

WAUKESHA COUNTY SHERIFF'S DEPARTMENT COUNTY JAIL FACILITY
INMATE RULES, REGULATIONS AND INFORMATION PACKET
Revised and Reissued May 2026

I. Preface

While in custody at the Waukesha County Jail, you are expected to follow the rules which have been adopted for the purpose of maintaining proper custody, control, and to ensure the safety of the inmate population. The purpose of this booklet is to make you aware of the rules of the facility as well as the type of behavior required of you while you are in custody. If you have any questions or do not understand the information, please ask a correctional officer for clarification.

II. Classification

- Determines your long-term housing assignment.
- Within 10 days of confinement will conduct a housing interview.
- Routine housing reviews are conducted throughout your incarceration based on appropriate behavior
- Your classification cannot be grieved, argued, or appealed.

III. Jail Issue and Hygiene Requirements

- Linen and clothing is based on housing classification and will be posted in your pod.
- Issued items are exchanged on a regular basis. Blankets –once a month, linen-once a week, clothing- twice a week.
- Two blankets are issued during cold weather months (October-April).
- Hygiene items are issued upon arrival to your pod. Items include toothbrush, toothpaste, comb, soap.
- Additional hygiene items including indigent packs must be ordered through commissary.

IV. Contraband

- Any item or substance which cannot be in your possession legally or by jail policy.
- Any item altered from its original form or not used with its original intended purpose.
- Excessive personal items will be forwarded to the property room and placed in your property bag.

V. Inmate Counts

- Random inmate counts may be conducted at any time. You must comply with directives given until completed.
- Responsive counts are at Breakfast, 2:30 PM, and 10:30 PM.
- You must stand at your cell door (Pod 3 and Near Term are the exceptions) and provide a verbal or physical response.
- You are required to wake up and come to the door for your breakfast.
- During fire alarms or drills you must lock into your cell or remain on your bunk until cleared.

VI. Discipline and Sanctions

Violating jail rules will result in either formal or informal discipline and sanctions.

FORMAL DISCIPLINE

- You will be notified of the infraction and given a due process hearing within 7 days of being issued discipline.
- Discipline hearing officer will interview you about the infraction and may or may not issue a sanction based on findings.
- You must indicate your desire to appeal the hearing decision during the hearing.
- Your appeal to a Captain must be made using the communication form on the tablet within 24 hours of the hearing.
- During the appeal process your sanction may remove, decrease or increase your sanction. All decisions are final.

FORMAL SANCTIONS

- Cell restrictions over 24 hours.
- Privileges lost for over 24 hours.
- Financial reimbursement for maintenance fees and/or damage to County property.

INFORMAL DISCIPLINE

- You will be notified of the infraction and sanction.
- You may appeal this sanction to a Captain; however, your sanction will be imposed immediately.
- An appeal will only remove the discipline from your file/record.

INFORMAL SANCTIONS

- Sanctions may vary based on severity and frequency of violations.
- Types of sanctions include verbal reprimand, written reprimand, loss of a privilege up to 24 hrs., and cell restrictions.

VII. Inmate Requests

1) MEDICAL REQUEST PAPER FORMS – USE FOR ALL MEDICAL/MENTAL HEALTH ISSUES

- You must turn this paper medical request form directly to a nurse during medication rounds.
- Health service co-payment fees are \$25 for clinic, sick call, doctor, psychiatrist, and medication.
- Routine clinic visits are not subject to a co-pay. Routine visits include chronic illness, initial physical, initial mental health, lab work, x-ray, annual dental, and rescheduled mental health visits.
- You must order Tylenol and antacids from commissary if you have money on your account.
- Off-site medication costs are your responsibility (CPAP rental, physical therapy).
- Any negative balance on your account upon release will be sent to a collection agency.
- You will not be denied treatment based on lack of funds.
- You may request a 5-day supply of medications upon release by submitting a form to medical indicating your request.

