


WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Jared Hoy

Green Bay Correctional Institution

Date: November 1, 2024

To: GBCI Staff, Persons In Our Care (PIOC) & Visitors

From: Warden Stevens 

RE: In-person/Video Visitation

Effective November 20, 2024, GBCI will implement changes to our in person visit schedule. In person visits will be conducted Monday, Tuesday, Thursday and Friday. The video visit schedule remains the same. GBCI will continue to use ICSolutions (ICS) to schedule in person visits and video visits. 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 on the directions provided with the visiting list and on the ICS website www.icsolutions.com.

PIOC must provide family/friends 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 been delivered to all PIOC. Any issues with Party IDs can be directed to DOCDAIElectronicVisitSupport@wisconsin.gov. GBCI staff cannot help with Party ID questions.

In an effort to ensure opportunity for all, GBCI will attempt to honor up to two 50-minute video visits for each PIOC per day, with unlimited video visits each month. In-person visits will remain limited to 90 minutes in length; however, we will expand opportunity up to 6 in-person visits per week. There will be a maximum of two in-person visits total per day. All visits must be scheduled at least 7 days in advance. GBCI will evaluate this process as we move forward to determine if time & space will allow for more visit opportunities.

In regards to ICS video visits, each PIOC is eligible for two free 50-minutes video visits per month. The free video visits are the first to be scheduled. Additional visits are available at the cost of \$5.00 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 visit and anytime during the call when asked by staff. This entire process is consistent with all other DAI facilities.

ICS Visit Schedule

Mainstream Unit: MAX of 1 PIOC per session	
Monday - Friday	8:00 AM – 5:50 PM
Step & Transition Units: MAX of 1 PIOC per session	
Monday - Friday	10:00 AM – 5:50 PM
Dorm: MAX of 4 PIOC per session	
Monday – Sunday	6:00 AM – 10:50 PM
North Cell Hall: MAX of 8 PIOC per session	
Monday – Friday	10:00 AM – 5:50 PM
South Cell Hall: Max of 8 PIOC per session	
Monday – Friday	10:00 AM – 5:50 PM

In Person Visit Schedule

General Population Status: MAX of 10 PIOC per session	
Mon/Tue/Thurs/Fri	2:15 PM – 5:45 PM

RH status ICS schedule: MAX of 1 PIOC per session		
ICS Only	Mondays	5:00 PM – 9:00 PM
ICS Only	Tuesdays	5:00 PM – 9:00 PM
*Monday & Tuesday RH visits will occur via ICS only. Visitors will not be able to participate in Monday & Tuesday RH visits via lobby tele-visits.		
RH status Tele-visit schedule: MAX of 2 PIOC per session		
*Tele-visit from GBCI Visit Lobby (no ICS)	Fridays	2:15 PM – 5:45 PM
*Visitor must come to GBCI Visit Lobby in order to participate in Friday RH tele-visits. There will be no ICS visiting on Fridays.		

Procedure

1. **DAI Policy #309.06.01** – Visiting is to be adhered to at all times. In-Person and video visits will be terminated immediately if there is suspicion of illegal activities or any behavior that would be deemed inappropriate, or any behavior that is outlined as unacceptable in accordance with DAI policy.
2. Visitors must have previously completed a Visitor Questionnaire (DOC-21AA) and be on your approved visiting list. Up to eight (8) approved visitors will be allowed per visit. At least one (1) visitor must be an adult. Prior to the video visit starting, the visitor/s will be required to show an approved form of identification. Children or minors will be allowed to visit as long as they are already on the approved visiting list.
3. Eligibility will be determined based upon the current status of the PIOC to include disciplinary status restrictions in accordance with WI DOC 303.
4. PIOC are responsible for contacting proposed visitors and providing them with the information how to schedule in-person and/or video visits.
5. Visits are scheduled on a first come first serve basis as space is limited. Visitors cannot schedule a visit more than four weeks in advance.
6. Special visits must be scheduled through the institution. Extended visits are not allowed at this time.
7. It is your responsibility to ensure you arrive on time for your visit.
8. Due to scheduling limitations, visits will not be rescheduled due to tardiness by the visitor or the PIOC. Visitors should arrive no more than 30 minutes prior to the scheduled start time of visit to allow time for processing. Visitors arriving 15 minutes or later to scheduled start time will not be permitted to visit.
9. PIOC are required to wear a full state issued uniform with a state issued ID on the outer most top visible for staff to view at all times. Green tops must be tucked into green bottoms. Removal of outer layers will not be allowed in the visiting room area. Masks are optional.
10. Food may be purchased; however, absolutely no sharing of or drinks between visitors and PIOC will be allowed.
11. PIOC hands must be available at all times.
12. PIOC may briefly embrace and briefly kiss visitors at the beginning and end of each visit. Excessive displays of affection are not permitted.
13. PIOC may hold their own children who are the age of 5 or under.
14. Board games, cards, coloring books, etc. will not be provided at this time.
15. Photographs will be permitted through the Visit Room photographer. Photos will be provided to the PIOC when they return to the housing unit. Photos will be provided to the visitor when they return to the Lobby.
16. ICS visits will be ended if PIOC are being shown alternative forms of media during the visit. Examples include but are not limited to movies, Facetime calls from other parties and/or social media sites.