

OUTAGAMIE COUNTY JAIL



Family/Visitor Informational Guide

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

Also available online at:
www.outagamie.org

Quick Telephone Number Reference

GTL – (Inmate Telephones, voicemail, email, video visitation) – questions/billing inquiry	877-650-4249
Criminal Justice Treatment Services	920-832-5160
Community Corrections	
Grande Market Drive	920-997-3962
Mason Street	920-832-2700
Inmate Accounts	920-832-5314
Inmate Health Services	920-832-1649
Inmate Mental Health Services	920-832-5631
Jail Ministry	920-832-4747
On Duty Supervisor	920-832-5022

TABLE OF CONTENTS

Inmate Telephone System.....	1
Calling Rates.....	1
Voicemail/Email.....	1
On-Site Visitation Information.....	2
Video Visitation	3
Mail Procedures	3
Messages.....	3
Bail/Bond Information	4
Money	4
Jail Processing Fee	5
Commissary/Canteen.....	5
Magazines.....	5
Property Information.....	5
Disciplinary Process	6
Criminal Justice Treatment Services	6
Health Services for Inmates	7
Jail Ministries	8

INMATE TELEPHONE SYSTEM

All inmates have access to a telephone. Inmates can make two types of calls from the jail; a collect call or a call by purchasing a telephone debit card at the jail. The duration of a call is limited to 20 minutes. If there is a block on the number, it will not accept collect calls. A private contractor, GTL, provides the inmate telephone system. To set up a prepaid account by using an automated system, contact GTL at 800-483-8314. For questions and billing inquiries, contact GTL at 877-650-4249.

CALLING RATES

Call Type	Collect—Per Minute Rate	Debit, Prepaid/Advanced Pay—Per Minute Rate
Local	\$0.16	\$0.16
Intralata	\$0.16	\$0.16
Intrastate	\$0.16	\$0.16
Interstate	\$0.25	\$0.21

The above rates are exclusive of taxes and other fees collected by GTL; they are subject to change and beyond our control.

LEAVE A VOICEMAIL

A short voicemail can be left for an inmate. The cost is \$2.00. If you are interested in this option, you will need to set up an account with GTL at 800-483-8314. For questions and billing inquiries, contact GTL at 877-650-4249.

EMAIL

Corresponding by email is available. Inmates can only respond to an email they receive. The cost is \$0.40 per email. If you are interested in this option, you will need to set up an account with GTL at 800-483-8314. For questions and billing inquiries, contact GTL at 877-650-4249.

ON-SITE VISITATION INFORMATION

Video visitation is an additional way to visit with family or friends in the Outagamie County Jail. Your visits will be monitored and recorded. Any conduct deemed inappropriate will result in the suspension or termination of this privilege. Please act appropriately so your visits are not interrupted.

Video visitation services are provided through GTL. On site visitation is provided on the first floor of the Outagamie County Government building which is available during normal business hours of the Government building. An account must be set up using the GTL website at: <https://www.gettingout.com/>

Please direct any questions related to payment or technological access to GTL. Questions related to an inmate's status or visiting guidelines should be directed to the Outagamie County Jail.

Video Visitation Visitor Guidelines

As a reminder, all video visits are monitored, recorded, and subject to screening to detect third party visits. Outagamie County supports inmate and family/friends staying connected. However, this must be done in a family friendly environment that promotes positive behavior by both the visitor and inmate.

Certain actions are forbidden during your visit and, when detected, may result in the loss of visitation privileges, suspension, and/or other corrective actions that would support positive behavior.

The following actions are forbidden during video visits and will terminate the visit:

- Nudity or explicit sexual behavior. Violation may result in suspension of a minimum of 30 days.
- Threats of intimidation or harm. Violation may result in suspension of a minimum of 7 days.
- Misrepresentation of identity. Violation may result in suspension of a minimum of 7 days.
- Visiting while Operating a Motor Vehicle. Violation may result in suspension of a minimum of 7 days.
- Inappropriate dress is not allowed. Violation may result in suspension of a minimum of 7 days. (Fully clothed with pants, shorts, skirts covering the thighs. Shirts covering full body with no bra showing. Swimwear is prohibited.)
- Use of alcohol or drugs. Violation may result in suspension of a minimum of 7 days.
- Visitors must abide by County Ordinances, Federal and State Laws. Violation may result in suspension of a minimum of 7 days.
- Creating more than one visitor account and/or falsifying information to create an account. Violation may result in permanent suspension.

VIDEO VISITATION

Remote video visitation is available. If you are interested in this option, you will need to set up an account with GTL at 800-483-8314. The cost is \$0.25 per minute. For questions and billing inquiries, contact GTL at 877-650-4249.

MAIL PROCEDURES

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

Outagamie County S. O Jail, WI
John Doe #11111
P.O. Box 247
Phoenix, MD 21131

All incoming mail covers must be free of gang signs, drawings, graffiti, etc.

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"

Please follow the same rules that apply with visiting as it relates to mail.

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 verified, we will make every attempt to pass the message on.

BAIL/BOND INFORMATION

Bail/bonds can be paid 24 hours per day. 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 with a valid ID to sign the charge slip. A transaction fee is automatically added to the cash advance amount.

MONEY

Cash and credit card 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. 50% or 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.

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.

COMMISSARY/CANTEEN

Inmates may purchase up to \$70.00 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

Friends or family may go to the Barnes and Noble Booksellers website to order magazines or soft cover books. 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 Outagamie County Sheriff's Office 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.

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.

CRIMINAL JUSTICE TREATMENT SERVICES

The purpose of the CJTS 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 CJTS. 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.

For matters regarding the CJTS program, please contact 920-832-5160.

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 an electronic or 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 24 hours per day, seven days per week.
- **Nurse Practitioner.** The NP completes referrals from RN's and follow up on necessary inmate care and treatment plans.
- **Dental Care.** On-site dental care is available.
- **Mental Health Staff.** Mental health staff is available 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.
- **Health & Physical Assessment.** All inmates have an H & P completed within 2 weeks of being in jail.
- **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.

For matters regarding Inmate Health Services, call 920-832-1649.

JAIL MINISTRIES

The Chaplain at the Outagamie County Justice Center is sponsored by the Fox Valley Jail Ministries (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.