2) INMATE COMMUNICATION FORMS – ELECTRONICALLY WRITTEN ON THE TABLET

- You may use this to submit a request, disciplinary appeal, informal grievance, concern, or convey information to staff.
- You may use this to relay information to the Public Defender's Office, Probation/Parole, and Waukesha Courts.
- You may use this to authorize a transfer of funds from your account or release property to your family.
- You should attempt to resolve concerns/problems with your pod officer prior to an electronic request.

3) INMATE GRIEVANCES/GRIEVANCE APPEALS

- You should attempt to resolve problems/concerns in person with your pod officer prior to submitting a written grievance.
- All legitimate grievances are reviewed, evaluated, investigated, and a written response will be provided.
- Grievances can be for jail policy application, jail conditions, actions of staff or inmates, or an incident in the jail.
- Should be submitted using an electronic communication form.
- Will be submitted no more than 5 days after the incident of the complaint.
- Will not be submitted regarding disciplinary appeal issues, housing, classification decisions, or legal decisions from courts.
- Will not contain obscene, profane, abusive or threatening language.
- Will only contain one issue per complaint and identify the issue.
- Communicating false information or frivolous grievances may result in disciplinary action.

4) TRANSFER OF FUNDS

- Submit an electronic request to the Correctional Services Assistant.
- Include full name of person to receive the funds, amount, reason, your full name and signature.
- Include an addressed/stamped envelope for checks that must be mailed.
- Your family member must provide picture ID and sign a receipt for in-person pick up.
- No charge for the first three transfers. Fee of \$0.25 for any transfers thereafter.

5) RECORDS REQUESTS

- Use the electronic communication form on the tablet. A fee of \$0.25 per page will be charged to you.

6) RELEASE OF PROPERTY

- You may release property to a family or friend at any time during your incarceration.
- Property will be released 7 days a week during visitation hours.
- Submit your request to the property clerk electronically. Include full name of person, list of items, reason, your name, date of pick up. This person must show picture identification and sign a receipt.

7) UNCLAIMED PROPERTY

- Property from inmates transferred to another agency, institution, or identified as a walkaway will be held for one (1) year.
- After one (1) year, property items will be donated or disposed of per jail policy.
- Medications will be disposed of after thirty (30) days and will not be retained for one (1) year.
- If inmate funds are not released with the inmate, a check will be sent to the last known address. If the funds are returned as undeliverable, the check will be turned over to the Waukesha County Sheriff's Department accounting staff.

8) BOOKING FEE - As an inmate of the Waukesha County Jail, you may be charged a booking fee.

9) FINANCIAL ACCOUNT TRANSACTION RECEIPTS – You will not receive receipts for financial transactions made against an inmate's financial account unless requested.

VIII. Inmate Programs

- Program eligibility and participation are determined by your classification.
- Program topics consist of, but not limited to, substance abuse, GED, HSED, basic adult ED, career development, and religious studies/services.

IX. Inmate Privileges/Services

COMMISSARY

- May be ordered once per week and delivered on Wednesdays and Thursdays. Holidays may change delivery days.
- Purchase requests must be made by lockdown on Monday evening for delivery the same week.
- Menus for your pod are on the tablets.
- Restrictions on menu items are based on your housing.
- All refunds will occur by the end of the week when you are out of the facility, moved to a restricted pod, or released.
- Send an electronic request to the CSA with information about where to send your refunded funds.
- You must wear your wristband to receive your order.
- No refunds for those who refuse their order.
- If your funds do not cover your order, hygiene items will be provided first.
- Check your order at the time of delivery.

INDIGENT PACKAGES

- Inmates who are indigent for six full days or thereafter may order an "indigent pack" on the 7th day. This package includes toothbrush, toothpaste, comb, liquid shampoo/soap, and deodorant. Writing package includes three sheets lined paper, one stamped envelope and one security pen.

Hair/Nail Clippers. Hair clippers and nail clippers will be provided per the assigned schedule posted in your pod. Use and access to all of the equipment is allowed based on time, staffing, classification, and the behavior of the requesting inmate.

Razors. Razors are only available for verified jury trials. An electronic communication form should be sent to the Corrections Captain for any other exigent requests and are subject to their discretion for issuance.

Television. Color televisions are available in each housing pod. The televisions will be turned on at approximately 7:30 a.m. and turned off each evening at 10:30 p.m.

