific party ID; it is the PIOC's responsibility to provide the party ID to his approved visitors.
- After receiving the specific party ID from the PIOC they wish to visit, approved visitors must register for an account with ICS via their website [www.icsolutions.com](http://www.icsolutions.com); the specific party ID is required for a registered account.
- A visitor will only have one party ID, even if visiting multiple PIOC.
- The information registered on the ICS account must match the information exactly as submitted on the approved Wisconsin DOC Visitor Questionnaire, DOC-0021AA.
- 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 the following email address: [DOCDAIElectronicVisitSupport@wisconsin.gov](mailto:DOCDAIElectronicVisitSupport@wisconsin.gov).
- Either the PIOC or the visitor can schedule the visit request.
- Visits can be scheduled up to fourteen (14) days in advance of the visit, but no later than forty-eight (48) hours prior to the visit.

### **GENERAL INFORMATION FOR ALL VISITS**

- Behavior While Visiting: Visitors must conduct themselves in an appropriate and courteous manner, and must follow all visiting rules and procedures at all times.
- Family Friendly: JCI requires a "family-friendly" atmosphere be maintained at all times, whether in-person or virtual video visits.
- Substance Free: This is a tobacco-free, drug-free, alcohol-free Institution and grounds; no tobacco products or ignition devices, no drugs, and no alcohol will be permitted, whether in-person visits or visible during virtual video visits. Visitors attempting to bring any of these items into the Institution are subject

to prosecution; a felony conviction could be the result of this activity. Visitors exhibiting signs of intoxication will not be allowed to enter the Institution or have a virtual video visit.

- No Weapons Allowed: While Wisconsin has established laws which allow for the legal concealed carrying of firearms and other weapons, weapons are not allowed in the Institution. Visitors who legally possess a firearm or other weapon under Wisconsin Concealed Carry laws must secure those firearms and weapons inside the trunk of their vehicle or in a locked compartment inside their locked vehicle prior to entering the Institution. Objects which can be identified as a threat, (firearms, weapons, knives, etc.,) cannot be displayed during a virtual video visit. Failure to comply or attempting to bring firearms or other weapons into the Institution will result in notification of Law Enforcement, affect visiting privileges, and could result in a felony conviction.
- Displays of Affection: Excessive displays of affection are not permitted. You are allowed a brief kiss/embrace for five (5) seconds at the beginning and end of the visit.

### **DRESS CODE FOR ALL VISITS**

JCI stresses a “family-friendly” visiting atmosphere, as friends and family are all ages. Visitors must dress modestly, whether visiting in person or during virtual video visits; shoes must be worn at all times. Restrictions apply equally to men, women, and children. The following apparel is considered inappropriate, is prohibited, and therefore will result in the denial/termination of visits, whether in-person or virtual video visits:

- Transparent/translucent clothing.
- Swim suits.
- Shorts which are shorter than fingertip length plus three inches (visitor standing naturally with arms straight down the side of the body and fingers extended).
- Skirts or dresses shorter than fingertip length plus three inches.
- Tube, halter, and strapless tops and dresses.
- Tops which expose midriff (front and/or back).
- Exposed undergarments.
- Blouses, shirts, and dresses which reveal cleavage.
- Skirts/dresses with revealing slits.
- Spandex/spandex-like and lycra/lycra-like athletic pants, aerobic/exercise tights, leotards, or button/snap side (tear-away) sweat/wind pants.
- Any tight- or form-fitting clothing, including blue jeans.
- Camouflaged clothing.
- Clothing with revealing holes, tears, or slits.
- Clothing or accessories with obscene or profane writing, images, or pictures.
- Gang or club-related clothing, headwear, shoes, logos, or insignia indicative of gang affiliation; this also includes, but is not limited to, motorcycle jackets with club logos.
- Camisoles and tank tops are only permissible when worn under other clothing.
- Any clothing with the potential to cause undue attention.
- Internet “smart” technology and electronic recording equipment of any form. This includes all watches, as some have “smart” capability.
- Sunglasses.

