



JACKSON CORRECTIONAL INSTITUTION
BLACK RIVER FALLS, WI

VISITORS GUIDE

2026

N6500 Haipek Road - Black River Falls WI - 54615

715 – 284 – 4550

Welcome to Jackson Correctional Institution.
We expect this Visitors Guide will answer the questions you have in
regards to visiting your family member or friend.
If you have additional questions after reviewing this document, please call
us at 715-284-4550, and ask for the Visiting Room Staff.

Information for all Visits

Please reference and familiarize yourself with Jackson Correctional Institution's (JCI) 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 all PIOC and visitors abide by and conduct themselves according to the rules and procedures as specified in JCI's visiting document, DAI policies, and Wisconsin 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. In-person and virtual video visiting protocols are similar in many aspects; differences are specified below; please review carefully to avoid confusion between these two types of visits.

Institution Location and Mailing Addresses

JCI is located at N6500 Haipek Road in Black River Falls.

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

For directions click the following link: <https://maps.app.goo.gl/L4qXc7bxoPBeGJsC7>

Mailing address: (inmate mail – no money)	PIOC Name and DOC Number
	Jackson Correctional Institution
	P.O. Box 189
	Phoenix, MD 21131

Property/packages (UPS):	Jackson Correctional Institution
	N6500 Haipek Road
	Black River Falls, WI 54615

Wisconsin Department of Corrections (DOC) DAI Policy Index:
<https://doc.wi.gov/Pages/AboutDOC/DepartmentPolicies/DAIPolicies.aspx>

In-Person Visits – Days and Times

On Tuesdays, Wednesdays, Thursdays, and Fridays, JCI's visit times are:

- 3:00 p.m. - 5:15 p.m.
- 5:45 p.m. - 8:00 p.m.

On Saturdays, Sundays, and holidays, JCI's visit times are:

- 8:00 a.m. - 10:00 a.m.
- 10:30 a.m. - 12:30 p.m.
- 1:00 p.m. - 3:00 p.m.

JCI's recognized holidays are:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve Day
- Christmas Day
- New Year's Eve Day

Note: When a holiday falls on a Thursday, the connecting Friday to the weekend will have holiday hours.

General Information

- Each PIOC is eligible for four (4) in-person visits per week; a week is defined as Monday through Sunday.
- JCI is not open to visitors on Monday, unless it is a JCI-recognized holiday.
- In-person visits are restricted to one (1) visit per day.
- Each in-person visit is limited to seven (7) visitors.
- Length of in-person visits will be two (2) hours and fifteen minutes Tuesday through Friday. Two (2) hours on weekends and holidays.
- Visitors may not arrive in JCI's Lobby earlier than ten (10) minutes prior to their scheduled in-person visit start time.
- 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.
- Any visitor leaving the Visiting Room for any reason will not be allowed to re-enter.

Scheduling In-Person and Virtual Video Visits

- Visitors must be on the DOC approved visitor list for the PIOC they wish to visit.
- Instructions for registering and scheduling visits is on the ICSolutions (ICS) website: www.icsolutions.com.
- Questions or difficulties registering an account should be directed to “customer service” on the ICS website: www.icsolutions.com.
- Each PIOC is provided a specific party ID; it is the PIOC’s responsibility to provide the party ID to his approved visitors.
- After receiving the specific party ID from the PIOC they wish to visit, approved visitors must register for an account with ICS via their website www.icsolutions.com; the specific party ID is required for a registered account.
- A visitor will only have one party ID, even if visiting multiple PIOC.
- The information registered on the ICS account must match the information exactly as submitted on the approved Wisconsin DOC Visitor Questionnaire, DOC-0021AA.
- 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 the following email address: DOCDAIElectronicVisitSupport@wisconsin.gov.
- Either the PIOC or the visitor can schedule the visit. Virtual visits are limited to four (4) visits per week; the week is defined as Monday - Sunday.
- Visits can be scheduled up to fourteen (14) days in advance of the visit, but no later than forty-eight (48) hours prior to the visit.
- Prior to scheduling a visit, each visitor must accurately complete a DOC-0021AA Visitor Questionnaire form and submit it to JCI for a background check and team review prior to possible approval; if approved, the visitor will be added to the PIOC’s approved list of visitors.
- Falsified information on the DOC-0021AA Visitor Questionnaire form will result in denial; illegible or incomplete forms will not be processed.
- Visitors and/or PIOC who violate DAI/JCI’s rules, including inappropriate behavior, whether in-person or virtual video visiting, may have their visit immediately terminated, be subject to an investigation, and/or visiting privileges may be restricted, revoked, or suspended for six (6) or twelve (12) months by the Security Director/Designee depending on the severity of the infraction (this includes minors).
- Visitors who have visiting privileges restricted, revoked, or suspended, may appeal the decision in writing to JCI’s Warden.