Telephone Calls

- Debit calls and pre-paid calling information is available in your housing unit.
- You are issued a telephone pin number upon booking. Keep this confidential, and change it on the tablet if necessary.,
- Phones are available for use between 7:30a.m and 10:30p.m.

Mail

- You are not permitted to write or send letters to other inmates at the Waukesha County Jail.
- Pod officers should be given your outgoing mail with proper postage, return address, and forwarding address.
- All legal mail items are opened in your presence.
- Non-legal mail is sent offsite, scanned, and available for viewing on the tablet.
- Discipline will be issued for any contraband sent via mail.
- Packages delivered to the jail will be refused with the exception of legal mail.
- Funds are to be mailed separately or deposited via kiosk/internet.

The mailing address of the Waukesha County Jail is:

(Your Complete Name)
c/o Waukesha County Jail
PO BOX 247
Phoenix, MD 21131

All inmate funds mailed in must be in the form of a certified/cashier's check or money order and be addressed to:

Waukesha County Jail
Attention: Correctional Services Assistant
PO Box 0217
Waukesha, WI 53187-0217

Certified/cashier's checks or money orders must be filled out as follows: Pay to the order of:

Waukesha County Jail
FBO Inmate's Name (i.e. Waukesha County Jail FBO John Doe)

PUBLIC VISITATION

- Video visits from the lobby with family or friends are permitted Friday-Sunday between 7:30 a.m. and 4:00 p.m.
- Saturday visits begin at 12:30 p.m. and Monday-Thursday from 7:30 a.m. to 4:00 p.m.
- From 11:00 a.m. - 12:30 p.m. and 4:00 p.m. - 5:30 p.m. the jail is locked down, and no visitation will be conducted.
- All visitations will be done on a "first come-first served" basis.
- Visitors are permitted 1 inmate per day and 2 visits per week.
- No more than 2 visitors per inmate including children.
- Visitors must provide picture ID except children under 18.
- Out of state visitors may have an additional 15 minutes based on availability and proof of residency.
- Any inappropriate behavior, profanity, disrespect, or inappropriate clothing may cause termination of the visit.

REMOTE PROFESSIONAL VISITATION

- Please direct any technological access or payment questions to Viapath.
- Register remote visits at <https://waukeshacounty.wi.gtlvisitme.com>
- Schedule as follows: Sunday – Friday 7:30 – 11:00a.m and 12:30 – 4:00p.m. and 5:30 – 9:00p.m.
Saturday 9:00 – 11:00a.m. and 12:30 – 4:00p.m. and 5:30 – 9:00p.m.

REMOTE FAMILY AND FRIENDS VISITATION

- Please direct any technological access or payment questions to GTL.
- Schedule is daily from 4:00 – 9:00p.m.
- You will not be allowed any visitation if you are serving a cell restriction.
- Your family can register at <https://waukeshacounty.wi.gtlvisitme.com>. Verification of visitors can take 72 hours.

X. Meals

- You must wear your full uniform and wristband for meals.
- You may not give away your meals, and you must return all utensils and serving items after eating.
- Mealtimes are as follows: Breakfast 6:00a.m. - Lunch 11:00a.m. - Dinner 4:00p.m.

XI. Court and Legal Representation

LEGAL REPRESENTATION

- You can contact your personal attorney by phone after completing the booking process.

- The State Public Defender's Office may represent you if you cannot afford or have an attorney prior to intake court.

COURT

- On the next available court date, you will be arraigned. This normally begins at 1:15p.m. (times may vary).
- All inmates are placed in restraints for every court appearance.
- Street clothing may only be worn for jury trials or by order of the court.

RELEASE FROM COURT

- During your court appearance, conditions for your release may be set. If your release is approved, it will be completed as staffing and priorities permit. Release processing may take several hours.

XII. Prohibited Conduct

The Waukesha County Sheriff's Department is committed to ensuring a safe and humane environment for offenders. The Department emphasizes zero tolerance for inmate sexual abuse and sexual assault.

