

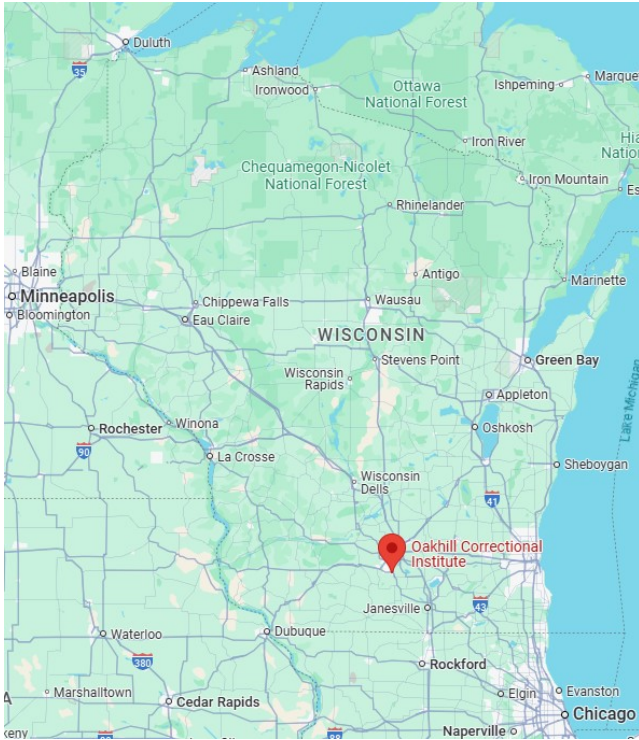
# *Oakhill Correctional Institution Visitor Guide*



