



Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

Flambeau Correctional Center

DATE: March 28, 2024 - UPDATED

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

FROM: Carmen Dohms, Superintendent

SUBJECT: Video Visits and In-Person Visiting Scheduling

Beginning June 19, 2023, the Department of Corrections will begin a phased approach to replace ZOOM visits with a virtual visiting platform provided by ICS Solutions. This new service comes with benefits resulting in increased opportunities for video visits as a supplement to in-person visitation.

The target date to begin scheduling ICSolutions video visits for Flambeau Correctional Center (FCC) is **July 3, 2023** with video visits on the new platform to start **July 17, 2023**.

Persons in our care must provide their friends and family 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 will be delivered to all persons in our care this week.

Questions or difficulties registering an account should be directed to customer service on the ICSolutions website. If a visitor is unable to schedule a visit after the account is registered, please send an email identifying the account has been established but is unable to schedule a visit to: DOCDIAIElectronicVisitSupport@wisconsin.gov. FCC staff cannot help with Party ID questions.

Family and friends may begin registering at www.icsolutions.com once they are provided their party ID by the PIOC. A visitor should only have one party ID, even if visiting multiple PIOC.

The information registered on the ICSolutions account **must match** the information exactly as submitted on the approved WI DOC visitor application.

Visitor must schedule in-person and video visits at least 24 hours in advance and no more than seven (7) days in advance.

IN PERSON VISITING

- Each person is eligible to have two (2) in person visits each week. A week is defined as Monday through Sunday. Each person will be scheduled for a maximum of three (3) hours in length. Visitors may arrive anytime during the 3-hour block. However, the visit will not extend past the scheduled end time.

- Each visit is limited to four (4) visitors.
- **In Person Visiting Hours:**
Monday & Friday – 6:15 PM to 9:00 PM
Saturday, Sunday & Holidays – 8:00 AM to 11:00 AM / 1:00 PM to 4:00 PM

Specific guidelines for in-person visits:

- All visitors must be appropriately dressed.
- Brief hugs are allowed at the beginning and end of visit.
- Hand holding and sitting on laps is not allowed.
- Children and infants must remain in the visitors control at all times. They shall remain seated at the assigned table at all times. Please prepare children for these restrictions before arrival.
- All chairs and tables will be sanitized between visits.
- Food items are **NOT** allowed to be brought in.
- There is a soda machine available onsite and \$15.00 in coins and/or one-dollar bills will be allowed to brought in for this purchase. Staff do not have a means of making change.
- Due to scheduling limitations, visits will not be rescheduled due to tardiness.
- In addition to these rules, general visiting rules will be enforced.

Outside Visits:

- Outside visiting is available from Memorial Day to Labor Day weather permitting.
- Outside visits are conducted on weekends and holidays.
- You and your visitor must sit on the picnic benches provided in the outside visiting area.
 - Do not straddle the benches.
 - Do not sit on top of the tables.
 - Do not move the tables.

VIDEO VISITS

- For the first six (6) months of implementation, each person in our care is eligible for one (1) free 25-minute video visit per week.
- Additional calls are available for the cost of \$2.50 per visit, up to 12 visits per month for a total of 16 calls per month. Video visits are limited to 2 per day.
- 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.
- Virtual visit time slots will be approximately 25-26 minutes in length.
- ZOOM visits for family and friends will discontinue when ICS video visitation begins.

VIDEO VISITING HOURS: When the center is open the video, visits are available for use.

- 7:15 AM to 11:25 AM
- 12:20 PM to 4:00 PM
- 5:15 PM to 9:00 PM
- 9:30 PM to 11:00 PM

Prohibited Conduct:

- DAI Policy # 309.06.01 – Visiting, is to be adhered to at all times.
- PIOC are responsible to inform their visitors of 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. Only one warning will be provided in regards to this matter before 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 or any behavior that would be deemed inappropriate in the visiting room 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
 - Drug 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.

Reminder: If the center has an outbreak of COVID-19; in-person visits may be temporarily suspended.