SEXUAL ABUSE AND SEXUAL ASSAULT DEFINITION

- One or more offenders engaging in or attempting to engage in a sexual act with another offender; or the use of threats, intimidation, inappropriate touching or other actions and/or communications by one or more offenders aimed at coercing and/or pressuring another offender to engage in a sexual act.
- While incarcerated, no one has the right to pressure an offender to engage in sexual acts. Offenders do not have to tolerate sexual assault or pressure to engage in unwanted sexual behavior.

TO AVOID SEXUAL ASSAULT:

- Choose associates carefully. Look for people who are involved in positive activities.
- Avoid being alone.
- Do not accept gifts or favors from others. Most gifts come with strings attached.
- Do not accept an offer from another inmate to be a protector.
- Avoid borrowing and becoming indebted to anyone. Be confident and do not permit emotions to be obvious to others.
- If you have been the victim of sexual abuse or sexual assault or if you believe you are at risk of becoming a victim of sexual abuse or sexual assault, contact a staff person immediately.

XIII. Rules of the Facility

Violations of jail rules will be reported to your probation officer or to the state prison system, if applicable. In the event an inmate acts in an exemplary manner, staff members may note this fact in the inmate's record. Keep in mind your adherence to jail rules, the behavior you exhibit, and your general attitude and demeanor will determine your classification, housing assignment, and access to jail programs and privileges.

1. Compliance and Respect of Staff:

- Follow all instructions and orders given by staff members promptly. Disrespect, non-compliance, or insubordination will not be tolerated.
- All inmates on their bunk must keep their heads towards the cell door and uncovered for safety purposes. Inmates are required to follow these restrictions at all times while lying down, whether they are sleeping or not.
- Failure to move to another housing unit when directed to will result in a 23-hour cell restriction.

2. Respect for Issued Items and Facility Property:

- Ensure that all jail-issued items, such as uniforms, mattresses, and linens, remain in good condition. If any items are damaged, lost, or misused, you may be held responsible for the cost to replace them.
- Report any damage immediately to avoid penalties.
- Do not deface, alter, damage, or destroy another person's property or county property. You might incur criminal charges for any damage caused and/or charged for the cost to repair or replace. That cost may be taken from your commissary account.
- Linen cannot be utilized outside the individual cell and must remain on your bunk.

3. Walls, Windows, Fixtures, and County Property:

- Do not affix/hang anything to/from walls, windows, doors, lights, etc. or tamper with any facility fixtures or equipment.
- Covering your cell vents will result in a 23-hour cell restriction
- Do not touch or peer out of dayroom windows.
- Do not alter or tamper with televisions, phones, or kiosks.
- Do not cover cell window for any reason. Failure to immediately remove covering will result in a 23-hour cell restriction.
- Intercoms are for emergency purposes only.

4. Door Policy:

- Keep doors in authorized positions; do not prop them open or closed in unauthorized situations.
- Pods 6-9 Your cell door must remain in the locked open or closed position during dayroom hours.

5. Uniform and Identification Guidelines:

- Always wear the complete uniform whenever you are outside your cell or in the presence of contract/volunteer staff. Pant legs and shirts will not be tucked in or rolled up.
- 23 hour cell restriction for failure to wear required wristband. Your wristband is a form of identification; replacements will incur a fee.
- Shower shoes are allowed to be worn while moving to and from the shower and while showering only.

6. Cleanliness and Hygiene:

- You are required to maintain personal hygiene and a clean-living area. You must perform your pod cleaning duties daily, shower at least three times a week, and make your bed daily.
- You must participate in linen and clothing exchange.
- For Pod 3, only one person shall utilize the bathroom at a time to ensure privacy and hygiene.