Medical Exceptions for Access to Visiting Room

Visitors unable to successfully clear and walk through a metal detector due to a medical appliance or assistive device, shall submit a DOC-2424 form to the Security Director and receive approval prior to visitation.

Visitors requiring special medical accommodations related to the use of a metal detector must have their physician submit a completed DOC-2424 form to the Security Director for approval prior to being allowed to enter the Institution.

Special Needs / Accommodations

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.

Visitors are expected to navigate walkways independently, or with assistance from someone attending the visit with them. Staff are not permitted to assist in transporting visitors.

Pets and/or Emotional Support Animals

Pets and/or emotional support animals are not allowed in the Institution or on Institution grounds. Service animals are permitted with proper notification and Security Department approval prior to the visit. No animals may be left unattended in vehicles. JCI Staff may inquire with questions per DAI Policy 309.06.02, Visitor Entrance-Special Needs.

Special / Extended In-Person Visits

- PIOC shall initiate a request for a special / extended visit to their Social Worker.
- Visitors can schedule a visit as normal, but ensure they schedule a time slot early enough in the ICS system to allow additional time.
- Considerations for an extended visit include, but are not limited to, the following:
 - If the visitor is traveling a distance of 250 miles or more one way.
 - If the visitor is only available for a visit on a very limited basis, such as military personnel, or is only in the area once or twice a year.

Metal Detector Specific for In-Person Visitors

All visitors must pass through and clear the metal detector. Visitors will be given three (3) opportunities to successfully clear metal detection. Failure to do so will result in the visitor being denied entrance into the Institution. Wire in undergarments will not clear the metal detector and should not be worn. 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.

Visitors will be hand stamped prior to entrance.

Identification

All visitors, age 16 and older, must provide photo identification (ID). The only acceptable forms of identification are:

- Valid state driver's license or temporary driving / ID receipt.
- Valid passport or Visa.
- Valid Department of Transportation ID.
- Valid military ID.
- Valid tribal ID (if it provides photo).

Amish

Amish visitors who do not possess photo ID as a requirement of their religion shall:

- Provide the Institution with a signed and notarized affidavit from their Bishop. The affidavit must include the physical description, including hair and eye color, height, and weight, of each proposed visitor.
- The Institution will retain the original affidavit and place a copy in the respective PIOC Social Services file. The visitor(s) shall retain a copy of the affidavit and must produce it upon arrival to the Institution as a means of identification.

Lobby Lockers

Lobby lockers are provided for placement of vehicle keys, 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 also limited tokens available from the Lobby Officer. It is recommended purses be locked in your vehicle; the Institution is not responsible for personal property left in vehicles or Lobby lockers. Purses and/or billfolds are not allowed in the Visiting Room. All vehicles must be locked while parked in JCI's lot. It is recommended your personal belongings remain locked inside your vehicle. JCI's parking lot is monitored for safety reasons.

Money and Vending Machines

Money Information:

- All vending machines are a cashless system. Debit/credit card are approved payment method.
- Cash is allowed for Amish visitors due to their religious beliefs.
- At no time are PIOC allowed to handle any credit and or debit cards.

Vending Machine Information:

- The vending machines in the Visiting Room have very limited contents for drink/snack selections.
- Snacks/drinks from the vending machines cannot be divided or shared with anyone.
- PIOC are not allowed to be in the vending machine area.
- All vending machine purchases shall be made by the visitor.
- No items from the vending machine can be placed into pockets; no vending machine items are to be removed from the Visiting Room.
- It is the responsibility of the visitor to ensure all snack/beverage items are disposed before leaving the Visiting Room.

Family-Friendly Atmosphere

JCI requires a "family-friendly" atmosphere be maintained at all times, whether in person or virtual 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.
- Excessive displays of affection are not permitted.
- A two (2) -second kiss/embrace is allowed at the beginning and end of the visit.
- Kisses allowed for the facial area only. No kissing/biting neck area or presenting face into neck/chest area.
- Deliberate acts to alter clothing to expose oneself is prohibited.

- Visitors exhibiting signs of inebriation will not be allowed to enter the Institution or have a virtual video visit.
- Talking from table-to-table, or “cross visiting,” is not allowed.
- Conversation during in-person or virtual 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 virtual video visiting session may be terminated.

