

Thompson Correctional Center Visitation

Effective on July 7, 2023 Thompson Correctional Center will begin using ICS Solutions (ICS) to schedule In-person and Video visits. Zoom Visits will be discontinued as of July 17, 2023. To visit In-person or by video going forward, 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 with the visiting list and on the ICS website: www.icsolutions.com.

Persons in the care of TCC 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. Visiting lists and directions on how to create an account will be delivered to all persons in our care. Any issues with Party ID can be directed to DOCDAIElectronicsVisitSupport@wisconsin.gov. TCC staff cannot help with Party ID questions.

Procedure

Visitors must schedule In-person or Video visits at least 48 hours in advance and no more than 14 days in advance.

Visitors must be on the approved visiting list.

In Person Visiting

- Each person is eligible for three (3) In-person visits each week. A week is defined as Monday-Sunday.
- Each In-person visit will be scheduled for a maximum of two (2) hours in length. Visitors May arrive anytime during their scheduled 2-hour block visit. However, the visit will not extend past the scheduled end time.
- Each visit is limited to six (6) visitors.

In-Person visiting hours:

- Thursdays: 6:30pm – 8:30pm
- Saturdays, Sundays and Holidays: 12:00pm – 2:00pm or 2:00pm – 4:00pm

Video Visits

- For the first six months of implementation, each person in the care of TCC is eligible for one free 25-minute video visit per week.
- Additional calls are available at the cost of \$2.50 per visit, up to 12 paid visits per month for a total of 16 calls per month.
- Video visits are limited to 1 per day.
- Each visitor on the call must have an ICS account and be listed on the visit reservation. Each visitor will be required to show ID at the beginning of the call and anytime during the call when asked by staff.

Video Visiting Hours: When the floor and phones are open:

- 7:00am – 10:00am
- 12:00pm – 2:00pm
- 3:00pm – 4:30pm
- 6:30pm – 9:00pm
- 9:30pm – 10:30pm