7. Safety and Sanitation:

- Improper use of tables, chairs, stools, desks, railings will not be tolerated.
 - Improper use of sinks, toilets, and drains may lead to a fee for plumbing repairs and formal discipline. Clogging toilets, sinks, and drains is prohibited.
- 8. Contraband Restrictions:**
- Ensure only permitted personal belongings are kept in your possession.
 - Extra linen / clothing/ books (up to 6 books are allowed) are considered contraband.
 - Possession of tattoo materials or participation in tattooing is prohibited.
- 9. Food and Personal Property Restrictions:**
- While canteen items are allowed, you may not store surplus food or keep excessive personal items that are not approved.
 - Food from previous meals may not be kept for consumption at a later time.
 - Do not move bedding out of your cell unless you receive permission.
 - POD 3 AND 6-9 – All items must be kept inside your issued storage bin. If it does not fit in your bin, it may be kept in your property bag and can be requested via ICF to the property clerk.
 - POD 3 – Inmates are not permitted to eat in the sleeping area.
 - Pods 3 and 6-9 Liquids are not permitted in microwaves.
- 10. Medication Restrictions:**
- You must consume your prescribed medications in the presence of medical staff.
 - You are not to conceal, obtain, trade, or sell any medications.
- 11. Alcohol Restrictions:**
- Making or bringing alcohol into the facility is strictly not permitted.
- 12. Prohibited Items:**
- Creating weapons or tools for escape or assault is strictly forbidden and may lead to criminal charges.
- 13. Offensive Material:**
- Offensive materials should be kept out of view to maintain a respectful environment.
 - Photos may not depict sexual acts or display frontal nudity or buttocks.
- 14. Self-Harm and Substance Restrictions:**
- Engaging in self-harm or promoting it is strictly prohibited.
 - You may not consume unauthorized medications or any substances that could alter your mental or physical function.
- 15. Smoking/tobacco/vapes:**
- The entire facility is a smoke-free environment. Smoking or possessing tobacco/vape products is not allowed.
- 16. Exchange and Possession of Property:**
- Trading or possession of another inmate's property is prohibited.
 - You may not sell, buy, trade, lend, gamble, borrow or steal another person's property.
- 17. Movement Restrictions:**
- You must have permission to move outside of your designated area.
 - You may not attempt to escape the jail confines. This may also result in criminal charges.
 - You may not enter another person's cell.
 - You are not allowed to loiter on the upper tier, staircase, or in front of a cell.
 - You may not cross the red line in front of the officer's station in pods 6 – 9.
 - You must face the back of the elevator during transport.
 - You may not move your assigned bunk or cell without permission.
- 18. Behavioral Expectations:**
- Avoid any form of sexual harassment or inappropriate conduct. Treat others with respect at all times and conduct yourself in an orderly manner.
 - You may not act in a lewd or lascivious manner at any time.
 - Touching others and displays of affection are not allowed. This includes braiding another person's hair.
 - At no time may you have your hands/arms inside of your uniform pants or shirt.
 - You may not threaten or harass any staff, inmates, or others by word or gesture.
 - You may not expel any bodily substances at any staff, inmates, or others.
- 19. Fighting and Group Actions:**
- Engaging in fights, verbal arguments, or causing group disturbances will not be tolerated.
- 20. Noise Control:**
- Maintain a quiet environment, particularly during lockdown hours to respect others' peace.
 - Profanity, shouting, and/or other loud boisterous behaviors are not allowed.
 - POD 3 – You must remain quiet in the sleeping area during all times of day.
- 21. Communication Rules:**
- Do not send or receive messages or items to or from other inmates.
- 22. Truthfulness:**
- Do not lie or communicate false and/or misleading information.
- 23. Interaction with Visitors:**
- Only exchange items with visitors if you have received staff permission.
- 24. Gang-Related Activities:**
- Participation in gang membership or activities is strictly forbidden.
- 25. Lockdown Compliance:**
- You must immediately comply with an order to lock in without debate. This includes lockdowns during emergencies and drills.
- 26. Internet Usage:**
- Do not access unauthorized internet services using jail computers.
- 27. Social Gathering Limitations:**
- Group gatherings and game items are subject to limitations to ensure fair use and order.
 - Pods 3 and 6-9 may only have 4 inmates at a table, a beverage and radio are allowed.

- Only one deck of cards may be present on a table at a time.

28. Tablet Use

- Tablets will be returned to the charging station by 2045. They may not be used or kept within your cell without permission from the correctional staff.
- If you damage a tablet, you will be issued discipline, and may be charged for repair or replacement.