

Jackson Correctional Institution (JCI) Visitors' Guide

N6500 Haipek Road | Black River Falls, WI 54615 | 715-284-4550

Please reference and familiarize yourself with this Visitors' Guide, and also the Division of Adult Institutions (DAI) public website, <https://doc.wi.gov>, for visiting information, rules, and procedures. It is important the Persons in Our Care (PIOC) are able to stay connected with their families and friends through in-person and video visits, and it is JCI's expectation PIOC and visitors conduct themselves according to the rules and procedures as specified in our visiting documents, policies, and state administrative code. Your compliance with the DAI/JCI visiting requirements for acceptable and courteous behavior within a state institution will help ensure a safe and secure visiting environment, while promoting a family-friendly atmosphere for everyone.

COVID-19 INFORMATION AND REQUIRED PROTECTIONS FOR IN-PERSON VISITING

- If JCI has an increase in positive COVID-19 cases, in-person visits may temporarily be suspended by Wisconsin's Department of Corrections (DOC) working with Wisconsin's Department of Health Services to protect the health of the PIOC, our staff, visitors, and the surrounding community.
- Anyone visiting a DOC facility is subject to DOC's current COVID-19 protocols.

PROHIBITED ARTICLES AND CONTROLLED SUBSTANCES

- Wisconsin State Statute 302.095 (2) Delivering Articles to Inmates, prohibits delivery of any article to an inmate of a state correctional facility, depositing or concealing an article within the facility or its boundaries, or receiving an article to convey out of the Institution that is contrary to the rules and regulations and without the knowledge or permission of the Warden. Violation of this law is a Class I felony, the punishment for which is imprisonment up to 3.5 years, a fine of up to \$10,000, or both.
- The DOC is committed to maintaining drug-free facilities, as is JCI. The Institution prohibits the entrance of drugs and other contraband. JCI will actively investigate and assist in the prosecution of individuals attempting to introduce drugs or other prohibited items into JCI.

IN-PERSON AND VIDEO VISIT APPROVAL / TERMINATION

- Prior to scheduling a visit, each visitor must accurately and honestly complete a DOC-21AA Visitor Questionnaire form and submit to JCI for approval; if approved, the visitor will be added to the inmate's list.
- Falsified, incorrect, or incomplete information on the DOC-21AA Visitor Questionnaire form will result in removal, denial, or suspension of the visitor.
- Visitors who violate DAI/JCI's rules will have the visit immediately terminated, be subject to an investigation, and visiting privileges may be revoked or suspended.
- Inappropriate behavior by visitors (including minors) or inmates is also a violation, will result in immediate termination of the visit, and visitors may be suspended from in-person and video visiting privileges for six months or longer by the Security Director/designee.
- Visitors who have visiting privileges revoked or suspended, may appeal the decision to JCI's Warden.
- Visitors will only be allowed to visit if dressed conservatively and appropriately for JCI's family-friendly environment; visitors wearing inappropriate/revealing apparel will be denied in-person and video visits.

GENERAL POPULATION DAYS / HOURS / LENGTH FOR IN-PERSON AND VIDEO VISITS

- JCI's visiting week begins Wednesday through the following Tuesday.
- JCI is not open to visitors on Monday, unless it is a JCI-recognized holiday.
- See separate information on Restricted Housing visits at the end of this document.

General Population Visits:	Begin Time	End Time	Length of In-Person Visit	Length of Video Visit
Tuesday – Friday	2:45 p.m.	9:00 p.m.	2:55 hours As time and space allow	:55 minutes As time and space allow
Saturday, Sunday, and JCI-Recognized Holidays	8:05 a.m.	3:30 p.m.	2:00 hours As time and space allow	:55 minutes As time and space allow

JCI-RECOGNIZED HOLIDAYS

- New Year’s Day
- Martin Luther King, Jr., Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving & day after
- Christmas Eve Day
- Christmas Day
- New Year’s Eve Day

SCHEDULING VISIT APPOINTMENTS

- To schedule an appointment for a visit, email DOCDJIJCZoomVisits@wisconsin.gov; specify PIOC name and DOC number, visitor name(s) and date(s) of birth for each person who will be visiting, in-person or video visit, and two or three preferred dates/times for the visit.
- When the visit has been scheduled, the visitor will receive an email confirmation reply indicating the date and start/end times. Video visitors will receive a link indicating how to connect to the video visit.
- Appointments for visitors on the PIOC’s approved visiting list must be scheduled at least two business days prior to the visit, but not more than ten business days ahead of the visit; appointments are scheduled on a first-come, first-served, basis as space allows.
- An approved visitor may only schedule one visit per email.
- A total of 3 visits will be allowed per week. You are only allowed to schedule 1 video visit per week. You may have 2 in-person visits and one video visit or 3 in-person visits. Only one of either type of visit is allowed on the weekend.
- **In-person visits:** Three in-person visits will be allowed per PIOC per week as time and space permit; only one of the three visits may be on a weekend. Up to twelve approved visitors per PIOC can visit in person at one time; a maximum of 6 adults per visit. Extended visits will be reviewed on a case-by-case basis.
- **Video visits:** One :55 minute video visit will be allowed per PIOC per week as time and space permit; up to six approved visitors per PIOC may be on the video visit.

