



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers

Wisconsin Secure Program Facility

DATE: 4/15/24

TO: WSPF Staff, Visitors and Persons in our Care (PIOC)

FROM: Paula Stoudt, Deputy Warden *P. Stoudt*

RE: Updates to In-Person Visitation and Video Visitation Information

Effective May 6th, 2024, in-person visitation will be available on Monday, Friday, Saturday and Sunday for those in General Population.

PIOC will be allowed one in-person visit per day on Mondays and Fridays between the hours of 8:15am and 1:40pm and one in-person visit per day on either Saturday or Sunday between the hours of 8:30am and 5:30pm. In-person visits will not be scheduled. Visits will be a minimum of one hour in duration; however, if the visiting room stations are not full and visitors want to stay past one hour, they will be allowed to stay up to the close of the visiting room.

If the visiting room is at capacity, visits may be terminated after one hour if there are visitors waiting to come in. The first in/first out rule will apply after one hour of visiting has taken place.

If there are visitors waiting for visitation, they will need to leave the premises and return to WSPF to be processed in after the minimum of one-hour time has lapsed or as directed by the Lobby Sergeant.

Video visitation scheduling availability is noted in the Video Visitation section of this memo.

In-person visit procedure:

1. Visitors must have an approved Visitor Questionnaire (DOC-21AA) and be on the approved visiting list. Up to three approved visitors will be allowed for a specific visit with a person in our care (PIOC). At least one visitor must be an adult.
2. One in-person visit is allowed on each day; Monday and Friday.
3. Visitors should arrive no more than 20 minutes prior to the scheduled start time of their visit. Visitors will not be permitted to wait in the parking lot or lobby if they arrive early.
4. PIOC are required to wear full state issued uniform and state issued ID on the most outer top visible for staff to view at all times. Green top must be tucked into green bottoms. Removal of outer layers will not be allowed in the visiting room area.

In-person visiting availability will be monitored to determine if additional visit opportunities can occur per week.

Additional information

- DAI Policy # 309.06.01 – Visiting, is to be adhered to at all times.
- PIOC and visitors are allowed a brief embrace and/or kiss only at the beginning and end of the visit. Excessive or continued displays of affection are not allowed and may result in the termination of the visit.
- PIOC are permitted to hold hands with their visitor. Hands shall be positioned above the visiting room table at all times. This is the only physical contact allowed during the duration of the visit.
- Children of a PIOC who are age five (5) or under, may be permitted to be held and/or sit on the PIOC's lap, provided there are no risk factors as determined by facility staff.
- Chairs and tables have been strategically placed to maximize capacity while following social distancing. Please do not move them. All chairs and tables will be sanitized between visits.
- Visitors are to follow all the rules governing their visit. Any violations will result in the termination of the visit and is subject to suspension of visits by the Security Director.
- Conversation during visits will be held to a normal tone of voice to not disturb others.
- Refusal to comply with these rules may result in ending the visit and suspension of future visits.
- PIOC's being visited are required to wear full state issued uniform with state issued ID on the most outer top visible for staff to view at all times. Green top must be tucked into green bottoms. Removal of outer layers will not be allowed in the visiting room area.

Video Visitation Information

5. Video Visitation has now replaced Zoom visits; effective July 17th, 2023.

Every PIOC will be allowed four video visits per week and up to 12 paid visits per month. Each paid video visit will cost \$2.50. Moreover, each PIOC will receive one free video visit per week in addition to the paid visits for the first 6 months of video visit implementation.

Scheduling a Video Visit:

- Video visits are only allowed with persons on the approved visiting list in accordance with Division of Adult Institutions (DAI) Policy# 309.06.01.
 - Approved visitors will need a Party ID to register for and to schedule video visits through the ICS Solutions website.
 - Video visits may be scheduled no less than 24 hours and no more than 1 week in advance of visit date and time.
 - Schedule through <https://icsolutions.com>. WSPF staff do not schedule video visits.
6. Video visits will be available to be scheduled every 30 minutes, but will be a maximum of 25 minutes in length per visit.

7. Available **video visitation** time slots for the corresponding status(es) are color-coded and noted below:

General Population Time Slots		Restrictive Housing and Administrative Confinement:
Video visits may be scheduled Monday – Friday at the following times:	Video visits may also be scheduled Saturday and Sunday at the following times:	Thursday/Saturday/Sunday Time Slots
5:30pm – 5:55pm	8:00am – 8:25am	8:00am – 8:25am
6:00pm – 6:25pm	8:30am – 8:55am	9:00am – 9:25am
6:30pm – 6:55pm	9:00am – 9:25am	10:00am – 10:25am
7:00pm – 7:25pm	9:30am – 9:55am	12:30pm – 12:55pm
7:30pm – 7:55pm	10:00am – 10:25am	1:30pm – 1:55pm
8:00pm – 8:25pm	12:30pm – 12:55pm	2:30pm – 2:55pm
8:30pm – 8:55pm	1:00pm – 1:25pm	3:30pm – 3:55pm
	1:30pm – 1:55pm	5:30pm – 5:55pm
	2:00pm – 2:25pm	
	2:30pm – 2:55pm	
	3:00pm – 3:25pm	
	3:30pm – 3:55pm	
	5:00pm – 5:25pm	
	5:30pm – 5:55pm	
	6:00pm – 6:25pm	
	6:30pm – 6:55pm	
	7:00pm – 7:25pm	
	7:30pm – 7:55pm	

Rules during the visit are to be acknowledged electronically at the beginning of each visit on the ICS website. Any visit may be terminated if any DOC or institution rules have been violated.

PROHIBITED CONDUCT

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

- PIOC are responsible to inform their visitors of all rules governing their visit. Any violations will result in the termination of the visit and is subject to suspension of visits by the Security Director.
- Conversation during visits will be held to a normal tone of voice to not disturb others. Only one warning will be provided in regards to this matter before the visiting video session will be terminated.
- Only those scheduled to attend the visit are permitted to be on the video screen.
- Visitors are not permitted to record the visit.

- 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.
- Video visiting will be terminated immediately if there is any suspicion of illegal activities, any behavior which would be deemed inappropriate in the video visiting area 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.
 - Drugs 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.