



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Winnebago Correctional Center

DATE: June 22, 2023

TO: Staff of WCC
Persons in the Care of WCC

FROM: Maria Silao-Johnson, Correctional Center Superintendent

SUBJECT: In-Person and Video Visit Scheduling

Effective July 3, 2023, Winnebago Correctional Center (WCC) will begin using ICSolutions (ICS) to schedule in-person and video visits. Zoom visits will be discontinued on July 17, 2023. In addition, all in-person and video visits will require visitors to establish an ICS account or update their current account with their unique Party ID. Visiting lists and directions on how to create an account will be delivered to all persons in our care, this week. Persons in the care of WCC must provide their friends and family with the unique Party ID, listed next to the visitor's name on the visiting list, for an ICS account to be created.

Visitors must follow directions, provided with the visiting list. Directions are also available on the ICS website at www.icsolutions.com. In-person or video visits must be scheduled at least 48 hours in advance and no more than seven (7) days in advance. Any issues with Party ID's should be directed to DOCDIAIElectronicVisitSupport@wisconsin.gov. WCC staff are unable to assist with Party ID questions.

In-Person Visits

- WCC is a Work Release site, as such the in person visits are limited to specific days and hours due to the physical plant of the facility.
- Each person is eligible for three (3) in person visits each week. A week is defined as Monday through Sunday. Each in-person visit will be scheduled for a maximum of one (1) hour in length. Visitors may arrive anytime during their scheduled 1-hour block. However, the visit will not extend past the scheduled end time.
- Each visit is limited to six (6) visitors.
- **In Person Visiting Hours:**

Tuesdays	6:30 pm to 7:30 pm
Saturdays, Sundays & Holidays	9:25 am to 10:25 am
	12:45 pm to 1:45 pm
	2:40 pm to 3:40 pm
	6:30 pm to 7:30 pm

Video Visits

- During the first six (6) months of implementation, each person in the care of WCC 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. Video visits are limited to two (2) 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:

A-Building		B-Building
	Monday - Friday	
6:50 am - 7:50 am		6:50 am - 7:50 am
8:20 am - 9:50 am		8:20 am - 9:50 am
12:20 pm - 1:50 pm		12:20 pm - 1:50 pm
2:30 pm - 3:30 pm		2:30 pm - 3:30 pm
5:20 pm - 5:50 pm		5:20 pm - 5:50 pm
6:20 pm - 7:50 pm		6:20 pm - 7:50 pm
8:20 pm - 8:50 pm		8:20 pm - 8:50 pm
8:30 pm - 11:00 pm		8:30 pm - 11:00 pm
	Saturday – Sunday	
		6:50 am - 7:50 am
		8:20 am - 9:20 am
		2:30 pm - 3:30 pm
		5:20 pm - 5:50 pm
		8:20 pm - 8:50 pm
		8:30 pm - 11:00 pm