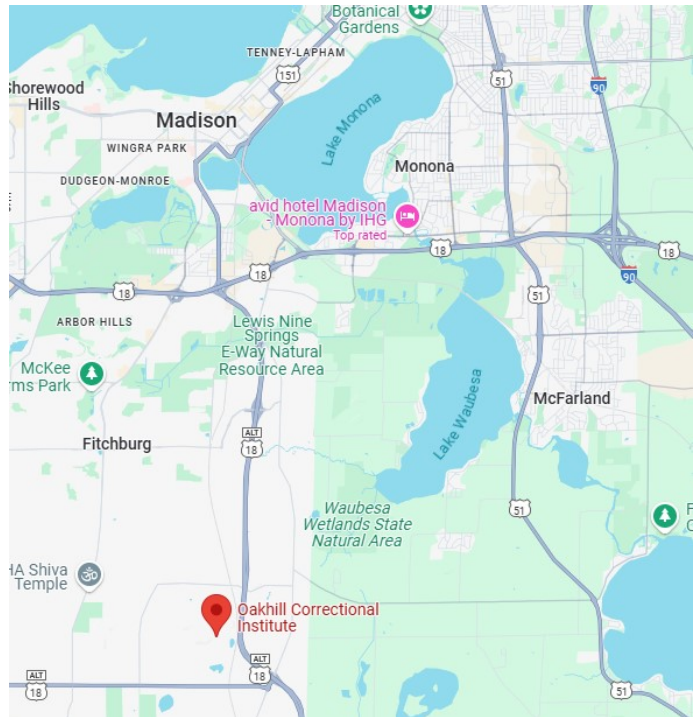
**5212 Cty Hwy M  
Oregon, WI 53575**

# How to get to Oakhill Correctional Institution:

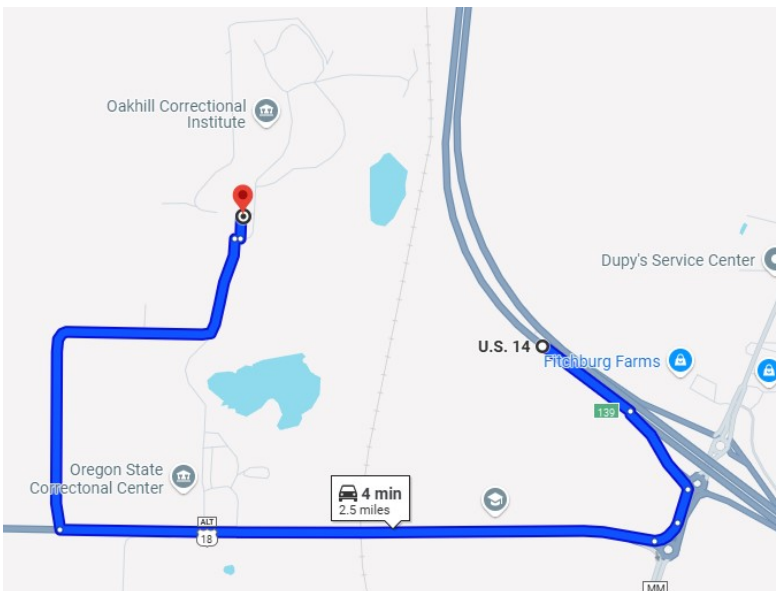
OCI is located in South Central Wisconsin, as shown below:



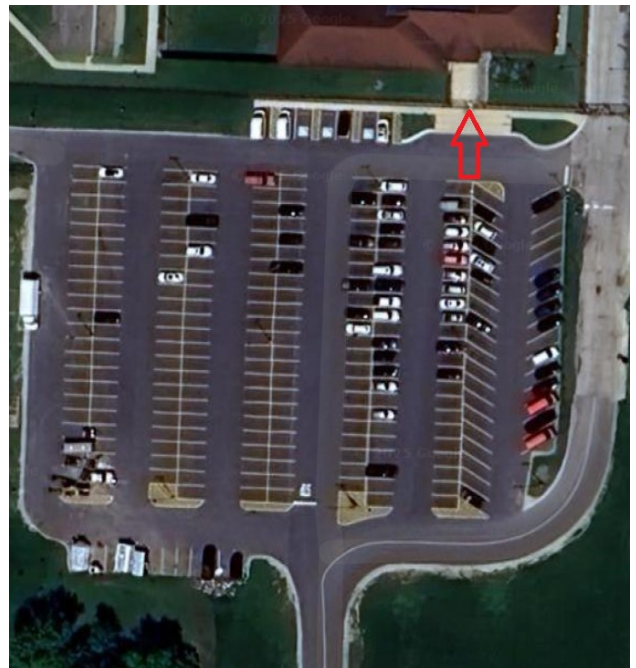
South of Madison:



On Hwy M, just off of Hwy 14:



Shown here is our parking lot with an arrow marking the Entrance Door:



# OAKHILL CORRECTIONAL INSTITUTION (OCI) VISITORS' GUIDE

5212 County Hwy M | Oregon, WI 53575 | 608-835-3101

Information for **ALL VISITS**: Pages 1 – 3.

Additional information specific to **IN-PERSON VISITS**: Pages 4 – 6.

Additional information specific to **VIRTUAL VIDEO VISITS**: Pages 7 – 8.

*Most recent update June 19, 2025.*

## INFORMATION FOR ALL VISITS

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 OCI's expectation all PIOC and visitors abide by and conduct themselves according to the rules and procedures as specified in OCI's visiting document, DAI policies, and Wisconsin Administrative Code. Your compliance with the DAI/OCI 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.

### PROHIBITED ARTICLES AND CONTROLLED SUBSTANCES WARNING

- Wisconsin State Statute 302.095 (2) Delivering Articles to Inmates, prohibits delivery of any article to an inmate (PIOC) 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 three and a half (3.5) years, a fine up to \$10,000, or both.
- The DOC is committed to maintaining drug-free facilities, as is OCI. The Institution prohibits the entrance of drugs and other contraband. OCI will actively investigate and assist in the prosecution of individuals attempting to introduce drugs or other prohibited items into OCI.

### VISITOR APPROVAL / TERMINATION

- Prior to scheduling a visit, each visitor must accurately complete a DOC-0021AA Visitor Questionnaire form and submit it to OCI 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/OCI'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 or twelve 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 OCI's Warden.
- Visitors will only be allowed to visit if dressed conservatively and appropriately for OCI's family-friendly environment; visitors wearing inappropriate/revealing apparel will be denied in-person and virtual video visits.

