



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Jared Hoy

Waupun Correctional Institution

VISITING GUIDELINES—WAUPUN CORRECTIONAL INSTITUTION (WCI)

WCI is located at 200 S. Madison Street, Waupun, WI, 53963.

GENERAL POPULATION VISITS

PIOC (Persons In Our Care) are allowed 5 in-person visits per month and up to 2 in-person visits per week. Visitors must be on the DOC approved visitor list.

IN-PERSON VISIT DAYS/TIMES

Monday through Friday	
2:45pm-5:15pm	5:45pm-8:15pm

To request an in-person visit, www.icsolutions.com here.

Questions or difficulties registering an account should be directed to:

<https://icsolutions.com/FriendsFamilyHome/Support/ContactUs.html>

General Information

- There is a maximum limit of 4 approved visitors per visit. This includes adults, minors and infants. At least one visitor must be an adult.
- In-person visits must be scheduled at least 48 hours in advance and no more than 14 days in advance.
- Visits are scheduled on a first come, first serve basis.
- If the visitor fails to show up or if a PIOC refuses the visit, the appointment will count towards the monthly visit total.
- DAI Policy #309.06.01-Visiting, is to be adhered to at all times. Dress code will be enforced.
- Each PIOC will be allowed 5 in-person visits per month and up to 2 in-person visits per week.
- Visits will be scheduled for up to 2.5 hours.
- Vending machines operate by credit/debit cards only. Friends and family may bring in one credit/debit card for use in the vending machines.

Additional Information for In-person Visits:

- A brief embrace and kiss are allowed at the beginning and end of each visit.
- Holding hands will not be permitted. No massaging or rubbing of hands or arms is permitted.
- Children are not allowed to be lifted above the head or thrown.
- Do not move chairs unless given permission by a staff member.
- Conversation during visits should be held to a normal tone of voice so as not to disturb others.

- Refusal to comply with visiting rules may result in ending the visit or suspension of future visits.

Visiting Room Rules

It is the objective of WCI to encourage and accommodate the visitation of PIOC by family members, friends, and others who provide support to the PIOC. This goal will be implemented with a visitation process, which provides a safe, secure, yet wholesome visiting environment through the maintenance of proper conduct and adherence to applicable rules and procedures.

The following rules apply to visiting at WCI:

- PIOC will be pat searched prior to visit and strip-searched following the visit.
- Failure to follow the visiting rules may result in the termination of the visit by a Security Supervisor and possible further administrative action of termination, suspension, or revocation of your visiting privileges by the Security Director.
- PIOC must consume, dispose of or send out with their visitor all edibles purchased while on visit. Consumables may not be taken back to unit.
- Food and/or drink are allowed, but cannot be shared amongst visitors and PIOC. Food shall be emptied out on a paper plate.
- There shall be no loud talking or boisterous behavior in the visiting area.
- Only a wedding ring (if you are married) and emergency medication is allowed in the visiting area. Institution dress code applies. Only state-issued clothing (green shirt, green pants) as outmost garments and state-issued shoes may be worn by PIOC on visits. PIOC are required to wear state underwear.
- Clothing should be in good repair; shirt must be tucked in at all times and shoes tied.
- State IDs must be worn at all times.
- Excessive and overt displays of affection are not permitted. A brief hug & kiss is allowed at the beginning and end of visits. Unrestrained or inappropriate displays of affection can result in disciplinary action, including suspension of visiting privileges and your visit being terminated.
- PIOC are not permitted to leave their tables or handle money. Only visitors are permitted to operate the vending machines.
- Personal grooming is not permitted in visiting area.
- Parents are responsible for the supervision of their children. Children will remain at the table during visits and must not disrupt other visits. Running and loud yelling are prohibited. Failure to comply may result in your visit being ended.
- Children of a PIOC who are age seven or under, may be permitted to be held and/or sit on the PIOC's lap, provided there are no risk factors as determined by facility staff.
- Changing of an infant's diaper shall only be permitted by the visitors in the visitors' restroom.
- PIOC and visitors must remain at the assigned table. They are not permitted to visit with other visitors or PIOC. The visitor and the PIOC must be seated in the manner in which the chairs are placed around the table. PIOC and visitors shall sit in an upright position, facing forward, keeping their feet off the furniture. In visits where only one adult visitor is present, the visitor is to sit directly across from PIOC. Couples will be seated across from one another at all times. Chairs are not to be moved, turned around, etc. without the Officer's authorization.

