



# WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

## John Burke Correctional Center

Effective July 3<sup>rd</sup>, 2023, John Burke Correctional Center will begin using ICSolutions (ICS) to schedule in-person and video visits beginning with visits on July 17<sup>th</sup>. Zoom visits will be discontinued as of July 17<sup>th</sup>. To visit in person or by video, the visitor will need to establish an ICS account or update their current account with their unique Party ID. Visitors will need to follow directions provided with the visiting list and on the ICS website [www.icsolutions.com](http://www.icsolutions.com).

Visitors must have previously completed a Visitor Questionnaire (DOC 21AA) and be on the approved visiting list.

Persons in the care of JBCC have been given a list of their approved visitors, which include each visitor's unique party ID number. This number is required to create an account with ICS.

Visiting list questions can be directed to the institution.

Questions/issues regarding creating an account with ICS or scheduling visits can be directed to ICSolutions at: Online: <https://www.icsolutions.com> or Phone: 1.888.506.8407.

Questions/issues with your party ID, please email [DOCDIAIElectronicVisitSupport@wisconsin.gov](mailto:DOCDIAIElectronicVisitSupport@wisconsin.gov).

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

### IN PERSON VISITING

- Each person is eligible for four (4) in person visits each week. A week is defined as Monday through Sunday. Each in person visit will be scheduled for a maximum of 2 ½ hours in length. Visitors may arrive anytime during the scheduled 2 ½ hour block, however, the visit will not extend past the scheduled end time.
- Each visit is limited to four (4) visitors.
- In Person Visiting Hours are as follows:

**Tuesday & Thursday 630pm - 900pm**  
**Weekends & Holidays 8am-1030am / 1pm-330pm**

### VIDEO VISITS

- For the first 6 months of implementation, each person in the care of JBCC is eligible for one free 25 minute video visit per week
- Additional video calls are available at the cost of \$2.50 per visit up to 12 visits per month. Video visits are limited to 2 per day and a total of 16 per month which includes the one free visit per week.
- Each visitor on the call must have an ICS account and must 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 if asked by staff.
- Video Visitation Hours are as follows:

**Tuesdays & Thursdays 630pm-900pm**  
**Weekends & Holidays 8am-1030am / 1pm-330pm**

IF A HOLIDAY FALLS ON A TUESDAY OR THURSDAY, THERE WILL BE NO EVENING VISITS ON THAT DAY.

General visiting rules will be enforced for in-person and video visits. More information related to visits can be found on the general visiting information sheet found on the website.

### **Prohibited conduct**

1. DAI Policy # 309.06.01 – Visiting, is to be adhered to at all times.
2. **PIOC are responsible to inform their visitors of 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.**
3. 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 visiting session will be terminated.
4. Only those scheduled to attend the visit are permitted to be on the video screen.
5. Visitors are not permitted to record the visit.
6. 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.
  - STG-related clothing, headwear, shoes, logos, or insignias
  - Transparent/translucent (see-through) clothing.
7. Video visiting will be terminated immediately if there is any suspicion of illegal activities, any behavior that would be deemed inappropriate in the visiting room 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
  - Drug 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