# ADDITIONAL INFORMATION SPECIFIC TO IN-PERSON VISITS

## GENERAL POPULATION **IN-PERSON VISITS**

- PIOC are responsible to inform their visitors of all the rules governing their visit.
- Each PIOC is eligible for three (3) in-person visits per week; a week is defined as Monday through Saturday.
- JCI is not open to visitors on Monday, unless it is a JCI-recognized holiday.
- In-person visits are restricted one (1) visit per day.
- Each in-person visit is limited to seven (7) visitors.
- Length of in-person visits will be two (2) hours each day.
- There are eight (8) in-person visiting tables available per visitation time slot; tables and seating will be assigned; visitors and PIOC must remain seated during the visit as assigned by Staff, unless approaching the Officers' Station to make a request or ask that a photo be taken.
- Children:
  - Parents/PIOC are responsible for the supervision of their children.
  - Physical disciplining of children is forbidden; failure to comply will result in termination of visiting privileges, disciplinary action, and/or referral to social service agencies.
  - Visits may be terminated due to unruly children.
  - Children cannot be left unattended.
  - Any child sent back to the Lobby or the car must be accompanied and attended by an adult at all times.
  - There is no children's play area; there are no games, books, or toys, and these items cannot be brought into the Institution.
- Pets: Pets and/or emotional support animals are not allowed in the Institution or on Institution grounds. Service dogs are permitted with proper notification and Security Department approval prior to the visit. No animals may be left unattended in vehicles.
- Photographs: Personal cameras are not permitted in the Institution. Photos may be purchased through the JCI Photo Project. A PIOC must have funds in his account prior to the day of the visit to cover the cost of the photos. Photos must be taken within the first :30 minutes of the visit.
- Paper Documents / Reading Material:
  - No paper documents or reading materials may be brought into, or taken out of, the Institution without prior approval of the Security Department.
  - Only income tax forms needing a PIOC signature may be brought in on visits. The PIOC will be called up to sign the forms, which will be kept at the Officers' Station and returned to the visitor at the end of the visit.
- Visiting Room Access: Visitors who are not on the approved visiting list and/or not given access to JCI's Visiting Room, will not be allowed to wait in the Lobby or parking lot. Visitors are not allowed beyond the Visiting Room.

<b>General Population <b>In-Person Visits</b></b>	
<b>Tuesday through Friday</b>	<b>Saturday, Sunday, and JCI-Recognized Holidays</b>
3:00 p.m. to 5:00 p.m.	8:00 a.m. to 10:00 a.m.
5:20 p.m. to 7:20 p.m.	10:20 a.m. to 12:20 p.m.
	12:40 p.m. to 2:40 p.m.

## JCI-RECOGNIZED HOLIDAYS - FOR VISITING PURPOSES

- New Year's Day
- Martin Luther King, Jr., Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving (& day after)
- Christmas Eve Day
- Christmas Day
- New Year's Eve Day

## ARRIVAL AND ENTRANCE SPECIFIC TO **IN-PERSON** VISITS

- Directions to JCI: I-94 to Black River Falls Exit 116, to WI-54E, to Red Iron Road, to Airport Road, to Haipek Road.
- Only visitors on the PIOC's approved list are permitted to visit the PIOC; this includes adults and minors.
- Handicapped spaces are designated for authorized vehicles.
- All vehicles must be locked while parked in JCI's lot. It is recommended your personal belongings remain locked inside your vehicle. JCI's parking lot is monitored for safety reasons.
- Visitors may not arrive in JCI's Lobby earlier than :10 minutes prior to their scheduled in-person visit start time.
- Lockers are provided in the Lobby for purses, billfolds, cell phones (which must be turned off), and other items not allowed in the Institution. Lockers require a quarter, which will be returned to you when you retrieve your personal belongings. There are limited tokens available from the Lobby Officer.
- The Institution is not responsible for personal property left in vehicles or Lobby lockers.
- All visitors sixteen years of age and older must provide photo identification; acceptable ID forms are:
  - Valid state driver's license
  - Valid passport or Visa
  - Valid Department of Transportation ID
  - Valid Military Photo ID
  - Valid Tribal Photo ID
  - Notarized affidavit from Amish Bishop with physical description of Amish visitor
- No food/beverages may be brought into, or taken out of, the Institution.
- Visitors requiring medication must notify both the Lobby Sergeant and the Visiting Room Sergeant; medication will not be allowed in the Visiting Room unless it is imperative the medication be close by; it will be kept at the Officer's Station in the Visiting Room where it can be obtained if necessary.
- Any visitor attempting entrance into the Institution in a wheelchair must pass entrance procedures. JCI will provide a wheelchair for their use while visiting. Individuals who have specially designed or equipped wheelchairs must submit medical documentation from a doctor to verify the need prior to the visit.

