

# Redgranite Correctional Institution



## Visitor Guide

Redgranite Correctional Institution  
1006 County Road  
Redgranite, WI 54970  
920-566-2600



The city of Redgranite is located on highway 21 west of Oshkosh and east of Wautoma. If traveling from the west, make a right turn at the lights, from the east a left turn, onto Pine River Street, then a left turn onto EE and the facility will be on your left.

You are welcome to park in any available unreserved spot. Accessible parking is located in the front of the lot nearest to the front doors.

## GENERAL POPULATION VISITS

PIOC (persons in our care) are allowed up to three (3) in person visits per week. Only one can occur on the weekend. The visit week runs Monday through Sunday. Should a holiday be connected to a weekend, that holiday is considered part of the weekend and only one visit is allowed for the three-day weekend. Visitors must be on the DOC approved visitor list.

Visitors will not be allowed to enter the lobby until ten (10) minutes prior to the start of the visiting hours.

All visits are subject to monitoring and recording.

***Delivering even the smallest amount of Illegal or controlled substances to a Wisconsin State Prison can result in a fine of \$10,000, imprisonment of 8 years and 6 months, and loss of driver's license for up to 5 years. Don't risk your job, your home, or your family!***

### IN-PERSON/CONTACT VISIT DAYS AND TIMES:

1. Use the link to schedule an In-Person (contact) visit: [www.icsolutions.com](http://www.icsolutions.com)
2. Visitors must be on the schedule prior to arrival at the institution. Visitors who are not on the schedule will not be allowed to visit.
3. RGCI PIOC must provide friends or family the unique Party ID listed next to the visitor's name on the visiting list. Information on the ICSolutions account must match the information exactly on the approved WI DOC visitor application.
4. Any issues with Party ID's can be directed to: [DOCDAIElectronicVisitSupport@wisconsin.gov](mailto:DOCDAIElectronicVisitSupport@wisconsin.gov).
5. Visitors must schedule in-person visits at least 48 hours in advance and no more than 14 days in advance. The time chosen is the time visitors will be processed for their visit. Note the last time slot for the day is a shortened amount of time.
6. Only one visit per day and one visit per weekend is permitted.
7. Visitors will not be admitted 30 minutes past the scheduled start time of the visit.
8. A maximum of 10 approved visitors is allowed per visit with a maximum of five adults. At least one adult must be present.
9. In-person visiting hours:

#### Monday through Friday

Up to 3 hours in length  
2:15 p.m. – 8:45 p.m.

#### Saturday, Sunday and Holidays

Up to 2 hours in length  
8:00 a.m. – 3:30 p.m.

#### LOBBY CLOSED

WEEKDAYS: 4:00 p.m. - 4:30 p.m.  
WEEKENDS/HOLIDAYS: 11:00 a.m. – 11:30 a.m.

#### Holidays are:

New Year's Day  
Martin Luther King Day  
Memorial Day  
Independence Day  
Labor Day

Thanksgiving Day  
Christmas Eve  
Christmas Day  
New Year's Eve

## VIDEO VISITS

1. PIOC are permitted up to 2 video visits per day at the cost of \$2.50 per visit, with a maximum of 12 per month.
2. Video visits are scheduled for 25 minutes in length.
3. All video visits must be scheduled at: [www.icsolutions.com](http://www.icsolutions.com)
4. Charges will apply even if the PIOC or the visitor are a no-show for the visit.
5. Video visiting shall be terminated immediately if there is any suspicion of illegal activity or any behavior which would be deemed inappropriate/unacceptable in the visiting room setting, in accordance with DAI 309.06.01, Visiting.
6. Failure to follow rules may result in a conduct report being issued to the PIOC and/or suspension or revocation of visiting privileges for PIOC and/or visitor.