### **SCHEDULING BOTH 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](http://www.icsolutions.com).
- Questions or difficulties registering an account should be directed to "customer service" on the ICS website: [www.icsolutions.com](http://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](http://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: [DOCDIAElectronicVisitSupport@wisconsin.gov](mailto:DOCDIAElectronicVisitSupport@wisconsin.gov).
- Either the PIOC or the visitor can schedule the visit. Virtual visits are limited to four (4) visits per week; week runs 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.

### **GENERAL INFORMATION FOR ALL 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: OCI requires a "family-friendly" atmosphere be maintained at all times, whether in-person or virtual 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 virtual 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 virtual 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. Objects which can be identified as a threat, (firearms, weapons, knives, etc.,) cannot be displayed during a virtual video visit. 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.

- Displays of Affection: Excessive displays of affection are not permitted. You are allowed a brief kiss/embrace for five (5) seconds at the beginning and end of the visit.

### **ATTORNEY VISITS WITH PIOC**

- Attorney visits are available in-person, virtual or by phone and must be scheduled in advance by emailing OCI's Legal Request at [DOCDAlOCILegalRequest@wisconsin.gov](mailto:DOCDAlOCILegalRequest@wisconsin.gov) or by calling (608)835-3101 ext. 2802. Staff will schedule the attorney/PIOC appointment, and email the appointment information and link to the attorney.
- Appointment times vary between the hours of 8am-4pm Monday through Friday.
- Attorney must be in good standing with an active bar number in order to schedule any type of visit with a PIOC.

### **DRESS CODE FOR ALL VISITS**

OCI stresses a "family-friendly" visiting atmosphere, as friends and family are 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. The following apparel is considered inappropriate, is prohibited, and therefore may result in the denial/termination of visits, whether in-person or virtual video visits:

- Transparent/translucent clothing.
- Swim suits.
- Shorts which 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).
- Exposed undergarments.
- 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, or button/snap side (tear-away) sweat/wind pants.
- Any tight- or form-fitting clothing, including blue jeans.
- Camouflaged clothing.
- 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 with 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.

# ADDITIONAL INFORMATION SPECIFIC TO IN-PERSON VISITS

## GENERAL POPULATION **IN-PERSON** VISITS

- PIOC are responsible to inform their visitors of all the rules governing their visit.
- Each PIOC is eligible for three (3) in-person visits per week; a week is defined as Monday through Sunday.
- OCI is not open to visitors on Monday and Tuesdays, unless it is an OCI-recognized holiday.
- In-person visits are restricted one (1) visit per day.
- Each in-person visit is limited to six (6) visitors including children, unless prior arrangements have been made through the Security Director or designee.
- Length of in-person visits will be three (3) hours each day.
- There are twenty (20) in-person visiting tables available per visitation time slot; tables and seating will be assigned
- Children:
  - Parents/PIOC are responsible for the supervision of their children.
  - Physical disciplining of 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 children.
  - Children cannot be left unattended.
- Pets: Pets are not permitted on state property except for those assigned as service animals.
- Photographs: Personal cameras are not permitted in the Institution. Photos may be purchased through the OCI Photo Project. A PIOC must have funds in his account prior to the day of the visit to cover the cost of the photos. Photos are \$2 per photo and a limit of 5 photos per visit. PIOC that are requesting photos should let the officer know at the beginning of the visit.
- 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.
- Visiting Room Access: Visitors who are not on the approved visiting list and/or not given access to OCI's Visiting Room, will not be allowed to wait in the Lobby or parking lot. Visitors are not allowed beyond the Visiting Room.
- PIOC In Restrictive Housing Status: Visits are limited to one (1) hour and minors are not allowed to attend.