- p. PIOC are not allowed to walk their visitors to the gate at the end of their visit. PIOC are to remain in their chair until visitors are gone and they're called by the Officer/Sergeant to leave the Visiting Room.
- q. At no time are PIOC to leave their seat and table unless called by the Officer/Sergeant or called up to get their picture taken.
- r. PIOC shall sit with their back towards the vending machines and remain seated the entire visit with the exception of visiting room photos and filling out disbursements for photos.
- s. Hands will not be placed inside or underneath visitor or PIOC clothing. Hands or laps shall not be covered during visits.
- t. PIOC or visitors shall not remove shoes, socks, headwear or other articles of clothing during visit.
- u. PIOC that need to use the restroom during a visit will be strip searched prior to and after using the restroom.
- v. No one under the age of 16 may leave the Visiting Room without an adult escort. If a visitor leaves the visiting area the visit is ended. The visitor will not be allowed back into the visiting area.

It is the responsibility of visitors and PIOC to know and obey all rules made available to them by written bulletin, posting, or verbal direction. Thank you for your patience through this process.

VIDEO VISITS

PIOC are allowed to have 2 video visits per month. All video visits are 50 minutes in length. Currently the two video visits are free of charge; however, this could be subject to change in the future.

Available Visiting Times

Video visiting will be available for PIOC according to the following table:

Saturday, Sunday, and Holidays*
8:00 a.m. to 8:50 a.m.
9:00 a.m. to 9:50 a.m.
10:00 a.m. to 10:50 a.m.
12:30 p.m. to 1:20 p.m.
1:30 p.m. to 2:20 p.m.
2:30 p.m. to 3:20 p.m.
6:00 p.m. to 6:50 p.m.
7:00 p.m. to 7:50 p.m.
8:00 p.m. to 8:50 p.m.

* Holidays when available

Registering an Account

- Visitors who wish to participate in video visitation will need to be on an individual's approved visitor list and also register an account with ICSolutions. To register an account a Party ID is necessary. This number must be provided to you by a person you wish to visit. Once you have a registered account you can use the Party ID to visit anyone for whom you are an approved

visitor. If you have questions or difficulty registering an account, those should be directed to customer service at www.icsolutions.com

Scheduling a Video Visit

- Video visits are only allowed with the person on the approved visiting list in accordance with Division of Adult Institutions Policy #309.06.01.
- After an account has been established, any issues with scheduling can be directed to DOCDIAElectronicVisitSupport@wisconsin.gov.
- Video visits are scheduled through <https://icsolutions.com> WCI staff do not have ability to schedule visits.
- Visits may be scheduled up to 14 days prior to the desired visit time and no less than 48 hours prior to the desired visit time.

Acknowledging Visiting Rules

- Visitors will need to electronically acknowledge visiting rules on the ICSolutions website at the beginning of each visit.

Rules Related to Video Visits

- A visit may be terminated and future visiting privileges may be restricted if rules have been violated
- Division of Adult Institution Policy #309.06.01, Visiting, is to be followed at all times
- It is the responsibility of anyone participating in a visit to be aware of the rules related to visiting
- Only persons who have scheduled to visit are permitted to appear on the video screen
- Visitors are not permitted to record, photograph, or take screenshots of the visit
- Visitors attire or images on the screen may not include any of the following:
 - Exposed undergarments
 - Clothing with revealing holes, tears, or slits
 - Clothing or accessories with obscene or profane writing, images, or pictures
 - Clothing, headwear, shoes, logos, or insignias associated with Security Threat Groups or Gangs
 - Clothing that is see-through, transparent, or translucent
- Video visits may be terminated without notice if there is suspicion of any illegal activities, or any behavior that would be considered inappropriate for a visiting setting. This includes, but is not limited to:
 - Nudity, sexual acts, or conduct that simulates sexual activity
 - Drugs or alcohol use viewable on the video screen
 - Displaying objects that could be interpreted as capable of harm, such as firearms, weapons, knives, etc.
 - Inappropriate language
 - Inappropriate location for the visit to occur, such as a tavern, night club, etc.
 - Operating a vehicle during a scheduled visit

Maintaining appropriate relationships between those who are incarcerated and their family or friends is recognized as having a significant influence on a successful return to the community. It can also have a positive impact within an institution.