

# Family/Visitor Informational Guide

320 S. Walnut Street Appleton, WI 54911 (920) 832-4449

Also available online at: www.co.outagamie.wi.us/sheriff

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# VISITING INFORMATION

Inmate visiting times are scheduled according to housing units and classification. To receive specific information regarding visiting times, call 920-832-4449. No one under the age of 18 may visit an inmate unless accompanied by an adult 18 years of age or older. Visitors 16 years of age or older must provide photo I.D. Each inmate is allowed up to three visitors total (including infants). Visitors must be listed on the inmate's visiting list to be eligible to visit. It is the inmate's responsibility to submit his/her visiting list. You can view the inmates' visitor list on our website. Visitors must arrive prior to the start of the primary visiting period. The visiting schedule is posted on the bulletin board in the Justice Center lobby. There is a limited number of seats available for visiting and will be filled on a first come, first served basis.

Housing units change due to special projects, appointments, writs, inmate behavior and general jail capacity. Check with the inmate regarding his/her current housing unit and status prior to the scheduled visiting time. Inappropriate dress or behavior will not be allowed. Food, drink, cell phones or cameras are prohibited.

# BAIL/BOND INFORMATION

Bail/bonds can be paid 24 hours per day with the exceptions of meal times (11:30 a.m.—1:00 p.m. and 5:30 p.m.—7:00 p.m.). Acceptable forms of payment are cash, cashiers checks, money orders and credit cards. Cashier's checks and money orders received are subject to verification prior to processing an inmate for release.

Cashier checks and money orders must be made out to: "Outagamie County Clerk of Courts" when posting bond for cases being heard in Branch 1-7 and the Family Court/Court Commissioner's Office.

Cashier checks and money orders must be made out to: "Outagamie County Sheriff's Department when posting bond for local municipalities and out-of-county holds.

If a credit card is used for bail/bond, the person whose name is imprinted on the card must appear in person to sign the charge slip. A transaction fee is automatically added to the cash advance amount.

# **JAIL PROCESSING FEE**

The County Board has, by ordinance, authorized the Sheriff to charge a processing fee to each adult sentenced jail inmate who is incarcerated in the Outagamie County Jail, excluding inmates incarcerated as rentals from other counties or the State D.O.C. This resolution establishes the amount of the processing fee of \$30.00.

# MAIL PROCEDURES

All incoming and outgoing mail will be processed through the United States Postal Service. All incoming mail intended for inmates should be addressed to:

Outagamie County Jail John M. Doe Unit 4H P.O. Box 1779 Appleton, WI 54912-1779

- All incoming mail covers must be free of gang signs, drawings, graffiti, etc. If mail is received with extraneous markings, they will be marked refused and returned to the sender. Mail with lipstick or perfume will not be accepted.
- 2nd class, 3rd class and business rate bulk mail will not be accepted by the Outagamie County Jail.
- Any packages received without prior approval will be refused and returned to the sender at the inmate's expense.
- Mail received for inmates who are no longer in custody will be marked "Return to Sender—No Longer in Custody"

# **MESSAGES**

We do not accept routine telephone messages for any of the prisoners. If you have an emergency message (death in the family, major illness) which can be <u>verified</u>, we will make every attempt to pass the message on.

# INMATE TELEPHONE SYSTEM

All inmates have access to a telephone. Inmates can make two types of calls from the jail, either a collect call (20 minutes max per call) or a call by purchasing a telephone debit card from the jail. If there is a block on the number, it will not accept collect calls. A private contractor, Inmate Calling Solutions, provides the inmate telephone system. Questions regarding blocks, billing, or setting up a prepaid account should be directed to 1-888-506-8407.

# **Inmate Collect Calling Rates**

Call Type	<b>Connect Fee</b>	Usage Fee Per Minute
Local	\$2.25	\$0.00
IntraLata	\$2.25	\$0.20
InterLata	\$3.00	\$0.50
InterState	\$3.50	\$0.50
Debit-All Calls	\$0.00	\$0.50

# MONEY

Cash, money orders, or cashier checks will only be accepted for deposit into an inmates account. All funds are deposited into the inmate's account for audit purposes. Cash can be deposited directly into the lobby kiosk for an inmate. All money orders or cashier's checks should be made out in the inmate's name. 50% to 100% of monies received will be applied to the inmate's debt, depending on what the debt is for. Account questions can be directed to 920-832-5314.

Inmates funds remaining at the time of release are mailed to the inmate 10-14 business days after their release to the address given at the time they were booked in.

# **INDIGENT INMATES**

Inmates who have no money will be provided hygiene and writing materials. Inmates may incur debt balance after the first week if they remain indigent.

# **DISCIPLINARY PROCESS**

Inmates are entitled to a due process hearing before sanctions are imposed. In the case of major violations, the inmate may be held in administrative confinement pending investigation.

Accumulation of three (3) minor tickets or one (1) major violation ticket will result in a disciplinary process being initiated.

Some of the more common violations which occur in the jail are: refusing orders, disrespect to staff, fighting, damage to property, threatening the safety of the facility and misuse of medications.

