

## Entrance procedures

1. Visitors must park in the designated parking area. Parking areas marked by handicap signs are available for visitors with a disability who have license plates or state-approved display cards for handicapped parking.
2. Only visitors on the resident's approved list are permitted to visit the resident. The maximum number of visitors is six. This includes adults and minors. Visitors under 18 years of age must be accompanied by an approved adult visitor.
3. Visitors over the age of 16 are required to provide valid identification. Valid identification includes a state driver's license, valid passport, military ID or visa, Department of Transportation ID card, or a Tribal ID (if it provides photo).
4. Amish visitors who do not possess photo identification for religious reasons must provide a signed and notarized affidavit from their bishop that includes the physical description of each proposed visitor. The facility will retain the original affidavit and place a copy in the respective resident's visitor information file. The visitor(s) will retain a copy of the affidavit and must produce it upon arrival to the facility as a means of identification.
5. Purses, backpacks, fanny packs, briefcases, etc., are not permitted in the visiting area. Lockers are provided in the lobby for unpermitted items. The facility is not responsible for personal property left in vehicles or lobby lockers.
6. Food and drink items may not be carried into the facility. Vending machines are available in the visiting area. Residents cannot go with the visitor to the vending machines. A change machine is available in the lobby (for one and five-dollar bills only). No paper money is allowed in the visiting room. Money allowed in the visiting area is limited to a total of \$20 in change for each adult visitor.
7. Money cannot be given to a resident on visits. Funds may be sent to a resident in the form of a money order, cashier's check, or money transfer through Access Corrections. For more information, visit [www.dhs.wisconsin.gov/wrc/sending-money.htm](http://www.dhs.wisconsin.gov/wrc/sending-money.htm).
8. No property is allowed into the facility through the lobby.
9. Visitors who will need to take medication during their visit must notify the lobby officer. Medication will not be allowed in the visiting area, unless it is imperative that the medication be near the visitor at all times. The medication will be kept at the staff desk in the

visiting area where it can be obtained if necessary. Visitors may bring the following items inside the visiting area:

- Money, not to exceed \$20 for each visitor, in a clear plastic bag
- Comb, pick, or brush, limited to one per visitor
- Up to two (2) baby blankets for each child
- Up to four (4) diapers per child and diaper wipes\*
- Up to two (2) plastic baby bottles for each child\*
- One (1) hand-held baby seat for each child
- One (1) pacifier for each child\*
- One (1) coat, one (1) pair of gloves, and one (1) scarf for each visitor
- Headwear, provided it does not conceal identity
- One (1) umbrella per visitor—umbrellas must be left in the entryway and are not allowed in the visiting room
- A maximum of 10 snapshots carried loosely—no Polaroid pictures allowed

**\*NOTE:** Baby items must be carried in a clear plastic bag.

10. Cameras, cell phones, computers, pagers, or any type of smart technology or recording equipment are not permitted in the visiting area.
11. Reading materials or other papers may be brought in only with prior approval of the Security Department.  
**NOTE:** All legal materials, including tax documents, must be sent through the mail using the address below. Exceptions may be made by the security director.

Resident Name  
PO Box 220  
Winnebago, WI 54985-0220

12. Animals are not permitted except for service animals. Comfort animals are not allowed. Pets cannot be left unattended in any vehicle in the WRC parking lot or tied to any area on the grounds.
13. Children cannot be left unattended in the entrance lobby or parking lot. Any child leaving the visiting area for any reason must be accompanied by an adult.
14. Visitors who are not on the visiting list and/or are not given access to the WRC visiting area will not be allowed to wait in the WRC lobby or parking lot.
15. All visitors must pass through and clear the metal detector. For a quicker process, visitors should avoid wearing clothing with metal (buckles, snaps, metal buttons, bib overalls) and refrain from wearing excessive jewelry. The metal detector is also sensitive to wire in undergarments. Any visitor who

has a medical condition (metal pin in leg, dental bridges, requires use of a wheelchair, etc.) must provide verification from a medical professional and submit this verification to the WRC security director for approval prior to visiting. No exceptions.

16. The visiting area at WRC stresses a family atmosphere for family and friends of all ages.
17. The following clothing is considered unacceptable for visits and will result in the denial of a visit. These restrictions apply equally to men, women, children, and transgender individuals with the exception of infants or toddlers who are unable to walk.
  - Watches
  - Transparent/translucent clothing
  - Shorts shorter than fingertip length and skirts or dresses shorter than fingertip length plus three inches with the visitor standing with proper posture, arms straight down, fingers extended
  - Tops and dresses that expose the midriff (front and/or back) strapless/tube/halter tops and dresses
  - Low-cut blouses, shirts, and dresses
  - Spandex or Spandex-like and Lycra or Lycra-like athletic pants, aerobic/exercise tights, leotards, or swimsuits
  - 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 (including motorcycle jackets bearing club logos)
  - Sunglasses
  - Any clothing that could cause a disruption
  - Lack of footwear (footwear should always be worn)

## Conduct during visits

Visitors are expected to act appropriately during visits. In addition to the rules described here, a complete set of visiting rules is available in the visiting area. Visitors should review these rules at the start of each visit.

