



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Racine Youthful Offender Correctional Facility

DATE: February 20, 2023
TO: All RYOFC Visitors
FROM: Je'Leslie Taylor, Warden
SUBJECT: On-Line Platform to Schedule In-Person and Video Visits (Updated)

In 2021 RYOFC started scheduling in-person and video visits through the **Sign-Up Genius** platform (see link below). Visitors will be able to view day and time options available to them. Please note: Visitors may only schedule or make changes **five to seven** days in advance. This allows staff time to process all requests.

<https://www.signupgenius.com/go/RYOFCVisits>

RYOFC is allowing two (2) in-person and two (2) video visit per week. There is a tab for each type of visit on the website. In-person visits will be a maximum of two hours each and video visits will remain at a maximum of one hour.

When selecting a day and time to visit, visitors must provide their name and date of birth as well as any other visitors (maximum two additional) and their dates of birth, the Person In Our Care (PIOC) name, and DOC number. A confirmation email will automatically be sent from the website when a visitor signs up, but RYOFC staff will still have to confirm if the information provided is correct, and will send an additional email with final approval of the visit. Visitors who sign up for a video visit will receive an email providing them a link to connect with the PIOC. Visitors will also receive a reminder email the day before the scheduled visit.

There is an option to sign up for a Sign-Up Genius account (to make future scheduling and changing times easier and to link to personal calendars), but it is not necessary. Visitors will still receive the email reminder without signing up. Sign-Up Genius can be accessed from any device.

An email may be sent to the visitor if there is a problem with the sign-up request (requester not on the PIOC's visiting list, PIOC not allowed visitation due to housing status, PIOC has reached maximum visits for the week, etc.) stating the scheduled time needs to be cancelled or rescheduled.

All visiting rules will remain the same, are listed on the website, and will be included with the confirmation email. Sign-Up Genius is designed to be user friendly, but we understand it might take some visitors a while to understand the process. We will remain flexible and helpful, providing the link and directions to anyone that continues to email DOCDAIRYOFCZoomVisits@wisconsin.gov.

Visiting Procedures

1. Visitors must have an approved Visitor Questionnaire (DOC-21AA) and be on the intended PIOC's visiting list. Up to three approved visitors will be allowed per visit. At least one visitor must be an adult.
2. Visitation eligibility will be determined by PIOC current status or disciplinary status restrictions in accordance to WI DOC 303.
3. If a visitor does not have access to the internet, they may call the facility at 262-638-2925 and leave a message with their visitation request information (name, PIOC wanting to visit, PIOC DOC#, date and time requested, and a call back phone number). It is highly suggested that they use the Sign-Up Genius system or the DOCDAIRYOFCZoomVisits@wisconsin.gov mailbox to faster processing of the request as the phone line will only be checked periodically.
4. Visitors should arrive no more than 15 minutes prior to the scheduled start time of their visit. Visitors arriving more than 20 minutes past the scheduled start time of the visit will not be permitted to visit. Visits will end at the scheduled end time regardless of the start time.

Additional information

1. DAI Policy # 309.06.01 – Visiting, is to be adhered to at all times.
2. No sharing of food or drinks between visitors and persons in DOC care.
3. Brief hugs and kisses are allowed at the beginning and end of visit.
4. Hand holding and sitting on laps is not allowed.
5. All chairs and tables will be sanitized between visits.
6. PIOC are responsible to inform their visitors of all of the visitation rules. Any violations or refusal to comply with the rules will result in the termination of the visit and is subject to suspension of visits by the Security Director.
7. Conversation during visits will be held to a normal tone of voice to not disturb others.
8. There may be times when visitors may be asked to wear a mask due to CDC Guidelines.