

Milwaukee Secure Detention Facility (MSDF) Visitation

The Department of Corrections strives to provide meaningful opportunities to Persons in our Care (PIOC) and their visitors to maintain contact. Due to MSDF's limited PIOC movement, space and operational philosophy, video visitation is available through ICSolutions (ICS). Family and friends may choose to use their device or one of the five devices available in the MSDF lobby to facilitate the video visit. If using personal devices, it is the family and friend's responsibility to maintain a solid internet/WIFI connection during the call.

Based on schedule and availability of the video units, PIOC at MSDF will have the opportunity for three (3) twenty-six minute video visits seven days per week in accordance with 309.06.01. DAI will begin implementing ICS video visits in the upcoming months. Effective June 19, 2023, to be consistent with the other institutions, the cost will be \$2.50 per visit. PIOC will continue to receive one free video visit per week to be included as part of the 21 visit opportunities during the week.

Scheduling a Visit:

- Video visits are only allowed with persons on approved visiting list in accordance with Division of Adult Institutions (DAI) Policy #309.06.01.
- No less than 48 hours and no more than 4 weeks in advance of visit date and time
- <https://ICSolutions.com> or by phone at 1-888-506-8407. MSDF staff do not schedule visits
- Video visits can be scheduled daily at the following times: 7:00am-7:26am, 7:31am-7:57am, 8:02am-8:28, 9:33am-9:59am, 10:04am-10:30am, 10:35am-11:01am, 11:06am-11:32am, 11:37am-12:03pm, 1:00pm-1:26pm, 1:31pm-1:57pm, 2:02pm-2:28pm, 2:33pm-2:59pm, 3:04pm-3:30pm, 3:35pm-4:01pm, 4:06pm-4:32pm, 4:37pm-5:03pm, 5:08pm-5:34pm, 6:15pm-6:41pm, 6:46pm-7:12pm, 7:17pm-7:43pm, 7:48pm-8:14pm, 8:19pm-8:45pm

Rules during the visit are to be acknowledged electronically at the beginning of each visit on the ICS website. Any visit may be terminated if any DOC or facility rules have been violated.

Identification:

All adult visitors, including minors age 16 or older, must provide a current form of identification. There will be no exceptions for expired IDs. The only acceptable forms of identification include:

- A State of Wisconsin Driver's License
- A State of Wisconsin picture identification card
- A current passport
- Department of Workforce Development picture identification card.
- An out of state Driver's License or picture identification card for out of state visitor/visit
- A Military identification card (if currently in active service)

Visitors choosing to use the video visit onsite will be required to clear a metal detector. Staff will instruct visitors to remove required items like coats, hats, any kind of hair pins/clips or barrettes. (This is to be removed prior to passing through the metal detector so that the staff member can inspect them). No Cell Phones, tobacco products, or intoxicating substances are allowed in the facility. Onsite visitors must arrive to MSDF at least 20 minutes prior to the scheduled video visit to allow time to process in and network connection.

Be advised, parking is not available onsite for visitors. Parking may be available nearby at your expense.