## METAL DETECTOR SPECIFIC FOR **IN-PERSON** VISITORS

- All visitors must pass through and clear the metal detector. Failure to successfully clear the metal detector after three attempts will result in the visit being denied. To expedite the entrance process, visitors should avoid wearing metal (buckles, snaps, metal buttons, bib overalls, wire in undergarments, and jewelry).
- Any visitor who has a medical condition, (i.e., metal pin in leg, etc.,) must provide medical verification from a doctor, per Institution Policy, before being allowed entrance. DAI Form 2424, "Visitor Requesting Accommodations," can be supplied by the JCI Visiting Coordinator or unit Social Worker, and must be sent to the Security Director for approval prior to the visit – **NO EXCEPTIONS.**

## ALLOWED ITEMS SPECIFIC TO **IN-PERSON** VISITS

- One coat and one pair of gloves for each visitor.

- Headwear provided it does not conceal identity.
- Coins and/or bills not to exceed the \$25 limit.
- Comb, pick, or brush limited to one for each visitor.
- One Institution locker key.

Baby/Toddler allowable items:

- Up to two baby blankets for each child.
- Up to four diapers for each child; diaper bags are not allowed.
- Diaper wipes must be in a clear plastic bag.
- A combination of up to two plastic drinking containers (bottle/sippy cup) for each child; sippy cup must be empty. Bottles/sippy cups must be in a clear plastic bag.
- Enough powdered formula to mix one bottle/sippy cup per child; formula must be in a clear plastic bag.
- One hand-held baby seat for each child.
- One pacifier for each child.

**EXTENDED IN-PERSON VISITS**

- PIOC may request an extended visit to JCI Staff.
- All criteria as noted above remains the same for an extended visit.
- Visitors can schedule a visit as normal, but ensure they schedule a visit early enough in the ICS system to allow additional time.
- Once the ICS system approves the visit, and JCI Staff see the approval, Staff will share an email with Lobby and Visiting Room Staff regarding the extended time.
- Visiting Room Staff will schedule a table that will allow the visitors to stay the extra allotted time.

**NO ADMITTANCE FOR IN-PERSON VISITS**

There will be no admittance to the Institution during the following times/circumstances:

- The person does not have an approved DOC-0021AA Visitor Questionnaire form on file.
- 4:40 p.m. daily count time (until count clears).
- 12:30 p.m. weekend/holiday count time (until count clears).
- Lobby entrance until :10 minutes prior to the start of visiting hours.
- Times of infectious disease quarantine and/or modified movement within the Institution.
- If dressed inappropriately according to JCI's conservative standards.

**NORTHWOODS CAFÉ**

- Depending upon Staff/PIOC resources and grocery supply chain limitations, Northwoods Café has varied days/hours/menu options when open; there may be periods of time throughout the year when the Café will not be open. Due to these variances, café schedules/menus are not printed.
- When the Northwoods Café is open, money to purchase food must be posted and in the PIOC's account prior to the date of the visit, as the Northwoods Café cannot accept cash.
- PIOC fund availability will be verified by the Visiting Room Officer prior to placing orders; orders can be placed with Northwoods Café Staff after verification of fund availability in PIOC account.
- PIOC are not allowed to retrieve items from the Northwoods Café window.
- Only authorized Staff/PIOC may enter the Training Kitchen area.
- No food or beverage carry outs from the Northwoods Café are allowed.
- If you need assistance retrieving your order, please notify Staff so accommodations can be made.

## VENDING MACHINES

- The vending machines in the Visiting Room have very limited contents for drink/snack selections.
- Vending machines in the Visiting Room take one dollar bills and coins only. There is a change machine in the Lobby for \$1, \$5, \$10, and \$20 dollar bills. There is no change machine in the Visiting Room, and Institution Staff will not make change.
- Money allowed in the Visiting Room is limited to \$25 per visitor.
- PIOC are not allowed to retrieve items from the vending machines.
- PIOC on visits are not allowed to go past the red line on the floor near the vending machines.
- Snacks/drinks from the vending machines cannot be split or shared with anyone.