NO ADMITTANCE

There will be no admittance to the Institution during the following times/circumstances:

- The person does not have an approved DOC-21AA Visitor Questionnaire form on file.
- 4:10 p.m. weekday count time (until count clears).
- 11:30 a.m. weekend count time (until count clears).
- Lobby entrance until :10 minutes prior to the start of visiting hours.
- Times of quarantine and/or modified movement within the Institution.
- If dressed inappropriately according to JCI’s conservative standards.

IN-PERSON VISITOR ARRIVAL AND ENTRANCE

- Directions to JCI: I-94 to Black River Falls Exit 116, to WI-54E, to Red Iron Road, to Airport Road, to Haipek Road.

- Only visitors on the PIOC’s approved list are permitted to visit the PIOC; this includes adults and minors.
- Handicapped spaces are designated for authorized vehicles.
- All vehicles must be locked while parked in JCI’s lot. It is recommended your personal belongings be locked inside your vehicle.
- Visitors may not arrive in JCI’s Lobby earlier than :15 minutes prior to their scheduled in-person visit start time.
- Lockers are provided in the Lobby for purses, billfolds, cell phones (which must be turned off), and other items not allowed in the Institution. Lockers require a quarter, which will be returned to you when you retrieve your personal belongings. There are limited tokens available from the Lobby Officer.
- The Institution is not responsible for personal property left in vehicles or Lobby lockers.
- All visitors sixteen years of age and older must provide photo identification; acceptable ID forms are:
 - Valid state driver’s license
 - Valid Military Photo ID
 - Valid passport or Visa
 - Valid Tribal Photo ID
 - Valid Department of Transportation ID
 - A letter from a religious elder (Amish only)
- No food/beverages may be brought into or taken out of the Institution.
- Visitors requiring medication must notify both the Lobby Sergeant and the Visiting Room Sergeant; medication will not be allowed in the Visiting Room unless it is imperative the medication be close by; it will be kept at the Officer’s Station in the Visiting Room where it can be obtained if necessary.
- Any visitor attempting entrance into the Institution in a wheelchair must pass entrance procedures. JCI will provide a wheelchair for their use while visiting. Individuals who have specially designed or equipped wheelchairs must submit medical documentation from a doctor to verify the need prior to the visit.

METAL DETECTOR FOR IN-PERSON VISITORS

- All visitors must pass through and clear the metal detector. Failure to successfully clear the metal detector after three attempts will result in the visit being denied. To expedite the entrance process, visitors should avoid wearing metal (buckles, snaps, metal buttons, bib overalls, wire in undergarments, and jewelry).
- Any visitor who has a medical condition, (i.e., metal pin in leg, etc.,) must provide medical verification from a doctor, per Institution Policy, before being allowed entrance. DAI Form 2424, “Visitor Requesting Accommodations,” can be supplied by the JCI Visiting Coordinator or unit Social Worker, and must be sent to the Security Director for approval prior to the visit – NO EXCEPTIONS.

GENERAL INFORMATION FOR IN-PERSON AND VIDEO VISITS

- Behavior While Visiting: Visitors must conduct themselves in an appropriate and courteous manner, and must follow all visiting rules and procedures at all times.
- Family Friendly: JCI requires a “family-friendly” atmosphere be maintained at all times in the Visiting Room/area, whether in-person or video visits.
- Substance Free: This is a tobacco-free, drug-free, alcohol-free Institution and grounds; no tobacco products or ignition devices, no drugs, and no alcohol will be permitted, whether in-person visits or visible during video visits. Visitors attempting to bring any of these items into the Institution are subject to prosecution; a felony conviction could be the result of this activity. Visitors exhibiting signs of intoxication will not be allowed to enter the Institution or have a video visit.
- No Weapons Allowed: While Wisconsin has established laws which allow for the legal concealed carrying of firearms and other weapons, weapons are not allowed in the Institution. Visitors who legally possess a firearm or other weapon under Wisconsin Concealed Carry laws must secure those firearms and weapons inside the trunk of their vehicle or in a locked compartment inside their locked vehicle prior to entering the

Institution. Failure to comply or attempting to bring firearms or other weapons into the Institution may result in notification of Law Enforcement, affect visiting privileges, and could result in a felony conviction.