<b>General Population <b>IN-PERSON</b> Visits</b>	
<b><u>Wednesday through Friday</u></b>	<b><u>Saturday, Sunday, and OCI-Recognized Holidays</u></b>
2:45 p.m. to 5:45 p.m.	11:00 a.m. to 2:00 p.m.
6:30 p.m. to 9:30 p.m.	2:30 p.m. to 5:30 p.m.
<b>Restricted Housing Unit (RHU) <b>IN-PERSON</b> Visits</b>	
<b><u>Wednesday through Friday</u></b>	<b><u>Saturday, Sunday, and OCI-Recognized Holidays</u></b>
3:45 p.m. to 4:45 p.m.	11:00 a.m. to 12:00 p.m.
5:30 p.m. to 6:30 p.m.	12:30 p.m. to 1:30 p.m.
7:00 p.m. to 8:00 p.m.	2:00 p.m. to 3:00 p.m.

## **OCI-RECOGNIZED HOLIDAYS - FOR VISITING PURPOSES**

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

## **ARRIVAL AND ENTRANCE SPECIFIC TO IN-PERSON VISITS**

- 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 OCI's lot. It is recommended your personal belongings remain locked inside your vehicle. OCI's parking lot is monitored for safety reasons.
- Visitors may not arrive in OCI's Lobby prior to 15 minutes before their scheduled in-person visit start time.
- Visitor check in ends 45 minutes after the start of 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 token. 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 passport or Visa
  - Valid Department of Transportation ID
  - Valid Military Photo ID
  - Valid Tribal Photo ID
  - Notarized affidavit from Amish Bishop with physical description of Amish visitor
- 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. OCI 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 SPECIFIC FOR IN-PERSON VISITORS**

- All visitors must pass through and clear the metal detector. Failure to successfully clear the metal detector after three attempts may result in the visit being denied. To expedite the entrance process, visitors should avoid wearing metal (buckles, wire in undergarments, jewelry, etc.).
- 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 OCI Visiting Coordinator or unit Social Worker. The form must be faxed in directly from the Physician Office to (608)835-6090 with Attention: Security Director for approval prior to the visit- **NO EXCEPTIONS.**

## **ALLOWED ITEMS SPECIFIC TO IN-PERSON VISITS**

- One coat and one pair of gloves for each visitor.
- Headwear provided it does not conceal identity.
- One (1) Credit or Debit card per visitor.
- 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 allowed.
- 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.

#### **EXTENDED IN-PERSON VISITS**

- PIOC may request an extended visit to OCI Staff
- All criteria as noted above remains the same for an extended visit.
- Visitors can schedule a visit as normal, but ensure they schedule a time slot early enough in the ICS system to allow additional time.
- Once the ICS system approves the visit, and OCI Staff see the approval, Staff will share an email with Lobby and Visiting Room Staff regarding the extended time.
- Visiting Room Staff will schedule a table that will allow the visitors to stay the extra allotted time.

#### **NO ADMITTANCE FOR IN-PERSON VISITS**

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

- The person does not have an approved DOC-0021AA Visitor Questionnaire form on file.
- Lobby entrance until :15 minutes prior to the start of visiting hours.
- Lobby entrance after: 45 minutes after the start of visiting hours
- Times of infectious disease quarantine and/or modified movement within the Institution.
- If dressed inappropriately according to OCI's conservative standards.
- If visitor is exhibiting signs of intoxication.

#### **VENDING MACHINES**

- The vending machines in the Visiting Room have very limited contents for drink/snack selections.
- Vending machines in the Visiting Room take credit or debit card only.
- 1 credit or debit card allowed per visitor.
- PIOC are not allowed to retrieve items from the vending machines.
- Snacks/drinks from the vending machines cannot be split or shared with anyone.

#### **CLOTHING FOR PIOC RELEASE**

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



## ADDITIONAL INFORMATION SPECIFIC TO VIRTUAL VIDEO VISITS

### GENERAL POPULATION VIRTUAL VIDEO VISITS

- All virtual video visits are recorded and monitored by OCI Staff for inappropriate activity, which will 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 four (4) 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, OCI 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.
- PIOC will not be excused from work, school, or groups for virtual video visits.
- OCI 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.
  - Times of infectious disease quarantine and/or modified movement within the Institution.
  - If dressed inappropriately according to OCI's conservative standards.
- **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 or twelve 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.**