



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Oregon Correctional Center

Date: June 22, 2023

To: OCC Staff
OCC PIOC's
PIOC Visitors

From: Superintendent Bussie

Subject: Video Visits and In-Person Scheduling

Effective Monday July 3rd, 2023 Oregon Correctional Center will begin using ICSolutions (ICS) to schedule in person visits and video visits, beginning with visits on July 17, 2023. Zoom visits will be discontinued as of July 17, 2023. To visit in person or by video, the visitor will need to establish an ICS account or update their current account with the unique Party ID. Visitors will need to follow the directions provided with the visiting list and on the ICS website www.icsolutions.com.

Persons in the care of OCC must provide their family and friends the unique Party ID listed next to the visitor's name on the visiting list, in order for the ICS account to be created for visits. Visiting lists and directions on how to create an account will be delivered to all persons in our care this week. Any issues with Party IDs can be directed to DOCDAIElectronicVisitSupport@wisconsin.gov. OCC staff cannot help with ID questions.

Visits shall be scheduled for in persons or video visits at least 48 hours in advance and no more than 14 days in advance.

IN PERSON VISITING

- PIOC's are eligible for 3 in person visits each week. Visiting week is defined as Monday through Sunday. Each in person visit will be scheduled for 3 hours. Visitors may arrive anytime during their scheduled 3-hour block but the visit will not be extended past the scheduled end time.
- Each visit is limited to 6 visitors. (1 visitor must be 18 yrs or older)
- **In Person Visiting Hours:**
 - Wednesday – 6:00 PM to 9:00 PM
 - Saturday, Sunday, & Holidays – 10:30 AM to 5:00 PM

VIDEO VISITING

- For the first 6 months of implementation, each PIOC is eligible for one free 25-minute video visit per week.
- Additional calls are available at the cost of \$2.50 per visit, up to 12 paid visits per month for a total of 16 calls per month. Video visits are limited to 4 per day.
- Each visitor on the call shall have an ICS account, be an approved visitor on the PIOC's visitor list, and be listed on the visit reservation. Each visitor shall be required to show ID at the beginning of the call and anytime requested by staff during the call.
- **Video Visiting Hours** (When the phones are open):

○ 6:45 AM – 9:45 AM	○ 2:45 PM – 5:15 PM
○ 10:30 AM – 11:30 AM	○ 6:30 PM – 9:00 PM
○ 12:00 PM – 2:00 PM	○ 9:30 PM – 10:30 PM



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