- Displays of Affection: Excessive displays of affection are not permitted. You are allowed a brief kiss at the beginning and end of the visit.
- Tables / Seating:
 - Tables and seating will be assigned.
 - Visitors and PIOC must remain seated, as assigned by Staff, during the visit.
- Children:
 - Parents/PIOC are responsible for the supervision of their children.
 - Physical disciplining of children is forbidden; failure to comply may result in termination of visiting privileges, disciplinary action, and/or referral to social service agencies.
 - Visits may be terminated due to unruly children.
 - Children cannot be left unattended.
 - Any child sent back to the Lobby or the car must be accompanied and attended by an adult at all times.
 - There is no children's play area; there are no games, books, or toys, and these items cannot be brought into the Institution.
- Pets: Pets and/or emotional support animals are not allowed in the Institution or on Institution grounds. Service dogs are permitted with proper notification and Security Department approval prior to the visit. No animals may be left unattended in vehicles.
- Photographs: Personal cameras are not permitted in the Institution. Photos may be purchased through the JCI Photo Project. A PIOC must have funds in his account prior to the day of the visit to cover the cost of the photos.
- Paper Documents / Reading Material:
 - No paper documents or reading materials may be brought into the Institution without prior approval of the Security Department.
 - Only income tax forms needing a PIOC signature may be brought in on visits. The PIOC will be called up to sign the forms, which will be kept at the Officers' Station and returned to the visitor at the end of the visit.
- Visiting Room Access: Visitors who are not on the approved visiting list and/or not given access to JCI's Visiting Room, will not be allowed to wait in the Lobby or parking lot. Visitors are not allowed beyond the Visiting Room.

ALLOWED ITEMS FOR IN-PERSON VISITS

- One coat and one pair of gloves for each visitor.
- Headwear provided it does not conceal identity.
- Coins and/or bills not to exceed the \$20 limit.
- Comb, pick, or brush limited to one for each visitor.
- One Institution locker key.

Baby/Toddler allowable items:

- Up to two baby blankets for each child.
- Up to four diapers for each child; diaper bags are not permitted in the Institution.
- Diaper wipes must be in a clear plastic bag.
- A combination of up to two plastic drinking containers (bottle/sippy cup) for each child; sippy cup must be empty. Bottles/sippy cups must be in a clear plastic bag.
- Enough powdered formula to mix one bottle/sippy cup per child; formula must be in a clear plastic bag.
- One hand-held baby seat for each child.

- One pacifier for each child.

GENERAL INFORMATION FOR VIDEO VISITS

- We suggest visitors new to Zoom download the app **prior** to the first video visit to ensure accessibility, and also become familiar with this app so time is not missed during the visit trying to connect and learn the app's features. The app can be downloaded on a computer, laptop, cell phone, or tablet.
- JCI does not have the capability to resolve technical difficulties on the visitor's end.
- Video visits will not be rescheduled due to tardiness by either party or technical difficulties.
- Prior to the start of the video visit, the visitor(s) will be required to show an approved form(s) of identification.
- All video visits will be monitored by JCI's Visiting Room Staff.
- PIOC are responsible to inform their visitors of all the rules governing their video visit. Any violations will result in the termination of the video visit, and is subject to suspension of visits by the Security Director/designee.
- Conversation during video visits will be held to a normal tone of voice so as not to disturb others. Only one warning will be provided in regards to this matter before the video visiting session will be terminated.
- Only those scheduled to attend the video visit are permitted to be on the video screen. Any attempt by another person to join the visit may result in the video visit being terminated.
- Visitors are not permitted to record the video visit.
- Screenshots/photos taken during a video visit will be reviewed by Staff if mailed to the PIOC; screenshots/photos must not contain inappropriate behaviors, cannot present a security risk to the Institution, and cannot show other individuals. Approval/denial decisions will be made by Staff on a case-by-case basis with appropriate justification.
- Video visiting will be terminated immediately if:
 - There is any suspicion of illegal activities.
 - There are any behaviors deemed inappropriate in the family-friendly Visiting Room setting.
 - Any inappropriate behavior outlined as unacceptable in accordance with DAI Policy #309.06.01 – Visiting, which includes, but is not limited to, the following:
 - ✓ Sexual acts or nudity.
 - ✓ Drug and/or alcohol use during the visit.
 - ✓ Showing of objects identified as a threat (firearms, weapons, knives, etc.).
 - ✓ Inappropriate language.
 - ✓ Inappropriate locations of visitor (bar, night club, etc.).
 - ✓ Operating a vehicle during the scheduled visit.

