


Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

Oakhill Correctional Institution

DATE: June 26, 2023

TO: OCI Staff
Persons in Our Care (PIOC)
Visitors

FROM: Wayne Olson, OCI Warden 

SUBJECT: Video Visits and In-Person Scheduling

Effective July 3, the Oakhill Correctional Institution will begin using ICSolutions (ICS) to schedule both in person and video visits, beginning with visits on July 17. Zoom Visits will be discontinued as of July 17, 2023. 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 the directions provided with the visiting list and on the ICS website www.icsolutions.com.

Persons in Our Care (PIOC) of OCI must provide their friends or family the unique Party ID listed next to the visitor's name on the visiting list, in order for an ICS account to be created for visits. Visiting lists and directions on how to create an account will be delivered to all persons in our care this week. Any issues with Party IDs can be directed to DOCDAIElectronicVisitSupport@wisconsin.gov. OCI staff cannot help with Party ID questions.

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

IN PERSON VISITING

- Each person is eligible for three (3) in person visits per week. A week is defined as Wednesday through Sunday. Each in person visit will be scheduled for a maximum of three (3) hours in length. If the visitor arrives late for the scheduled visit it will still end at the scheduled end time regardless of the circumstance that caused the tardiness. Furthermore, visitors who arrive 45 minutes or later to the scheduled start time of the visit will not be permitted to visit.
- Each visit is limited to six (6) visitors.
- In-Person Visiting Hours:

IN PERSON SCHEDULE

General Population (GP)

Wednesday-Friday

2:45 PM – 5:45 PM

6:15 PM – 9:15 PM

Saturday – Sunday & Holidays

11:00 AM – 2:00 PM

2:30 PM – 5:30 PM

Restricted Housing Unit (RHU)

Wednesday - Friday

3:45 PM – 4:45 PM

5:30 PM – 6:30 PM

7:00 PM – 8:00 PM

Saturday – Sunday & Holidays

11:00 AM – 12:00 PM

12:30 PM – 1:30 PM

2:00 PM – 3:00 PM

Video Visits

- For the first six (6) months of implementation, each OCI persons in our care 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 for a total of 16 calls per month. Video visits are limited to 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:

RHU, C-1, C-2, C-3, C-4, C-5, C-6, C-7, C-8, C-9, C-10, C-11(ANU), C-12, A-1, A-2, B-1, B-2

Monday	8a-12p	1p-4:45p	6p-9p
Tuesday	8a-12p	1p-4:45p	6p-9p
Wednesday	8a-12p	1p-4:45p	6p-9p
Thursday	8a-12p	1p-4:45p	6p-9p
Friday	8a-12p	1p-4:45p	6p-9p
Saturday	8a-12p	1p-4:45p	6p-9p
Sunday	8a-12p	1p-4:45p	6p-9p