This includes but is not limited to:

- a) Drug or alcohol use during the visit.
- b) Showing of objects identified as a threat (firearms, weapons, knives, etc.)
- c) Vaping, smoking cigarettes, or other tobacco use.
- d) Gang/Criminal activity
- e) Inappropriate location of visitor (bar, night club, etc.)
- f) Operating a moving vehicle during the scheduled visit.
- g) Inappropriate dress attire; Clothing must cover ALL private/sensitive body areas. Nudity, partial nudity, sexual acts, simulated sexual acts or depiction thereof is prohibited.
- h) Disruptive behavior during a visit may result in suspension/termination of visiting privileges.
- i) Showing alternative forms of media/the use of cell phones or other electronic devices during visits is prohibited. No pictures or screenshots are to be taken of the video visiting session. Cell phones and other electronic devices are prohibited from use to show pictures and/or videos during the visit, to include Social Media Accounts.
- j) Video visits may include up to six visitors. Visitors under the age of 18 must be listed as an additional visitor and accompanied/supervised by an authorized adult visitor.
- k) Visitors must show a valid state ID at the start of the visit. Other people not pre-approved on the visiting list and for scheduled visit, may not join the visit.
- l) Staff can disconnect, deny, change, or cancel a visit at any time at their discretion.
- m) The above list is not all inclusive. Persons in our care and/or visitors will be held accountable for any violations of the Institution and ICSolutions Video Call Rules.

### Video Visit Hours

Morning: 7:25 a.m. – 10:50 a.m.

Afternoon: 12:25 p.m. – 3:50 p.m.

Evening: 5:15 p.m. – 9:10 p.m.

Late Evening: 10:00 p.m. – 11:25 p.m.

**Visits may be terminated at any time due to institutional needs / emergencies**

## RESTRICTIVE STATUS HOUSING UNIT VISITS

All restrictive status housing unit visits will take place between the video conference rooms in Restrictive Housing and the booth in the RGCI lobby. These visits will last no longer than one hour, be attended by a maximum of two visitors

and will be conducted on a first come, first serve basis. These visits will coincide with the regular visiting hours. Restrictive status housing unit PIOC are allowed one (1) one-hour video conference per week.

#### VISIT ENTRANCE PROCEDURES

1. The visiting week begins on Monday and ends the following Sunday.
2. Redgranite Correctional Institution (RGCI) is a tobacco free facility; therefore, no tobacco products are to be used on institution property or possessed inside the facility.
3. Special parking spaces have been provided (marked by handicapped signs) for visitors with physical disabilities who have license plates or state approved display cards that authorize handicapped parking.
4. All vehicles must be locked with the windows rolled up while parked in the RGCI parking lot.
5. No persons or pets are allowed to wait in the car while the visit takes place.
6. Only visitors on the PIOC approved list shall be permitted to visit the PIOC. This includes adults and minors.
7. The maximum number of visitors will not exceed ten (10) visitors, including adults and their minor children for a single visit.
8. All visitors age sixteen (16) or older must provide photo identification.  
Acceptable forms of identification are:
  - a) Valid State Driver's License
  - b) Valid passport or visa
  - c) Valid Department of Transportation ID
  - d) Valid military ID, requires a DOB
  - e) Valid tribal ID (if it provides photo)
9. Amish visitors who do not possess photo identification as a requirement of their religion shall:
  - a) Provide the institution/center with a signed and notarized affidavit from their Bishop. The affidavit must include the physical description including hair and eye color and height and weight of each proposed visitor.
  - b) The institution will retain the original affidavit and place a copy in the respective PIOC social services file. The visitor(s) shall retain a copy of the affidavit and must produce it upon arrival to the institution/center as a means of identification.
10. Lockers are provided in the lobby for placement of vehicle keys and other items not allowed in the Institution. Tokens are available from the Lobby Officer. It is recommended that purses be locked in your vehicle. The Institution is not responsible for personal property left in vehicles or lobby lockers. Purses and/or billfolds are not allowed in the Visiting Room.
11. Limited vending machine items may be available in the visiting area.
  - a) PIOC are not allowed to go to the vending machines/microwaves or handle or touch money.
  - b) Food items from vending machines cannot be shared.
  - c) No cash, vending machines are credit/debit only.
12. Visitors are permitted to bring in medically necessary medications or devices such as but not limited to, inhalers, nitro pills (only amount needed in original container), epi-pens, etc. Visitors requiring medication must notify both the Lobby Sergeant/Visiting Room Sergeant. It will be kept at the Officer's Station in the Visiting Room where it can be obtained, if necessary.
13. The following items are allowed to be brought into facilities by PIOC visitors, should they pass inspection:
  - a) Comb, pick or brush, limited to one for each visitor.
  - b) Up to two (2) baby blankets for each child.
  - c) Up to four (4) diapers for each child. Diaper bags are not allowed.
  - d) Up to two (2) plastic baby bottles for each child.
  - e) One (1) hand-held baby seat for each child.
  - f) Diaper wipes. Shall be kept in a clear plastic bag.
  - g) One (1) pacifier for each child.
  - h) One (1) coat and one (1) pair of gloves for each visitor.