DRESS CODE FOR IN-PERSON AND VIDEO VISITS

JCI's visiting area stresses a "family-friendly" atmosphere, as friends and family are of all ages. Visitors must dress modestly, whether visiting in person or via video visits. Restrictions apply equally to men, women, and children. The following apparel is considered inappropriate, is prohibited, and therefore will result in the denial of visits, whether in-person or video visits:

- Transparent/translucent clothing.
- Swim suits.
- Shorts that are shorter than fingertip length plus three inches (visitor standing naturally with arms straight down the side of the body and fingers extended).
- Skirts or dresses shorter than fingertip length plus three inches.
- Tube, halter, and strapless tops and dresses.

- Tops which expose midriff (front and/or back).
- Underwear worn on the outside or exposed.
- Blouses, shirts, and dresses which reveal cleavage.
- Skirts/dresses with revealing slits.
- Spandex/spandex-like and lycra/lycra-like athletic pants, aerobic/exercise tights, leotards, button/snap side (tear-away) sweat/wind pants, or exceptionally tight clothing of any kind.
- Clothing with revealing holes, tears, or slits.
- Clothing or accessories with obscene or profane writing, images, or pictures.
- Gang or club-related clothing, headwear, shoes, logos, or insignia indicative of gang affiliation; this also includes, but is not limited to, motorcycle jackets with club logos.
- Camisoles and tank tops are only permissible when worn under other clothing.
- Any clothing that may have the potential to cause undue attention.
- Internet “smart” technology and electronic recording equipment of any form. This includes all watches, as some have “smart” capability.
- Sunglasses.
- All visitors, men, women, and children, must wear shoes for the entire visit.

NORTHWOODS CAFÉ

- Depending upon Staff/PIOC resources and grocery supply chain limitations, Northwoods Café has varied days/hours/menu options when open; there may be periods of time throughout the year when the Café will not be open. Due to these variances, café schedules/menus are not printed.
- When the Northwoods Café is open, money to purchase food must be posted and in the PIOC’s account prior to the date of the visit, as the Northwoods Café cannot accept cash.
- PIOC fund availability will be verified by the Visiting Room Officer prior to placing orders; orders can be placed with Northwoods Café Staff after verification of fund availability in PIOC account.
- PIOC are not allowed to retrieve items from the Northwoods Café window.
- Only authorized Staff/PIOC may enter the Training Kitchen area.
- No food or beverage carry outs from the Northwoods Café are allowed.
- If you need assistance retrieving your order, please notify Staff so accommodations can be made.

VENDING MACHINES

- The vending machines in the Visiting Room have very limited contents for drink/snack selections.
- Vending machines in the Visiting Room take one dollar bills and coins only. There is a change machine in the Lobby for \$1, \$5, \$10, and \$20 dollar bills. There is no change machine in the Visiting Room, and Institution Staff will not make change.
- Money allowed in the Visiting Room is limited to \$20 per visitor.
- PIOC are not allowed to retrieve items from the vending machines.
- PIOC on visits are not allowed to go past the red line on the floor near the vending machines.
- Snacks/drinks from the vending machines cannot be split or shared with anyone.

Due to limited times Northwoods Café may be open, and very limited contents in vending machines, it may be practical to eat a meal or have a snack prior to arriving at JCI for a visit.

CLOTHING FOR PIOC RELEASE

Boxed release clothing for PIOC (within 30 days of release only) may be brought on a visit and left at the Lobby Officers' Station to be processed by the Lobby and Property Officers.

RESTRICTED HOUSING (RH) VIDEO VISITS

PIOC eligibility for video visits while in RH is determined by their current status, separation level, and/or disciplinary classification restrictions in accordance with Wisconsin Administrative Code, DOC Chapter 303, Discipline.

- PIOC in RH status may be allowed video visits with family and friends if the visitor has an approved DOC-21AA Visitor Questionnaire form, which allows them to be on the PIOC's approved visiting list, and dependent upon the PIOC RH status, separation level, and/or disciplinary classification restrictions.
- RH video visits must be scheduled at least two days in advance by emailing: DOCDIJCIZoomVisits@wisconsin.gov.
- RH video visits are available on Saturdays and Sundays only; no weekday video visits are allowed.
- In-person visits with family/friends are not allowed for PIOC in RH status.
- RH video visit times start at 8:30 a.m. and end at 11:30 a.m., and will last either :30 or :45 minutes depending on the PIOC RH status.

ATTORNEY VISITS TO PIOC IN RH STATUS

- Attorney video visits are allowed and must be scheduled in advance by emailing JCI's Records Staff at DOCDIJCIRecordsStaff@wisconsin.gov. Records Staff will schedule the attorney/PIOC video appointment, and email the appointment information and link to the attorney.
- Attorney in-person visits are allowed, (unless during a time of "no admittance,") and held in the RH no-contact booth.