



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Milwaukee Women's Correctional Center

DATE: July 27, 2023

TO: Family and Friends of the PIOC

FROM: Jennifer McDermott, WWCS Warden

SUBJECT: Video Visit and In Person Visitation Scheduling

Effective June 19th, the Wisconsin Women's Correctional System began using IC Solutions (ICS) to schedule in-person visits and video visits. Zoom visits have been discontinued as of June 19th.

Family and friends will need to create an ICS account or update their account to schedule an in person visit or video visit. The PIOC will provide you your Party ID. All the information required to create and scheduling a visit can be found at <https://icsolutions.com/>. Additional information may be located on Wisconsin Department of Corrections website (www.wi.doc.gov).

General Visit Scheduling Information

- All Visitors must be on an approved visiting list.
- Each visit is limited to four (4) visitors during the visit.
- Visitors may schedule visits at least 48 hours in advance and no more than fourteen (14) days in the future
- Visits are scheduled on a first come first serve basis as space is limited.
- Refer to DAI Policy 309.06.01 for Special Visits, Extended Visits or Joint Visits

IN PERSON VISITING

- Each person is eligible up to three (3) in person visits each week (Visiting Week starts on Monday)
- Each in person visit will be up to three (3) hours in length. Visitors may arrive anytime during their scheduled 3-hour block. However, the visit will not extend past the scheduled end time.
- Arrive no more than 10 minutes prior to the start of the visitation hours.
- **In Person visiting hours:**
 - Tuesday and Thursday: 6:00 PM to 9:00 PM
 - Weekend/Holidays: 12:30 PM to 3:30 PM
 - Weekend/holiday scheduled hours will be followed if the holiday is on a Tuesday
 - Holiday Schedule: New Years Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Eve

VIDEO VISITS for General Population

- Each person is eligible for one free video visit per week for the first 6 months.
- Each person is eligible for up to 12 paid video visits per month for \$2.50 per visit.
- Video visits will be limited to two (2) per day. Total limit of video calls per month is sixteen (16) which includes the one (1) free call per week.
- Each video visit is 25 minutes in length.
- Each visitor will be required to show ID at the beginning of the visit and during the visit when requested.
- **Video Visiting Hours:** *Any changes will be posted on the units.*
 - 4:00 a.m. to 6:00 a.m.
 - 7:00 a.m. until 10:45 a.m.
 - 12:15 p.m. to 3:30 p.m.
 - 4:00 p.m. to 4:30 p.m.
 - 5:45 p.m. to 9:00 p.m.
 - 9:45 p.m. to 10:15 p.m.
 - 10:45 p.m. to 11:45 p.m. (weekends/holidays)

Visiting Regulations:

- Packages, paperwork, property, and containers are not allowed during visits without prior authorization from the Captain/Superintendent. When authorized those items shall be inspected by staff.
- PIOC shall not bring personal mugs, cups or bowls to the visit
- PIOC shall not return to their assigned room on a visit
- PIOC are responsible for clearing the table at the end of a visit
- PIOC shall remain at the table at the end of the visit until the visitor has exited the facility

Visitor Parking Information:

- Parking is available in the parking lot or on 6th Street. Parking is limited in the lot.
- Visitors shall not park in the designated spots for state vehicle parking.
- Visitors who are being dropped off to visit shall arrange with the driver a pick-up time as the driver are not allowed to wait for the visitor in the parking lot
- Visitors who are denied entrance shall leave the facility grounds and coordinate a return time if other individuals are approved entrance.
- All vehicles are to be secured (locked, windows are to be rolled up, and sunroofs should be secured in the closed position). Exception-during periods of extreme heat vehicle windows may be cracked open approximately 1 inch.
- Animals are not allowed on state property except for service animals.
- Children are not to be left unattended in vehicles.
- No alcohol, weapons, incendiary items, illicit drugs or unsecured items will be allowed on state property.
- No vehicles may be left overnight. Disabled/stalled vehicles must be reported to the lobby officer and be attended to and/or removed as soon as possible. Vehicles left on state property for over 24 hours will be towed at the owner's expense.
- All verbal and non-verbal communication with PIOC's from outside the approved visiting area is prohibited. This includes speaking, waving, and the sounding of horns or blinking of headlights.
- Visitor who are dropped off must arrange for a pick-up time with the driver. The driver is not allowed to wait in either parking lots.
- The facility and parking lots are smoke-free areas

The entire DAI Visiting Policy for all Wisconsin Department of Corrections facilities can be viewed at <http://doc.wi.gov/families-visitors/visitation-process>

- Failure to comply with the guidelines may result in denial of entrance or removal from the Milwaukee Women' Correctional Center.
- The Wisconsin Women's Correctional System encourages and supports visiting opportunities persons in our care and their approved visitors. The listed guidelines help ensure a safe and secure visiting environment while promoting a family atmosphere.