- i) Headwear (provided it does not conceal identity).
- j) One (1) facility locker key.

**\*\*Baby items will be carried together in a clear plastic bag for easier handling/inspection.**

14. Drugs, tobacco, alcohol, cell phones, and weapons are NOT PERMITTED in the Institution. Persons found to be attempting to bring any of these items into the Institution are subject to a FELONY PROSECUTION. Persons exhibiting signs of intoxication will not be allowed to enter the Institution.
15. Because the presence of contraband in the institution causes major security/safety breaches, trained dogs may be used by the prison administration to detect and prevent the entrance of contraband and drugs into the Institution. These dogs could be present anywhere on the Institution property, including the parking lot, administration building, reception area/lobby, visiting room, or elsewhere in the Institution.
16. Visitors and other persons that have been issued a license to carry a concealed firearm or a weapon shall ensure the firearm or weapon is secured in the locked trunk of a personal vehicle, or a locked compartment, before exiting the vehicle in the parking lot. The vehicle must be locked after exiting.
17. No reading materials, other papers or forms of identification may be brought in. NOTE: All legal material entering or leaving RGCI will be sent through U.S. Mail only.
18. Pets are not allowed in the Institution or on Institution grounds. Certified service animals are permitted. No animals may be left unattended.
19. Children cannot be left unattended. Any child sent back to the lobby or to the car must be accompanied by an adult.
20. Any visitor leaving the visiting room for any reason will not be allowed to re-enter.
21. Visitors who are not on the visiting list, and/or not given access to RGCI Visiting Room will not be allowed to wait in the RGCI lobby or parking lot.
22. All visitors must pass through and clear the metal detector. Failure to successfully clear the metal detector after three (3) attempts will result in the visit being denied. To expedite the entrance process, visitors should avoid wearing clothing with metal attached (buckles, snaps, metal buttons, bib overalls) and refrain from wearing excessive jewelry. The metal detector is also sensitive to wire in undergarments.
23. Any visitor who has a medical condition, i.e., metal pin in leg, etc., must provide medical verification via a Visitor Requesting Accommodations form (DOC-2424) from a doctor per Institution policy, before being allowed entrance.
  - a) This medical verification must be mailed or faxed directly from the health care provider to the Security Director, prior to the visit. No exceptions.
  - b) Any visitor attempting entrance into the Institution in a wheelchair must pass entrance procedures and will only be allowed to visit in a wheelchair provided by RGCI.
  - c) Individuals who have specially designed or equipped wheelchairs must submit medical documentation from a doctor to verify the need prior to the visit. Every consideration will be extended to accommodate the visitors, in keeping with security concerns for the Institution.
  - d) Please note: PIOC are responsible for notifying their visitors if an accommodation is approved. Also, approved accommodations become part of the visitor record. Therefore, it is not necessary to reapply for an accommodation when a PIOC transfers to another institution.
24. Every consideration will be extended to accommodate the visitors, in keeping with security concerns for the Institution. Lobby/Control/Visiting Staff may turn a visitor away for any behavior deemed inappropriate. The visiting area at RGCI stresses a family atmosphere as friends and family are of all ages.
25. Undergarments must be worn at all times.
26. Footwear shall be worn at all times, no bare feet. Footwear also must include a backing; flip flops or shower-type shoes are forbidden (infants unable to walk are the exception to bare feet).



