



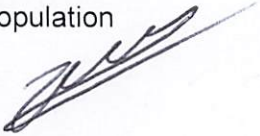
# WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Jared Hoy

## Taycheedah Correctional Institution

**DATE:** September 2, 2025

**TO:** Visitors of TCI Population

**FROM:** Michael Gierach  
Warden 

**SUBJECT:** TCI Video and Contact Visit Information

**\*\*Updated visiting schedule goes into effect on September 14, 2025. You may sign up for new schedule times starting September 12, 2025\*\***

### Scheduling Information

- Visitors must have an approved Visitor Questionnaire (DOC-21AA) on file and be on the visiting list.
- TCI Population must provide friends or family the unique Party ID listed next to the visitor's name on the visiting list.
  - Visitors with Party ID or other concerns may contact:  
[DOCDAIElectronicVisitSupport@wisconsin.gov](mailto:DOCDAIElectronicVisitSupport@wisconsin.gov)
    - TCI staff cannot assist with Party ID questions.
- Use the link to schedule a contact visit: [www.icsolutions.com](http://www.icsolutions.com)
- In ICSolutions, visits are called "contact visits", which will be shown as **15-minute** visits for scheduling purposes only.
- Visitors shall refer to the **DAI 309.06.01 Visiting** policy, this can be found under the *309 Resources for Inmates* section: <https://doc.wi.gov/Pages/AboutDOC/DepartmentPolicies/DAIPolicies.aspx>
- Up to six adults and children will be allowed on a visit at a time, with at least one visitor being an adult.
- Visitors must schedule contact visits two (2) days in advance and no more than fourteen (14) days in the future.
- In accordance with the **DAI 309.06.01 Visiting** policy, failure to follow rules may result in suspension or revocation of visiting privileges.
- Institution or Court related appointments shall take priority over visitation.
- TCI individuals are responsible for notifying their visitors if an accommodation is approved.
  - Approved accommodations become part of the visitor record. Therefore, it is not necessary to reapply for an accommodation when a individual transfers to another institution.
- Visitors under the age of 18 must be listed as an additional visitor and accompanied/supervised by an authorized adult visitor.

### Contact Visit Information

#### Contact visiting schedule hours:

- |                       |                 |                   |
|-----------------------|-----------------|-------------------|
| ➤ Monday-Friday       | (up to 3-hours) | 2:30 PM – 8:00 PM |
| ➤ Weekend and Holiday | (up to 2-hours) | 8:30 AM – 3:30 PM |

- **General Population individuals are allowed up to three (3) contact visits per week, with only one (1) visit allowed on the weekend (Saturday or Sunday).**
- The scheduled visit week runs Monday-Sunday.
- Visitors shall **not** enter the Gatehouse until 15 minutes prior to the start time of the scheduled visit time.
- All visitors **must** be listed on the scheduled visit prior to arriving to the institution and only those listed will be allowed to participate in the scheduled visit.
  - If visitors arrive for a visit and their names are not listed on the scheduled visit, they will not be approved to attend the visit.
- All Monday-Friday contact visits will be completed by 8:00 PM.
- All Weekend and Holiday contact visits will be completed by 3:30 PM.
- **To ensure you are able to receive the full three hour or two hour visit, you must arrive at the start of your ICSolutions scheduled timeframe.**
- If visitors are late, they may be processed when staff are able to accommodate them, time permitting.
- Visitors may be turned away or visit times may be shorted depending on availability.
- Individuals housed in Restrictive Housing are eligible for one 60-minute visit each week and will attend the visit in the telebooth in Restrictive Housing. The visitor will visit via the booth in the visiting room.
- In accordance with the **DAI 309.06.01 Visiting** policy, visitors shall dress in attire that is not provocative or offensive to others. The following is a few items which are considered unacceptable and will result in the denial of visits:
  - Transparent/translucent clothing
  - Exposed undergarments
  - Clothing with revealing holes, tears or slits
  - Clothing or accessories with obscene or profane writing, images or pictures

### Video Visit Information

- Each TCI individual is eligible for one free video visit per week.
- Those housed in the Restrictive Housing Unit will not be able to schedule or attend a video visit.
- Visits will be limited to one per day and no more than four per week.
- Each TCI individual is eligible for up to 12 paid video visits per month at \$2.50 each.
  - The charged of \$2.50 per visit, will apply even if individual or visitor are a no-show for the visit.
- Each visit will be a maximum of 25 minutes in length.
- Each visitor on the video visit must have an IC Solutions account and be listed on the visiting reservation.
- Each visitor will be required to show ID at the beginning of the visit and upon requested.
- In accordance with the **DAI 309.06.01 Visiting** policy, video visiting shall be terminated immediately if there is any suspicion of illegal activity or any behavior which would be deemed inappropriate/unacceptable.
- All Video Visits are subject to monitoring and recording.
- Video Visiting schedule hours are based on housing location and hours are able to be viewed in ICSolutions