



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Jared Hoy

Taycheedah Correctional Institution

DATE: April 24, 2026
TO: Visitors of TCI Population
FROM: Michael Gierach
Warden
SUBJECT: TCI Video and Contact Visit Information

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
 - TCI staff cannot assist with Party ID questions.
- Use the link to schedule a contact visit: 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 visitor will be notified if their accommodation is approved or denied.
 - Approved accommodations become part of the visitor record. Therefore, it is not necessary to reapply for an accommodation when an 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.



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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).**
- **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 for their scheduled start time, visitors will ONLY be permitted to stay the remainder of their scheduled timeframe. This is to ensure the next scheduled time slot starts on time and the next scheduled visit receives their full visit time.
- 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.
- 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



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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