



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Racine Correctional Institution

Date: January 26, 2024

To: RCI Staff & Visitors

From: Patrick Melman, Deputy Warden

RE: Visiting

Effective February 12, 2024, Racine Correctional Institution (RC) will transition to using ICSolutions (ICS) to schedule in person visits and video visits. To schedule a visit with a person in our care (PIOC) 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 on the ICS website www.icsolutions.com to establish an account. PIOC must also provide friends and family with their unique Party ID in order for an ICS account to be created for visits.

RCI staff cannot help with Party ID questions. Any issues with a Party ID can be directed to DOCDAIElectronicVisitSupport@wisconsin.gov.

The in person visiting schedule will open for scheduling on 01/29/2024 for the February 12, 2024 visiting day. All questions or concerns related to scheduling shall be directed to ICSolutions. Visitors may also refer to the Enhanced Video Visitation memo posted on the WI Department of Corrections website at <https://doc.wi.gov>.

Each video visit will be limited to 25 minutes in length and in-person visits will be limited to 2.5 hours in length. All visits must be scheduled at least 48 hours in advance.

Each PIOC is eligible for one free 25-minute video visit per week. Additional visits are available at the cost of \$2.50 per video visit. Each visitor on the call must be on the visiting list and be listed on the ICS visit reservation. Each visitor will be required to show ID at the beginning of the visit and anytime during the call when asked by staff.

ICS Video Visiting Hours

General Population

8:00 am-11:00 am

1:00 pm-4:00 pm

6:00 pm -9:00 pm

Restrictive Housing Unit

2:00 pm-4:00 pm

6:00 pm -9:00 pm

In Person Visit Schedule

General Population Visiting Hours

Monday, Tuesday, & Thursday: 8:00 am-2:00 pm

Saturday: 8:00 am-7:00 pm

Restrictive Housing & No Contact Visiting Hours

Monday, Tuesday, & Thursday: 8:00 am-11:30 am

Saturday: 8:00 am-4:00 pm

*Length number of visits are determined by RH status.

DAI Policy #309.06.01 – Visiting is to be adhered to at all times.