**Any abuse of visiting privileges or noncompliance with the rules
may result in termination of the visit, suspension, and/or
revocation of visiting privileges.**

Specific rules for visiting behavior are available from the Visiting Room Officers.

Medications

Visitors are permitted to bring in medically-necessary medications or devices, such as, but not limited to, inhalers, nitro pills (only the amount needed in the original container), epi-pens, etc. Visitors requiring medications must notify both the Lobby Sergeant and Visiting Room Sergeant. Medications will be kept at the Officer’s Station in the Visiting Room where it can be obtained, if necessary.

Electronic Devices

Internet “smart” technology, electronic recording, and/or photo equipment in any form is prohibited. Visitors are prohibited from taking photos and/or recording, and shall not bring in devices which are able to record, photograph, and/or connect to the internet. If you arrive with one of these devices, you must secure the device in your vehicle.

Photos – JCI Photo Project

Cameras are not permitted in the Visiting Room; however, photos may be purchased through the JCI Photo Project.

- PIOC on a general population visit in the Visiting Room will be able to have pictures taken per [DOC 309.06.01](#), Visiting Policy.
- Only the individual PIOC and his approved visitors for the day may be in the picture.
- Hugging and/or kissing are not permitted. Pictures must be taken with both the PIOC and visitor standing in front of the portrait backdrop. Visitors and PIOC will not be allowed to sit on each other’s laps.

- Obscene gestures, displays of affection, symbols or stances, etc., are prohibited.
- PIOC must properly wear DOC state-issued greens and shoes at all times in pictures.
- Visitors will not be able to pay for photos. The PIOC requesting photographs must have adequate funds in his account at the time the photo is taken. A disbursement request must be completed at the visit for the photo to be taken, payable to JCI Photo Project, and given to the Visiting Officers within the first :30 minutes of the start of the visit.
- PIOC must give approved photos to their visitors, or take them back to their housing units.

Tobacco – Drugs – Alcohol

JCI is a tobacco-free, drug-free, alcohol-free Institution and grounds.

- Tobacco, tobacco-like, and vape products are prohibited on state property, to include lighters or ignition devices.
- Drugs and alcohol are prohibited on state property for in-person visits, and also cannot be visible during virtual video visits.
- Visitors exhibiting signs of intoxication will not be allowed to enter the Institution or have a virtual video visit.
- 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.

Wisconsin State Statute, 302.095, prohibits the delivery of any article to an inmate in a State Correctional Institution; or depositing or concealing an article within the State Correctional Institution 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. Any person found in violation of this law is subject to imprisonment of not more than two (2) years or fine not exceeding \$500.00. In addition, Wisconsin State Statute 961.465 states, "Any person who violates s.961.41(1) or (1m) by delivering or possessing with intent to deliver a controlled substance to a prisoner within the precincts of any prison, jail, or House of Corrections, is subject to the applicable fine under State Statute 961.41(0) or (1m), or imprisonment of up to twice that authorized by 961.41 (1) or (1m) or both."

**JCI is committed to maintaining a drug-free institution.
Anyone who exhibits signs of intoxication or of being under the influence will not
be allowed entrance to JCI.**

Visitors and/or PIOC who violate DAI/JCI's rules, including inappropriate behavior, whether in-person or virtual video visiting, may have their visit immediately terminated, be subject to an investigation, and/or visiting privileges may be restricted, revoked, or suspended for six (6) or twelve (12) months by the Security Director/Designee depending on the severity of the infraction (this includes minors).

Visitors who have visiting privileges restricted, revoked, or suspended, may appeal the decision in writing to JCI's Warden.

PIOC are responsible to inform their visitors of all the rules governing their visit.

No Weapons

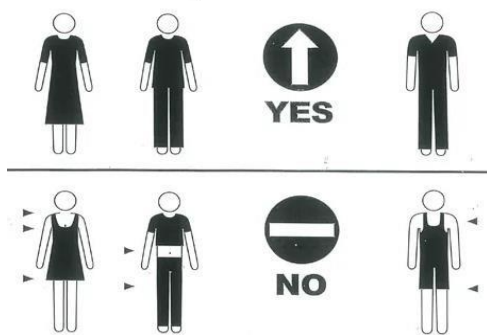
While Wisconsin has established laws which allow for the legal concealed carrying of firearms and other weapons, weapons are not allowed in the Institution. Failure to comply or attempting to bring firearms or other weapons into the Institution will result in notification of Law Enforcement, affect visiting privileges, and could result in a felony conviction.

