



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Oshkosh Correctional Institution

DATE: July 19, 2023
TO: OSCI Staff, Visitors, and Persons in our Care
FROM: Cheryl Eplett, Warden
SUBJECT: Visitation: In-Person and Video

Effective **Monday July 24, 2023**, In-Person visiting hours will change to 11:00 am to 8:00 pm (Monday - Thursday)

General Population Visiting Hours (In Person) (current hours)

Monday through Thursday **10:00 am to 7:00 pm** Sundays **8:00 am to 5:00 pm**
Holidays **8:00 am to 5:00 pm**

General Population Visiting Hours (In Person) Effective July 24, 2023

Monday through Thursday **11:00 am to 8:00 pm** Sundays **8:00 am to 5:00 pm**
Holidays **8:00 am to 5:00 pm**

Restrictive Housing Visiting

Visiting hours will be offered on a limited basis. Only video visits will be allowed for Restrictive Housing PIOC.

In-person General Population Visiting

- ✓ Visitors will continue to pre-schedule all visits.
- ✓ In-person visits will continue to be scheduled using Sign-Up Genius at the following email address DOCDIAIOSCIVISITS@Wisconsin.gov
- ✓ (3) in-person visits (**3 hours in length**) will be allowed per PIOC per week as time and space allows. Only (1) in-person visit is allowed on a weekend. Only (1) visit is allowed when a Holiday is attached to a Sunday.
- ✓ Visits must be scheduled at least 48 hours in advance.
- ✓ Visits will be limited to a maximum of (3) adults per visit, up to (6) visitors with minor children. (1) of the visitors must be an adult.
- ✓ All visiting rules apply – including visiting lists and appropriate apparel.

Video Visiting

- ✓ Effective July 3, 2023 OSCI will begin using ICSolutions (ICS) to schedule video visits. Video visits will start on **July 17, 2023**. The last Zoom visit will be July 14, 2023. To visit by video, the visitor will need to establish an ICS account or update their current account with their unique Party ID. Visitors will need to follow the directions provided with the visiting list and on the ICS website: www.icsolutions.com.
- ✓ In order for an ICS account to be created for visits, persons in the care of OSCI must provide their family and friends the unique Party ID listed next to the visitor's name on the visiting list. Visiting lists and directions on how to create an account have been delivered to all PIOC.
- ✓ OSCI does not manage or schedule video visitation. After the account is established, any issues with scheduling a visit should be sent to: www.icsolutions.com. Any issues with Party IDs should be sent to: DOCDIAIElectronicVisitSupport@wisconsin.gov. OSCI staff cannot help with Party ID questions.
- ✓ For the first (6) months of implementation, each person in the care of OSCI is eligible for (1) free 25-minute video visit per week, provided institution operations are able to accommodate. Additional calls are available at the cost of \$2.50 per visit. There is a limit of (2) video visits per week, conditional to the operations of the facility.
- ✓ Visits must be scheduled at least 48 hours in advance.
- ✓ Each visitor on the call must have an ICS account and be listed on the visit reservation. Each visitor will be required to show ID at the beginning of the call and anytime during the call when asked by staff.
- ✓ All visiting rules apply – including visiting lists and appropriate apparel.