



Wisconsin Department of Corrections

Governor Tony Evers | Secretary Jared Hoy

Date: December 22, 2023
To: Staff, Visitors & PIOC
From: Stephanie Cummings, Superintendent
RE: Video Visits and In-Person Scheduling

Effective July 3, Sanger Powers Correctional center will begin using ICSolutions (ICS) to schedule in person visits and video visits, beginning with visits on July 17. Zoom Visits will be discontinued as of July 17. To visit in person or 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

Persons in our Care must provide their friends and family with 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. Visiting lists and directions on how to create an account have all been given to inmates and posted in the library. Any issues with Party IDs can be directed to DOCDAIElectronicVisitsSupport@wisconsin.gov. SPCC staff cannot help with Party ID questions.

Visitors must schedule in person or video visits at least 48 hours in advance and no more than fourteen (14) days in advance.

IN PERSON VISITING

- Each Person is eligible for two (2) in person visits each week. A week is defined as Monday through Sunday. Each in person visit will be scheduled for a maximum of three (3) hours in length. Visitors may arrive anytime during their scheduled 3-hour block. However, the visit will not be extended past the scheduled end time.
- Each visit is limited to (7) Visitors.
- **In person Visiting Hours:**

Saturday and Holidays: 8:15 a.m. - 11:15 a.m. & 1:15 p.m. - 4:15 p.m.

Sunday: 1:15 p.m. - 4:15 p.m.

Wednesday: 6:15 p.m. - 9:15 p.m.



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VIDEO VISITS

- For the first six months of implementation, each PIOC is eligible for on free 25-minute video visits per week.
- Additional calls are available at the cost of \$2.50 per visit.
- 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.

VIDEO VISITING HOURS:

Monday- Sunday:

6:30AM-7:50AM
10:15AM-11:30AM
1:00PM-1:55PM
2:30PM-3:50PM
4:30PM-5:50PM
6:30PM-7:50PM
8:20PM-8:45PM
9:20PM-9:45PM
10:20PM-10:45PM

Specific guidelines for in-person visits include:

- Coins and/or bills, not to exceed \$15 for vending machines
- You are not permitted to pass anything without Staff approval.
- Sending out property items on a visit must be approved by Captain on a Interview Request.
- You are required to sit directly across from wife, girlfriend, fiancé, or significant other.
- Visitors that leave the building will not be permitted to re-enter.
- An adult must accompany any visitor under the age of 18.
- Any food or drink items purchased during visits, must be consumed during visit. No items maybe take back to room.
- Any other rules pertaining to visits can be referred in the PIOC Handbook.