



WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers

Wisconsin Secure Program Facility

DATE: 6/16/25

TO: WSPF Staff, Visitors, and Persons in our Care (PIOC)

FROM: Paula J. Stoudt, Warden *P. Stoudt*

RE: Visitation Information

Effective July 4th, 2025, in-person visitation will begin utilizing ICSolutions (ICS) to schedule in-person visits. Visitors will need to follow the directions provided on the visiting list and on the ICS website <https://icsolutions.com>.

In-person Visit Information

PIOC will be allowed one in-person visit per day on Mondays and Fridays between the hours of 8:15am and 1:30pm as well as one in-person visit per day on Saturday and Sunday between the hours of 8:15am and 5:45pm. There will be no admittance into the institution one hour before the end of visiting hours. (12:30pm Monday and Friday and 4:45pm Saturday and Sunday).

Scheduling an In-Person Visit:

- In-Person visits are only allowed with persons on the approved visiting list in accordance with Division of Adult Institutions (DAI) Policy# 309.06.01. Up to three approved visitors will be allowed for a specific visit with a person in our care (PIOC). At least one visitor must be an adult.
- Approved visitors will need a Party ID to register for and to schedule in-person visits through the ICS Solutions website. The information registered on the ICSolutions account **must match** the information exactly as submitted on the approved WI DOC visitor application. Any issues with Party ID's can be directed to: DOCDAIElectronicVisitSupport@wisconsin.gov. WSPF staff cannot help with Party ID questions. In-person visits may be scheduled no less than 24 hours and no more than 14 days in advance of visit date and time. The sign-up slot visitors choose is the time they will be processed in for their visit. Visitors shall only be allowed to schedule one (1) session / time slot per day.
- Schedule through <https://icsolutions.com>. WSPF staff do not schedule in-person visits.
- Visitors should arrive no more than 15 minutes prior to the scheduled start time of their visit. Visitors will not be permitted to wait in the parking lot or lobby if they arrive early.

Available **In-Person visitation** time slots for the corresponding status(es) are color-coded and noted below:

General Population		Administrative Confinement- Phase 4:
1 Hour 30 Minute In-Person visits may be scheduled Monday <u>and</u> Friday at the following times:	3 Hour In-Person visits may be scheduled Saturday <u>and</u> Sunday at the following times:	One - 1 Hour No-Contact visit may be scheduled per week Monday, Friday, Saturday, <u>or</u> Sunday
8:15am - 9:45am 10:00am - 11:30am 11:45am - 1:15pm	8:15am - 11:15am 11:30am - 2:30pm 2:45pm - 5:45pm	8:15am – 9:15am (all days) 9:30am – 10:30am (all days) 10:45am – 11:45am (all days) 12:00pm – 1:00pm (all days) 1:15pm - 2:15pm (Sat/Sun only) 2:30pm – 3:30pm (Sat/Sun only) 3:45pm – 4:45pm (Sat/Sun only)

In-person visiting availability will be monitored to determine if additional visit opportunities can occur per week.

Additional information

- DAI Policy # 309.06.01 – Visiting, is to be adhered to at all times.
- PIOC and visitors are allowed a brief embrace and/or kiss only at the beginning and end of the visit. Excessive or continued displays of affection are not allowed and may result in the termination of the visit.
- PIOC are permitted to hold hands with their visitor. Hands shall be positioned above the visiting room table at all times. This is the only physical contact allowed during the duration of the visit.
- Children of a PIOC who are age five (5) 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.
- Chairs and tables have been strategically placed to maximize capacity while following social distancing. Please do not move them. All chairs and tables will be sanitized between visits.
- Visitors are to follow all the rules governing their visit. Any violations will result in the termination of the visit and is subject to suspension of visits by the Security Director.
- Conversation during visits will be held to a normal tone of voice to not disturb others.
- Refusal to comply with these rules may result in ending the visit and suspension of future visits.
- PIOC are required to wear full state issued uniform and state issued ID on the most outer top visible for staff to view at all times. Green top must be tucked into green bottoms. Removal of outer layers will not be allowed in the visiting room area.

