



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Jared Hoy

Redgranite Correctional Institution

DATE: Amended March 18, 2025

TO: RGCI Staff
Persons in our Care (PIOC)
Visitors

FROM: Daisy Chase, Warden

SUBJECT: In-Person Visit Scheduling

Effective March 17, 2025, Redgranite Correctional Institution will begin using ICSolutions (ICS) to schedule in-person visits, beginning with visits on March 31, 2025. Visitors will need to follow the directions provided on the visiting list and on the ICS website www.icsolutions.com.

RGCI PIOC must provide their friends or family the unique Party ID listed next to the visitor's name on the visiting list, in order for an ICS account to be created for visits. The information registered on the ICSolutions account **must match** the information exactly as submitted on the approved WI DOC visitor application. Any issues with Party IDs can be directed to DOCDIAIElectronicVisitSupport@wisconsin.gov. RGCI staff cannot help with Party ID questions.

Visitors must schedule in-person visits at least 48 hours in advance and no more than fourteen (14) days in advance. The sign-up slot visitors choose is the time they will be processed in for their visit. Please note that if signing up for the last time slot, it is a shortened slot.

In-Person Visitation:

In-person visits will be held Monday through Friday from 2:30 pm to 8:30 pm, Saturday, Sunday and Holidays from 8:30 am to 3:30 pm. There will be no admittance into the institution one hour before the end of visiting hours (7:30 pm Monday through Friday, 2:30 pm Saturday and Sunday).

- Visits on Monday through Friday will be up to 3 hours in length. Visits on Saturday, Sunday and holidays will be up to 2 hours in length.
- PIOC's are permitted to have three in-person visits per week. Only one can occur on the weekend. The visiting week runs Monday through Sunday.
- The lobby will open 10 minutes prior to visitation for processing.
- There is a maximum of 10 approved visitors for in-person visits. There can only be a maximum of five adults and there has to be at least one adult present.

Additional information regarding visiting at RGCI may be found on the DOC website; doc.wi.gov.