Failure to comply with these rules or follow any directions given by the visiting area staff person may result in the termination of the visit and/or suspension of visiting privileges.

## General information

Driving directions to Wisconsin Resource Center (WRC) are available by phone at 920-426-4310 or at [www.dhs.wisconsin.gov/wrc/directions.htm](http://www.dhs.wisconsin.gov/wrc/directions.htm).

WRC is a tobacco-free facility. **No smoking or possession of tobacco products is allowed** inside any building or on state property.

### Drugs, alcohol, and weapons are not permitted.

People attempting to bring these items into the facility are subject to prosecution and could face felony charges. People exhibiting signs of being under the influence of drugs or alcohol will not be allowed to enter the institution.

[Wisconsin Stat. § 302.095](#) prohibits the delivery of any item to any person confined to a state correctional facility or its boundaries. It also prohibits any person from receiving anything to take out of the facility if it is against the rules and regulations or if the facility director does know or give their permission. Any person found in violation of this law is subject to imprisonment or a fine.

[Wisconsin Stat. ch. 961](#) states that any person delivering or possessing a controlled substance with the intent to deliver to a correctional facility resident is subject to a fine, imprisonment of up to twice that authorized, or both. WRC is committed to maintaining a drug-free institution. This facility will take whatever actions are deemed necessary to prohibit the entrance of drugs and other contraband. Prosecution of individuals violating any of the above statutes will be pursued.

### Schedule an in-person visit

Schedule a two-hour in person visit by going to [www.signupgenius.com](http://www.signupgenius.com). Select the magnifying glass in the top right corner to search. Enter the email address [DHSWRCVisitation@dhs.wisconsin.gov](mailto:DHSWRCVisitation@dhs.wisconsin.gov) to find available options. The following information is required to schedule a visit:

- Name and ID number of the person you wish to visit
- Preferred date and time of the visit, within the options listed on the cover of this brochure
- Names and dates of birth of all visitors
- Name of the person requesting the visit AND their email (you must have a current email address to schedule a visit)
- A contact phone number for emergency cancellations or in case connectivity issues arise

Once the SignUpGenius form is completed, a confirmation email will be sent to both the visitor and the WRC visitation staff.

## WWRC high acuity and WRC high management security visiting

At certain times, due to a resident's status or other security reasons, it may be necessary for a resident visit to be held in the High Management Security visiting area or by video visiting. Video visiting is conducted from the Gatehouse lobby.

If a resident is in observation status, clinical staff will determine if the resident is able to see visitors. Children under the age of 18 years are not allowed in the High Management Security visiting area. This age limit does not apply to video visiting. The maximum number of three (3) visitors is allowed for video visiting. Exceptions can be requested through the resident's social worker and must be approved by the security director.

The only items visitors are allowed to bring to the High Management Security area are:

- One (1) handkerchief or tissues
- One (1) plastic comb or hair pick
- Jewelry that the visitor is wearing

Visits in this no-contact area or by video are limited to a maximum of one hour.

### Additional resources

For Zoom visiting information, see the [Resident Zoom Visitation Information brochure, P-20402A](#). Scan the QR code to view the brochure for video visits using Zoom.



### Questions

If you have questions regarding information contained in this pamphlet, please direct your questions to:

Captain in Charge of Visiting  
Wisconsin Resource Center  
PO Box 16  
Winnebago, WI 54985-0016



**WISCONSIN DEPARTMENT**  
*of* **HEALTH SERVICES**

Division of Care and Treatment Services  
P-20402 (04/2025)  
[www.dhs.wisconsin.gov/wrc](http://www.dhs.wisconsin.gov/wrc)



## RESIDENT IN-PERSON VISITATION INFORMATION

WISCONSIN RESOURCE CENTER  
Winnebago, Wisconsin

The visiting week is defined as Monday through Sunday.

**Monday and Tuesday:** No in-person visits (Zoom visits only)

**Wednesday, Thursday, and Friday:**  
6:30–8:30 p.m.

**Saturday, Sunday, and holidays:**

- 8–10 a.m.
- 10:15 a.m. –12:15 p.m.
- 1:15–3:15 p.m.

**Holidays include** New Year's Day (Jan. 1), Martin Luther King Jr. Day, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, Christmas Eve (Dec. 24), Christmas Day (Dec. 25), and New Year's Eve (Dec. 31).

When applicable, all visitors will go through the COVID-19 screening process to include temperature checks and current health status questions. Facemasks will be provided if required.

Wisconsin Resource Center (WRC) encourages and accommodates the visitation of residents by family members, friends, and others who provide support to them, consistent with the need to maintain security. The successful adjustment of a resident to a correctional institution and the ultimate successful reintegration of a resident into the community are aided by the maintenance of family and community ties.