- 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.
- Objects which can be identified as a threat, (firearms, weapons, knives, etc.,) cannot be displayed during a virtual video visit.

Dress Code for all Visits

JCI stresses a "family-friendly" conservative visiting atmosphere, as friends and families are of all ages. Visitors must dress modestly, whether visiting in person or during virtual video visits; shoes must be worn at all times. Restrictions apply equally to men, women, and children.

PLEASE DRESS MODESTLY
FAVOR DE VESTIRSE CON MODESTIA



The apparel (and items) listed below is considered unacceptable and/or inappropriate, is prohibited, and will result in the denial/termination of visits, whether in-person or virtual video visits:

- Internet “smart” technology and electronic recording equipment of any form, including all watches with “smart” capability and photo-taking glasses.
- Sunglasses.
- Transparent/translucent clothing.
- Swimsuits.
- Shorts which are shorter than fingertip length plus three inches with the visitor standing with proper posture, arms straight down, fingers extended.
- Skirts or dresses shorter than fingertip length plus three inches.
- Strapless, tube, and/or halter tops and dresses.
- Tops and/or dresses which expose the midriff (front and/or back) or bust.
- Spandex/spandex-like and lycra/lycra-like clothing.
- Any tight- or form-fitting clothing, including blue jeans.
- Exposed undergarments.
- Clothing with revealing holes, tears, or slits.
- Blouses, shirts, dresses which reveal cleavage.
- Camisoles and tank tops are only permissible when worn under other clothing.
- Skirts/dresses with revealing slits.
- Button/side-snap (tear-away) sweat/wind pants.
- Clothing or accessories with obscene or profane writing, images, or pictures.
- Club- or gang-related clothing, headwear, shoes, logos, or insignias, including, but not limited to, motorcycle jackets with club logos.
- Any clothing which may have the potential to cause a disruption and/or undue attention.
- Camouflage clothing of any type.

Visitors will only be allowed to visit if dressed conservatively for JCI’s family-friendly environment; visitors wearing unacceptable/revealing apparel will be denied in-person and virtual video visits.

Allowed Items Specific to 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 \$25 limit.
- Comb, pick, or brush limited to one for each visitor.
- One Institution locker key.

Baby/Toddler Allowable Items:

- Up to two (2) baby blankets for each child.
- Up to four (4) diapers for each child; diaper bags are not allowed.
- Diaper wipes must be in a clear plastic bag.
- A combination of up to two (2) 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 (1) bottle/sippy cup per child; formula must be in a clear plastic bag.
- One (1) hand-held baby seat for each child.
- One (1) pacifier for each child.

Children/Minors:

- Children are not allowed to sit or stand on the tables.
- Children are not allowed to stand or rock on the chairs.
- Parents/PIOC are responsible for the supervision of their minor children.
- Physical disciplining of minor children is forbidden; failure to comply will result in termination of visiting privileges, disciplinary action, and/or referral to social service agencies.
- Visits may be terminated due to unruly minors.
- Minors cannot be left unattended.
- Minor visitors must be under the supervision of an accompanying adult visitor at all times.
- Minors under the age of 18 cannot be left unattended in the Lobby or parking lot.
- Any minor sent back to the Lobby or to a car must be accompanied by an adult.

Paper Documents / Reading Material

- No paper documents or reading materials may be brought into, or taken out of, 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.

Northwoods Café

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.

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.

PIOC Count Times

During scheduled Institution counts (12:10 p.m. and 4:40 p.m.), visitors will not be permitted to leave until after count has cleared.

Virtual Video Visits for the General Population Housing Units

All virtual video visits are recorded and monitored by JCI Staff for inappropriate activity, which could result in restricted, revoked, or suspended visits. If you value your visiting time with your loved one, do not risk losing the privilege of visiting by breaking the rules.

- Virtual video visits are available seven days a week.
- All PIOC currently receive one (1) free video visit per week.
- **PIOC can have unlimited virtual video visits per week** (including one [1] free video visit); other video visits cost \$2.50 per visit; either the PIOC or visitor can pay for the visit. However, please note, JCI may need to put parameters in place to ensure all PIOC have equal access to the video visiting devices.
- The length of each virtual video visit will be approximately :25 minutes.
- A virtual video visit is defined as any connection of the scheduled visit up to the full :25 minutes.