**Due to limited times Northwoods Café may be open, and very limited contents in vending machines, it may be practical to eat a meal or have a snack prior to arriving at JCI for a visit.**

## CLOTHING FOR PIOC RELEASE

Boxed release clothing for PIOC (within 30 days of release only) may be brought on a visit and left at the Lobby Officers' Station to be processed by the Lobby and Property Officers.

# ADDITIONAL INFORMATION SPECIFIC TO VIRTUAL VIDEO VISITS

## GENERAL POPULATION AND BARRACKS HOUSING UNIT VIRTUAL VIDEO VISITS

- All virtual video visits are recorded and monitored by JCI Staff for inappropriate activity, which will result in restricted, revoked, or suspended visits. If you value your visiting time with your loved one, do not risk losing the privilege of visiting by breaking the rules.
- Virtual video visits are available seven days a week.
- All PIOC will receive one free video visit per week.
- PIOC can have unlimited virtual video visits costing \$2.50 per visit; either the PIOC or visitor can pay for the visit. *However, please note, JCI may need to put parameters in place to ensure all PIOC have equal access to the video visiting devices.*
- The length of each virtual video visit will be approximately :25 minutes.
- A virtual video visit is defined as any connection of the scheduled visit up to the full :25 minutes.
- Virtual video visit times are available at the top of the hour and at the :30-minute mark; example, one virtual video visit begins at 9:00 a.m., and the next visit begins at 9:30 a.m.
- There will be five (5) minutes between each virtual video visit at each machine
- A maximum of four (4) visitors are allowed per video visit.
- Each virtual video visitor is required to show their approved identification (ID) to the camera at the start of the video visit. If JCI Staff ask to see a visitor's ID during the virtual video visit, it must be provided by showing it to the camera.
- PIOC will *not* be excused from work, school, or groups for virtual video visits.
- JCI does not have the capability to resolve technical difficulties on the visitor's end.
- Virtual video visits will not be rescheduled due to tardiness by either party or technical difficulties.



- Conversation during virtual video visits will be held to a normal tone of voice so as not to disturb others. Only one warning will be provided in regards to this matter before the virtual video visiting session will be terminated.
- Only those scheduled to attend the virtual video visit are permitted to be on the video screen. Any attempt by another person to join the visit will result in the virtual video visit being terminated.
- Visitors are not permitted to record the virtual video visit.
- Screenshots/photos taken during a virtual video visit will be reviewed by Staff if mailed to the PIOC; screenshots/photos must not contain inappropriate behaviors, cannot present a security risk to the Institution, and cannot show other individuals. Approval/denial decisions will be made by Staff on a case-by-case basis with appropriate justification.
- There will be no virtual video visits if:
  - The person does not have an approved DOC-0021AA Visitor Questionnaire form on file.
  - Times of infectious disease quarantine and/or modified movement within the Institution.
  - If dressed inappropriately according to JCI’s conservative standards.
- **PIOC are responsible to inform their visitors of all the rules governing their virtual video visit. Any violation of the rules will result in disciplinary action for the PIOC, and termination, revocation, restrictions, and/or suspension of visiting privileges for both the PIOC and visitor by the Security Director/designee. Virtual video visiting will be terminated immediately, and future visits will be revoked, restricted, or suspended for either six or twelve months, if:**
  - **There is any suspicion of illegal activities.**
  - **There are any behaviors deemed inappropriate for a “family-friendly” atmosphere.**
  - **Any inappropriate behavior outlined as unacceptable in accordance with DAI Policy #309.06.01 – Visiting, which includes, but is not limited to, the following:**
    - ✓ **Sexual acts or nudity.**
    - ✓ **Violence.**
    - ✓ **Criminal activity.**
    - ✓ **Drug and/or alcohol use during the visit.**
    - ✓ **Showing of objects identified as a threat (firearms, weapons, knives, etc.)**
    - ✓ **Inappropriate language.**
    - ✓ **Inappropriate locations of visitor (bar, night club, etc.)**
    - ✓ **Operating a vehicle during the scheduled visit.**

