



Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

Marshall E. Sherrer Correctional Center

DATE: June 15, 2023

To: MESCC Staff
Persons in the Care of MESCC
Visitors

FROM: Tejuana King, Superintendent

SUBJECT: Video Visits and In-Person Scheduling

Effective July 3, 2023, Marshall E. Scherrer Correctional Center will begin using ICSolutions (ICS) to schedule video visits, beginning with visits on July 17, 2023. Zoom visits will be discontinued as of July 17. To visit 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 the care of MESCC 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. The information registered on the ICSolutions account **must match** the information exactly as submitted on the approved WI DOC visitor application. Visiting lists and directions on how to create an account have been delivered to all persons in our care. Any issues with Party IDs can be directed to DOCDAIElectronicVisitSupport@wisconsin.gov. MESCC staff cannot help with Party ID questions.

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

VIDEO VISITS

- For the first six months of implementation, each person in the care of MESCC is eligible for one free 25- minute video visit per week.
- Additional visits 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.

IN-PERSON VISITING ARE NOT required to be pre-scheduled.

Visiting Times for In-Person Visitation (please note that visiting hours are assigned based on the first letter of the PIOC's last name):

**Tuesday and Saturday A thru K
Thursday and Sunday L thru Z**

VISITING HOURS:

Tuesday / Thursday: 6:00 p.m. – 9:30 p.m.

Saturday / Sunday: 11:00 a.m. – 4:30 p.m.

Holidays

11:00 a.m. – 2:00 p.m. (A-K)

2:00 p.m. – 5:00 p.m. (L-Z)

- Total of 4 visitors per visit. (Exceptions can be approved prior by Superintendent, Captain, or Social Worker.)
- 1 Visit at a time no more than 2 visits per day.
- No add on or make up visits- if you are on a visit and additional visitors arrive, with your input the current visit will be terminated prior to starting the 2nd visit.
- If the visiting area is filled to capacity, visits will be terminated on a first come, first to leave basis, with a minimum visiting time of 1 hour and 20 minutes on Tuesdays and Thursdays; and 2 hours and 45 minutes on Saturdays and Sundays.

Note: Visitors will not be admitted if they do not arrive 30 minutes prior to the end of visiting hours.