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To all WRC/WWRC Visitors:

WRC's free video visitation service via ZOOM Video Communications for the residents in our care and their loved ones will continue after in-person visits resume on July 6, 2021. The residents in our care who are not on disciplinary status restrictions, and visitors who conduct themselves according to WRC's procedures, will be able to have **one 30-minute video visit per week**. This allows a visual visit with your loved one from the convenience of your home, and limits the number of people entering WRC during the continuing global pandemic. Below are the procedures for the video visitation process.

**Procedures:**

1. Visitors must have previously completed a Department of Corrections (DOC) Visitor Questionnaire, Form DOC-21AA, and be on the approved visiting list for residents in our care they want to visit. Children or minors will be allowed to visit as long as they are already on the approved visiting list.
2. Video visit eligibility will be determined based on the resident's current status or disciplinary status restrictions in accordance with Wisconsin Administrative Code Chapter DOC 309.06 – 309.12 Visitation.
3. Video visits can be scheduled by emailing: [DHSWRCVisitation@dhs.wisconsin.gov](mailto:DHSWRCVisitation@dhs.wisconsin.gov)  
Visitors without email access may call 920-426-4310, ext. 4182. Please schedule video visits at least two business days in advance. Please provide the following information:
  - a. Resident's name and DOC number.
  - b. Visitor name(s) and date(s) of birth for each person who will be on the video visit; limit of six visitors.
  - c. Two or three preferred dates/times for the visit.
  - d. Contact information including email address and phone number \*Note – you must have an email address for the video visit to take place.

Once a visit is scheduled, the visitor will receive a confirmation email with the video link attached.

WRC will do its best to accommodate the visit. Visits are scheduled on a first come, first served basis, as space and time slots are limited.

4. Prior to the start of the video visit, the visitor(s) will be required to show an approved form of identification.
5. Video visits will not be rescheduled due to tardiness by either party or technical difficulties.

**Conduct Rules:** Below are the conduct rules JCI will expect from both the men in our care and their visitors. Further restrictions will be implemented if conduct between the two parties does not adhere to a “family friendly” visit.

1. All video visits will be monitored by a WRC staff person.
2. Visitors must adhere to DAI Policy #309.06.01 – Visiting, at all times.
3. WRC residents are responsible to inform their visitors of all the rules governing their video visit. Any violations will result in the termination of the video visit and is subject to suspension of visits by the Security Director.
4. Conversation during video visits will be held to a normal tone of voice so as not to disturb others that may be in the area. Only one warning will be provided in regards to this matter before the video visiting session will be terminated.
5. Only those scheduled to attend the video visit are permitted to be on the video screen. Any attempt by another person to join the visit may result in the video visit being terminated. Video links are not allowed to be shared.
6. Visitors are not permitted to record the video visit.
7. Screenshots/photos taken during a Zoom video visit will be reviewed by staff if mailed to the resident; screenshots/photos must not contain inappropriate behaviors, cannot present a security risk to the Institution, and cannot show other individuals. Approval/denial decisions will be made by staff on a case-by-case basis with appropriate justification.
8. Visitor attire cannot have any of the following:
  - a. Exposed undergarments.
  - b. Clothing with revealing holes, tears, or slits.
  - c. Clothing or accessories with obscene or profane writing, images, or pictures.
  - d. Gang-related clothing, headwear, shoes, logos, or insignias.
  - e. Transparent/translucent (see-through) clothing.
9. Video visiting will be terminated immediately if:
  - a. There is any suspicion of illegal activities.
  - b. There are any behaviors deemed inappropriate in the Visiting Room setting.
  - c. Any inappropriate behavior outlined as unacceptable in accordance with DAI Policy #309.06.01 – Visiting, which 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.