



# WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

## Robert E. Ellsworth Correctional Center

**DATE:** June 28, 2023

**TO:** Family and Friends of the PIOC

**FROM:** T. Staehler, REECC Superintendent

**SUBJECT:** Video Visit and In Person Visitation Scheduling

Effective June 19<sup>th</sup>, 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 19<sup>th</sup>.

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](http://www.wi.doc.gov)).

### **General Visit Scheduling Information**

- All Visitors must be on an approved visiting list.
- Up to six (6) adults and twenty (20) children will be allowed on a visit at a time, with at least one visitor being an adult.
- 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.
- Those who are in isolation are not eligible for in-person visitation.
- 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)
  - Only allowed one visit on the weekend (Saturday or Sunday)
- 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.
- Individuals in RH will have the option of "Onsite Video Visit" which means a no contact visit. Visitors will utilize the kiosk designated in the visiting room.
- Arrive no more than 10 minutes prior to the start of the visitation hours.
- **In Person visiting hours:**
  - Monday- Thursday: 2:45 PM to 5:45 PM and 5:55 PM to 8:55 PM
  - Weekend/Holidays: 8:00 AM to 11:00 AM and 11:10 AM to 2:10 PM
    - Holiday schedule will be posted in the lobby and visiting room

### **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 one per day and no more than 4 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 visits are not available for those in RH.
- **Video Visiting Hours:** *Any changes will be posted on the units.*
  - Main Building: 5:00 AM to 6:00 AM; 7:30 AM to 10:40 AM; 11:30 AM to 3:30 PM; 4:30 PM to 9:00 PM.
  - D Building: 5:00 AM to 6:00 AM; 7:30 AM to 8:30 AM; 11:30 AM-1:00 PM; 4:30 PM to 9:00 PM.

### **Visitor Parking Information:**

- Visitors will use the parking spaces provided in the parking lot across the road. Handicap parking spaces are provided with valid permit displayed which is available in the staff parking lot near the main building entrance.
- Visitors who park in the staff parking lot will be instructed to move their vehicle unless the visit already is in progress which will cause the visit to be terminated.
- Vehicles and motorcycles will be parked in between the lines in an appropriate manner.
- Parking on the roadway or grass is prohibited.
- 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.
- Visitors who are dropped off must arrange for a pick-up time with the driver. The driver is not allowed to wait in either parking lot.
- 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 Robert E. Ellsworth Correctional Center.
- The Wisconsin Women's Correctional System encourages and supports visiting opportunities for persons in our care and their approved visitors. The listed guidelines help ensure a safe and secure visiting environment while promoting a family atmosphere.