



Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

Drug Abuse Correctional Center

June 23, 2023

Effective July 3, 2023, the Drug Abuse Correctional Center (DACC) will begin using ICSolutions (ICS) to schedule in person and video visits. This new process will begin with visits scheduled for the week of July 17, 2023. **Zoom visits will be discontinued as of July 17, 2023.**

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.

In order for an ICS account to be created for visits, persons in our care (PIOC) must provide their friends or family the unique Party ID listed next to the visitor's name on the visiting list. Any issues with Party ID's can be directed to DOCDIAElectronicVisitSupport@wisconsin.gov. DACC staff cannot assist with Party ID questions.

Visitors must schedule in person or video visits at least 48 hours in advance and not more than 14 days in advance.

In Person Visits:

- Visitors shall be on the PIOC's approved visiting list.
- Each PIOC is eligible for three in person visits each week. A week is defined as Monday through Sunday.
- Each in person visit will be a maximum of three hours in length.
- Visitors shall not arrive more than 10 minutes prior to start of visitation.
- Each visit is limited to six visitors.
- In person visiting hours:
 - Wednesday: 3:00pm-9:00pm
 - Weekends and Holidays: 8:15am-3:30pm

Video Visits:

- Each video visit is 25-minutes in length.
- For the first six months of implementation, each PIOC is eligible for one free video visit each week.
- Additional video visits are available at the cost of \$2.50 per visit, up to 12 paid visits per month for a total of 16 video visits per month. Video visits are limited to one per day per PIOC.
- Each visitor on the video visit 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 visit hours:
 - Monday, Tuesday, Thursday, and Friday: 7:30am-8:30am; 5:00pm-6:00pm; 7:30pm-8:00pm; 8:30pm-9:00pm; 9:30pm-10:00pm
 - Wednesday: 8:30am-9:00am; 3:00pm-8:30pm
 - Saturday and Sunday: 8:30am-3:00pm; 7:30pm-8:00pm, 8:30pm-9:00pm, 9:30pm-10:00pm

General visit rules will be enforced during all visits.