Sanctions may include cell confinement, loss of earned good time, loss of privileges and restitution.

Major disciplinary sanctions range from 1-10 days per rule violation. Disciplinary sanctions could result in a change of classification; which impacts visitation, canteen, classes and other privileges. Hearing decisions may be appealed through the chain of command.

# **VOLUNTEER IN OFFENDER SERVICES**

The purpose of the V.I.O.S. program is to return to the community law abiding, productive, responsible and self-sufficient people who are better prepared to be successful in family, work and community.

Educational needs are met through services coordinated by V.I.O.S. Separate programs are available for Huber inmates and lock-up inmates. Programs include adult education, self-improvement, rehabilitation and GED/HSED.

Some programs include AODA, anger management, cognitive intervention and domestic abuse issues.

# COMMISSARY/CANTEEN

Inmates may purchase up to \$40.00 worth of food items each week and unlimited purchases for other items on the same order. Ability to order is based on the inmate's classification status. Inmates must have funds available at the time of placing an order.

# **MAGAZINES**

Inmates can order three (3) magazines or soft cover books per week through the Jail if they have the funds in their account. Orders are collected on Tuesdays by correctional staff. Friends or family may also go to Barnes and Noble Booksellers (Appleton only), 4705 Grande Market Drive, Appleton, (920) 831-7880, and buy the books and have them sent in directly following the same guidelines as in-house. This is the only vendor we accept reading material from. There are no time contracts allowed (subscriptions for newspapers, magazines, etc.) while at Outagamie County.

### PROPERTY INFORMATION

Personal property will not be accepted without prior supervisory approval. Clothing items will not be accepted. The Sheriff's Department issues all necessary clothing items.

Inmates may request that property be released to another person by submitting A Property Release Disposition Form. Without supervisory approval the only items that will be released during an inmate's incarceration are: keys, cell phones, and wallets/purses. Property will be released Monday-Friday after 7:00 pm and Saturday-Sunday anytime.

# **HEALTH SERVICES FOR INMATES**

The following are health care services that are available to inmates:

- Nursing staff. To obtain health care services, the inmate should submit a written Health Services Request Form to be seen by the nurse. The inmate is charged \$7.50 co-pay for the nurse visit. A nurse is on site 16 hours per day, seven days per week.
- Nurse Practitioner. The NP is staffed 16 hours per week.
  Completes referrals from RN's and follow up on necessary inmate care and treatment plans.
- Dental Care. Inmates are referred to the dentist for emergency dental care.
- Mental Health Staff. Mental health staff is available 32 hours per week to evaluate the mental health needs of the inmates.
- Pharmacy/prescription medications. All medications must be verified which includes dosages and prescribing order. The jail's prescribing clinician will review all orders and determine a plan of care related to medications. The inmate is responsible for the cost of all medications ordered by the jail's clinicians. If an inmate has insurance, medication at home, and/or refills left at his/her pharmacy, it is encouraged that the medication be brought to the jail nurse. If this is done, medication will not need to be ordered from the jail pharmacy.
- Tuberculosis testing. All inmates are tested for exposure to tuberculosis if they are in jail for 2 weeks. Inmates are not tested again for a year.
- Emergency/hospital care. For serious or life threatening medical problems or injuries, inmates are transported to the local emergency room.

For any medical care outside the jail, the inmates are transported in restraints, in jail uniforms, and accompanied by an armed officer. Inmates and family members will not be told the date and time of appointments outside the jail. This is for security reasons.

Jail nursing staff cannot give medical information about inmates to anyone. Families will only be notified if an inmate has a life threatening illness or injury.

# JAIL MINISTRIES

The Chaplain at the Outagamie County Justice Center is sponsored by the Fox Valley Jail Minitries (FVJM). He ministers to the inmates on a spiritual, emotional and personal level.

The Chaplain's duties include coordinating the Bible Studies/ Services with qualified volunteers. Currently, 45 volunteers are involved in conducting 14 services throughout the week. The Chaplain is a contact person for inmates, their family, staff and clergy. His services for inmates include one-on-one visitations, death notifications, and crisis and grief management. As Chaplaincy program coordinator, he provides appropriate resources, recruits and trains potential volunteers, coordinates clergy visitations, and guest speaks in the community.

The Chaplain and FVJM volunteers are often the inmate's connection to family and community. After their release, FVJM continues to be available to help in the inmate's transition back to the community.

For matters regarding the jail Chaplaincy programs, contact the Chaplain at 920-832-4747.

# JUVENILE DETENTION

**Visitation**: Visitation is allowed daily for immediate family only. Call 832-1849 to schedule a ½ hour visitation time. Visitors are required to present a picture ID before being allowed to visit. **Property**: Juveniles are not allowed to have any personal property with them while in detention. Family members may drop off cash each week to purchase phone cards and snacks from canteen. School books and homework for the juvenile will also be accepted.

**Medical Consent**: Parents are required to sign a parental consent form for medical treatment/medication delivery while your child is in detention.

**Phone Calls:** While in detention, juveniles are only allowed to make outgoing collect phone calls.