Video Visitation Information

1. Every PIOC will be allowed four video visits per week and up to 12 paid visits per month. Each paid video visit will cost \$2.50.

Scheduling a Video Visit:

- Video visits are only allowed with persons on the approved visiting list in accordance with Division of Adult Institutions (DAI) Policy# 309.06.01.
 - Approved visitors will need a Party ID to register for and to schedule video visits through the ICS Solutions website. The information registered on the ICSolutions account **must match** the information exactly as submitted on the approved WI DOC visitor application. Any issues with Party ID's can be directed to DOCDAlElectronicVisitSupport@wisconsin.gov. WSPF staff cannot help with Party ID questions.
 - Video visits may be scheduled no less than 24 hours and no more than 1 week in advance of visit date and time.
 - Schedule through <https://icsolutions.com>. WSPF staff **do not** schedule video visits.
2. Video visits will be available to be scheduled every 30 minutes, but will be a maximum of 25 minutes in length per visit.
3. Available **video visitation** time slots for the corresponding status(es) are color-coded and noted below:

General Population		Restrictive Housing and Administrative Confinement:
Video visits may be scheduled Monday – Friday at the following times:	Video visits may also be scheduled Saturday and Sunday at the following times:	Thursday/Saturday/Sunday
5:30pm – 5:55pm	8:00am – 8:25am	8:00am – 8:25am
6:00pm – 6:25pm	8:30am – 8:55am	9:00am – 9:25am
6:30pm – 6:55pm	9:00am – 9:25am	10:00am – 10:25am
7:00pm – 7:25pm	9:30am – 9:55am	12:30pm – 12:55pm
7:30pm – 7:55pm	10:00am – 10:25am	1:30pm – 1:55pm
8:00pm – 8:25pm	12:30pm – 12:55pm	2:30pm – 2:55pm
8:30pm – 8:55pm	1:00pm – 1:25pm	3:30pm – 3:55pm
	1:30pm – 1:55pm	5:30pm – 5:55pm
	2:00pm – 2:25pm	
	2:30pm – 2:55pm	
	3:00pm – 3:25pm	
	3:30pm – 3:55pm	
	5:00pm – 5:25pm	
	5:30pm – 5:55pm	
	6:00pm – 6:25pm	
	6:30pm – 6:55pm	
	7:00pm – 7:25pm	
	7:30pm – 7:55pm	

Rules during the visit are to be acknowledged electronically at the beginning of each visit on the ICS website. Any visit may be terminated if any DOC or institution rules have been violated.

PROHIBITED CONDUCT

DAI Policy #309.06.01 – Visiting, shall be adhered to at all times.

- PIOC are responsible to inform their visitors of all rules governing their visit. Any violations will result in the termination of the visit and is subject to suspension of visits by the Security Director.
- Conversation during visits will be held to a normal tone of voice to not disturb others. Only one warning will be provided in regards to this matter before the visiting video session will be terminated.
- Only those scheduled to attend the visit are permitted to be on the video screen.
- Visitors are not permitted to record the visit.
- Visitor attire cannot have any of the following:
 - Exposed undergarments.
 - Clothing with revealing holes, tears, or slits.
 - Clothing or accessories with obscene or profane writing, images or pictures.
 - Gang-related clothing, headwear, shoes, logos, or insignias.
 - Transparent/translucent (see through) clothing.
- Video visiting will be terminated immediately if there is any suspicion of illegal activities, any behavior which would be deemed inappropriate in the video visiting area setting, or any inappropriate behavior outlined as unacceptable in accordance to DAI Policy – 309.06.01. This includes, but is not limited to the following:
 - Sexual acts or nudity.
 - Drugs and alcohol use during the visit.
 - Showing of objects identified as a threat (firearms, weapons, knives, etc.)
 - Inappropriate language.
 - Inappropriate location of visitor (bar, night club, etc.)
 - Operating a vehicle during the scheduled visit.

For more important information regarding visitation, please review the following:

<https://doc.wi.gov/Pages/OffenderInformation/AdultInstitutions/VisitingInformation.aspx>