




WISCONSIN DEPARTMENT OF CORRECTIONS

Governor Tony Evers / Secretary Kevin A. Carr

Waupun Correctional Institution

DATE: December 1, 2023

TO: Waupun Correctional Institution Staff, Visitors and Population

FROM: Randall R. Hepp 
Warden

SUBJECT: Updated Information Related to In-Person Visiting and Video Visitation at Waupun Correctional Institution

This memorandum is intended to provide current information regarding in-person and video visitation at Waupun Correctional Institution. When changes are made to the visiting program, this document will be updated to ensure that visitors have the most current information possible.

In-Person Visiting

Unfortunately, in-person visiting is not currently available at Waupun Correctional Institution.

Video Visitation

Waupun Correctional Institution is happy to announce that video visitation will be available beginning on weekend days beginning on December 9-10, 2023 for members of the general population. Visiting times may also be available on legal holidays.

General Information

- Frequency: To ensure that all those who desire to participate in video visitation are able to do so, each member of the general population will be able to have one video visit per month. When we are more aware of how many people will be using this service, we hope to increase the frequency of visiting opportunities.
- Length: All visits will be 50 minutes in length.
- Cost: The initial visit each month will be without cost to the visitor and will be 50 minutes in length. When additional visits are available, the cost for each visit will be \$5.00.

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 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 DOCDIAIElectronicVisitSupport@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 XX hours prior to the desired visit time.

Available Visiting Times

Visiting will be available for individuals in general population 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

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, logs, 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 or 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. While we are not currently in a position to offer in-person visitation to the population, we do hope that video visitation will provide enhanced connection between our population and their family and friends, compared with written letters, emails, or telephone calls. As opportunities to expand the visiting program at Waupun Correctional Institution are identified, we will be sure to make that information available on our public webpage.

If there are suggestions for other information related to visiting that might be helpful for visitors please feel free to send it to Pamela Johnson, Warden's Secretary, at pamela.johnson1@wisconsin.gov.