<b>General Population and Barracks Housing Units Virtual Video Visit Times</b>		
<b><u>Morning</u></b>	<b><u>Afternoon</u></b>	<b><u>Evening</u></b>
8:00 a.m. to 8:25 a.m.	1:00 p.m. to 1:25 p.m.	6:00 p.m. to 6:25 p.m.
8:30 a.m. to 8:55 a.m.	1:30 p.m. to 1:55 p.m.	6:30 p.m. to 6:55 p.m.
9:00 a.m. to 9:25 a.m.	2:00 p.m. to 2:25 p.m.	7:00 p.m. to 7:25 p.m.
9:30 a.m. to 9:55 a.m.	2:30 p.m. to 2:55 p.m.	7:30 p.m. to 7:55 p.m.
10:00 a.m. to 10:25 a.m.	3:00 p.m. to 3:25 p.m.	8:00 p.m. to 8:25 p.m.
10:30 a.m. to 10:55 a.m.	3:30 p.m. to 3:55 p.m.	8:30 p.m. to 8:55 p.m.



# ADDITIONAL INFORMATION SPECIFIC TO RESTRICTIVE HOUSING UNIT VIRTUAL VIDEO VISITS

## RESTRICTIVE HOUSING UNIT (RHU) VIRTUAL VIDEO VISITS

- PIOC eligibility for virtual video visits while in RHU is determined by their current status, separation level, and/or disciplinary classification restrictions in accordance with Wisconsin Administrative Code, DOC Chapter 303, Discipline.
- PIOC in RHU status may be allowed video visits with family and friends if the visitor has an approved DOC-0021AA Visitor Questionnaire form, which allows them to be on the PIOC’s approved visiting list, and dependent upon the PIOC RHU status, separation level, and/or disciplinary classification restrictions.
- All RHU visits will be virtual video visits; there are no in-person visits when PIOC are in RHU.
- The length of virtual video visits will be approximately :25 minutes.
- The cost of virtual video visits will be \$2.50 per visit; a visit is defined as any connection of the visitation up to the full :25 minutes.
- A maximum of four (4) visitors are allowed per virtual video visit.
- Each virtual video visitor is required to show their approved identification (ID) to the camera at the start of the video visit; recordings will be randomly monitored and reviewed by JCI Staff. If JCI Staff ask to see a visitor’s ID during the virtual video visit, it must be provided by showing it to the camera.
- Any violation of the rules and/or inappropriate behavior as noted above in **bold text** in the virtual video visit section, will result in disciplinary action as noted above.

<b>RHU Virtual Video Visit Days/Hours</b>		
<b>Monday and Wednesday</b>	<b>Tuesday and Thursday</b>	<b>Saturday, Sunday, &amp; Holidays</b>
8:00 a.m. to 8:25 a.m.	6:00 p.m. to 6:25 p.m.	<u>Morning Hours:</u>
8:30 a.m. to 8:55 a.m.	6:30 p.m. to 6:55 p.m.	8:00 a.m. to 8:25 a.m.
9:00 a.m. to 9:25 a.m.	7:00 p.m. to 7:25 p.m.	8:30 a.m. to 8:55 a.m.
9:30 a.m. to 9:55 a.m.	7:30 p.m. to 7:55 p.m.	9:00 a.m. to 9:25 a.m.
		9:30 a.m. to 9:55 a.m.
<b>THERE ARE NO RHU VIRTUAL VIDEO VISITS ON FRIDAYS</b>		
		<u>Evening Hours:</u>
		6:00 p.m. to 6:25 p.m.
		6:30 p.m. to 6:55 p.m.
		7:00 p.m. to 7:25 p.m.
		7:30 p.m. to 7:55 p.m.

## ATTORNEY VIRTUAL VIDEO VISITS TO PIOC IN RHU STATUS

- Attorney video visits are allowed and must be scheduled in advance by emailing JCI’s Records Staff at [DOCDIJCIRecordsStaff@wisconsin.gov](mailto:DOCDIJCIRecordsStaff@wisconsin.gov). Records Staff will schedule the attorney/PIOC virtual video appointment, and email the appointment information and link to the attorney.
- Attorney in-person visits are allowed, (unless during a time of “no admittance,”) and held in the RHU no-contact booth.