28. Visitors shall dress in attire that is not provocative or offensive to others. The following is considered unacceptable and will result in the denial of visits:

- a) Watches.
- b) Transparent/translucent clothing.
- c) Shorts that are shorter than fingertip length with the visitor standing with proper posture, arms straight down, fingers extended.
- d) Skirts and dresses shorter than fingertip length plus three inches with the visitor standing with proper posture, arms straight down, fingers extended.
- e) Tops and dresses that are strapless, tube or halter style.
- f) Camisoles and tank tops are only permissible when worn under other attire.
- g) Tops and dresses that expose the midriff (front and/or back).
- h) Spandex or Spandex-like and Lycra or Lycra-like clothing. Tights or leggings of this material may be worn under attire of appropriate length as identified in this section.
- i) Exposed undergarments.
- j) Clothing with revealing holes, tears or slits
- k) Clothing or accessories with obscene or profane writing, images or pictures.
- l) Gang-related clothing, headwear, shoes, logos or insignias.
- m) Any clothing that may have the potential to cause undue attention.
- n) Sunglasses
- o) Internet "smart" technology and electronic recording equipment of any form.



29. Cameras are not permitted in the Visiting Room; however, photos may be purchased through the RGC Photo Project.

- a) PIOC on a general population visit in the Visiting Room will be able to have pictures taken.
- b) All photos must be taken within 30 minutes of the start of the visit.
- c) Only the individual PIOC and his approved visitors for that day may be in the picture.
- d) Hugging and/or kissing are not permitted. Pictures must be taken with both the PIOC and visitor standing in front of the portrait backdrop. Visitors and PIOC will not be allowed to sit on each other's laps.
- e) Greens must be properly worn at all times in pictures.

- f) Visitors will not be able to pay for photos. The PIOC requesting photographs must have adequate funds in his account at the time the photo is taken. A disbursement request must be completed, payable to RGCI Photo Project. PIOC must give approved photos to their visitors or take them back to their housing units.
30. Visitors are not allowed beyond the Visiting Room.
31. The Lobby does not accept PIOC deposits of any kind. Money orders and cashier's checks may be sent to PIOC through the mail.

#### SPECIAL OR EXTENDED VISITS

Redgranite Correctional Institution may accommodate special or extended visits under appropriate circumstances. PIOC housed at RGCI will need to submit these requests to assigned staff members for approval 15 days prior to the proposed visit.

#### DO'S AND DON'T'S OF THE VISITING ROOM

1. Visitors may not bring in any items for the PIOC.
2. Excessive displays of affection are not permitted. You may have a brief embrace, kiss at the beginning and end of each visit. No fondling.
3. Visitors and PIOC must remain seated directly across from each other.
4. Visitors/PIOC are responsible for the supervision of their children. PIOC may hold their minor children in an appropriate manner. Visits may be terminated due to unruly children.
5. Visiting with anyone not sitting at your table is not allowed.
6. It is the responsibility of the visitor/PIOC to return items taken to the table from the visiting room at the conclusion of the visit.
7. All food items purchased and opened in the visiting room must be consumed in the visiting room. Visitors may take leftover items with them at the completion of their visit.
8. Children and service animals are to be monitored and escorted at all times.
9. Foul, abusive language and racial slurs will not be tolerated.

**PLEASE NOTE: Visiting privileges for PIOC and/or visitors may be revoked or suspended due to violations of Department of Corrections Policy or rules listed in this guide.**

#### ALL PIOC CORRESPONDENCE MUST BE MAILED TO:

PIOC name and DOC number  
Redgranite Correctional Institution  
PO Box 189  
Phoenix, MD 21131

| PACKAGES ONLY  | MONEY DEPOSITS ONLY   | CHECKS OR MONEY ORDER DEPOSITE  | VISITOR QUESTIONNAIRE ONLY  |
|--|---|---|---|
| Redgranite Correctional Institution<br>PIOC Name and Number<br>1006 County Road EE PO Box 900<br>Redgranite, WI 54974-0900 | Website:<br><a href="http://www.accesscorrections.com">www.accesscorrections.com</a><br>Phone: 866-345-1884 | Make payable to: Access Secure Deposits<br>Mail to:<br>Secure Deposits – Wisconsin-DOC<br>P.O. Box 12486<br>St. Louis, MO 63132 | Attention Visitor Processing:<br>Redgranite Correctional Institution<br>1006 Cty Rd EE<br>P.O.Box 900<br>Redgranite, WI 54970 |