



# WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Jared Hoy

## Sturtevant Transitional Facility

### VISITING INFORMATION

#### **ICSolutions In-Person**

Effective July 1, 2025, Sturtevant Transitional Facility (STF) will transition to using ICSolutions (ICS) to schedule in-person visits. To schedule a visit with a person in our care (PIOC) the visitor will need to establish an ICS account or update their current account with their unique Party ID.

Visitors will need to follow the directions provided by the ICS website [www.icsolutions.com](http://www.icsolutions.com) to establish an account. PIOC must also provide friends and family with their unique Party ID in order for an ICS account to be created for visits.

STF staff cannot help with Party ID questions. Any issues with a Party ID can be directed to [DOCDIAElectronicVisitSupport@Wisconsin.gov](mailto:DOCDIAElectronicVisitSupport@Wisconsin.gov).

The in-person visiting schedule will open for scheduling a week before the July 1<sup>st</sup>, 2025 visiting day, thereafter all visits must be scheduled 48 hours in advance. All questions or concerns related to scheduling shall be directed to ICSolutions. Visitors may also refer to the Enhanced Video Visitation memo posted on the WI Department of Corrections website at [www.doc.wi.gov](http://www.doc.wi.gov).

- Tuesdays & Thursdays: 6:00 pm – 9:00 pm.
- Saturday, Sunday, Holidays: 1:00 pm – 4:00 pm.

- ✓ Maximum number of persons permitted on a visit, six adults and their minor children, not to exceed a total of twelve.
- ✓ Visitors will not be accepted after 8:30 pm on weeknights or after 3:30 pm on weekends and holidays.

#### **ICSolutions Video Visitation**

- Mondays, Wednesdays, Fridays: 5:00am – 7:00am; 8:00am – 11:00am; 1:00pm - 4:00pm; 6:00pm – 9:00pm
- Tuesday: 5:00am – 7:00am; 8:00am – 11:00am; 1:00pm – 4:00pm
- Thursday: 5:00am – 7:00am; 8:00am – 11:00am; 1:00pm - 4:00 pm
- Saturdays, Sundays, Holidays: 5:00am – 7:00am; 8:00am – 11:00am; 6:00pm – 9:00 pm

- ✓ All video visits are limited to 25 minutes.
- ✓ Visitation may only occur during non-programming time.

#### **Legal/Professional Visits**

- Must be scheduled 24-hours in advance.
- Monday through Friday: 8:00 am – 4:00 pm
- Contact STF Support Staff at the following number: 262-884-2410 extension 5520 or 5050.

#### **Other Information**

Refer to the Wisconsin DOC Web page for details of required identification, dress, items allowed in for visits for General Population inmates.

Cell phones, watches, electronic equipment in general and tobacco products/material are not permitted in the Facility or on Facility grounds.