- Virtual video visit times are available at the top of the hour and at the :30-minute mark; example, one virtual video visit begins at 9:00 a.m., and the next visit begins at 9:30 a.m.
- There will be five (5) minutes between each virtual video visit at each machine.
- A maximum of four (4) visitors are allowed per video visit.
- Each virtual video visitor is required to show their approved identification to the camera at the start of the video visit. If JCI Staff ask to see a visitor's ID during the virtual video visit, it must be provided by showing it to the camera.
- PIOC will not be excused from work, school, or groups for virtual video visits.
- JCI does not have the capability to resolve technical difficulties on the visitor's end.
- Virtual video visits will not be rescheduled due to tardiness by either party or technical difficulties.
- Conversation during virtual 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 virtual video visiting session may be terminated.
- Only those scheduled to attend the virtual video visit are permitted to be on the video screen. Any attempt by another person to join the visit may result in the virtual video visit being terminated.
- Visitors are not permitted to record the virtual video visit.
- Screenshots/photos taken during a virtual 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.

There will be no virtual video visits if:

- The person does not have an approved DOC-0021AA Visitor Questionnaire form on file.
- Visitors exhibiting signs of inebriation will not be allowed to enter the Institution or have a virtual video visit.
- If dressed inappropriately according to JCI's conservative standards.

PIOC Responsibility:

- PIOC are responsible to inform their visitors of all the rules governing their virtual video visit.
- Any violation of the rules may result in disciplinary action for the PIOC, and termination, revocation, restrictions, and/or suspension of visiting privileges for both the PIOC and visitor by the Security Director/Designee.
- Virtual video visiting may be terminated immediately, and future visits may be revoked, restricted, or suspended for either six (6) or twelve (12) months, if:
 - There is any suspicion of illegal activities.
 - There are any behaviors deemed inappropriate for a "family-friendly" atmosphere.
 - 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.
 Violence.
 Criminal activity.
 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.

Virtual Video Visit Times for the General Population and Barracks Housing Units

<u>Morning</u>	<u>Afternoon</u>	<u>Evening</u>
8:00 a.m. to 8:25 a.m.	1:00 p.m. to 1:25 p.m.	6:00 p.m. to 6:25 p.m.
8:30 a.m. to 8:55 a.m.	1:30 p.m. to 1:55 p.m.	6:30 p.m. to 6:55 p.m.
9:00 a.m. to 9:25 a.m.	2:00 p.m. to 2:25 p.m.	7:00 p.m. to 7:25 p.m.
9:30 a.m. to 9:55 a.m.	2:30 p.m. to 2:55 p.m.	7:30 p.m. to 7:55 p.m.
10:00 a.m. to 10:25 a.m.	3:00 p.m. to 3:25 p.m.	8:00 p.m. to 8:25 p.m.
10:30 a.m. to 10:55 a.m.	3:30 p.m. to 3:55 p.m.	8:30 p.m. to 8:55 p.m.

Restrictive Housing (RH) Virtual Video Visits

- PIOC eligibility for virtual 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-0021AA 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.
- All RH visits will be virtual video visits; there are no in-person visits when PIOC are in RH.
- The length of virtual video visits will be approximately :25 minutes.
- The cost of virtual video visits will be \$2.50 per visit; a visit is defined as any connection of the visit up to the full :25 minutes.
- A maximum of four (4) visitors are allowed per virtual video visit.

- Each virtual video visitor is required to show their approved identification to the camera at the start of the video visit; recordings will be randomly monitored and reviewed by JCI Staff. If JCI Staff ask to see a visitor's ID during the virtual video visit, it must be provided by showing it to the camera.
- Any violation of the rules and/or inappropriate behavior as noted above in the virtual video visit general population section, may result in disciplinary action as noted above.

RH Virtual Video Visit Days/Hours

Monday and Wednesday morning hours: 8:00 a.m. to 8:25 a.m.
8:30 a.m. to 8:55 a.m.
9:00 a.m. to 9:25 a.m.
9:30 a.m. to 9:55 a.m.

Tuesday and Thursday evening hours: 6:00 p.m. to 6:25 p.m.
6:30 p.m. to 6:55 p.m.
7:00 p.m. to 7:25 p.m.
7:30 p.m. to 7:55 p.m.

Saturday / Sunday / holiday morning hours: 8:00 a.m. to 8:25 a.m.
8:30 a.m. to 8:55 a.m.
9:00 a.m. to 9:25 a.m.

There are no RH virtual video visits on Fridays

Attorney Virtual Video 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 virtual 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.