



Kansas Department of Corrections In-Person Visitation Frequently Asked Questions

Updated May 10, 2022

1. What visitation processes have changed since the publication of the April 21, 2022, version of this frequently asked questions document?

Beginning on the weekend of May 14-15, 2022, at all facilities except Winfield where the change will begin on May 13, 2022, the following changes to visitation processes will be implemented:

- Visitors, residents and staff in the visitation areas will no longer be required to wear masks.
- Visitors and residents will experience a passive screening process prior to visitation in which they answer a series of questions about symptoms or contact with anyone within the last 14 days being suspected of having the coronavirus. Temperatures will no longer be taken.
- Appropriate contact (hug, brief embrace, etc.) will be allowed between residents and their visitor and use of plexiglass barriers will be discontinued.
- The number of visitors per resident will increase from three to four. Due to the need to change the scheduling software, this may not be available the first weekend, but once implemented the change will appear in the online scheduler.

2. Is in person visitation currently available to residents of Kansas correctional facilities and their families?

Yes, in person visitation resumed the weekend of March 5-6, 2022 at all Kansas Department of Corrections (KDOC) correctional facilities. If the number of COVID-19 positive persons in the community or facility were to increase again in the future, limitations on, or full suspension of, visitation could become necessary. We encourage everyone to be mindful that COVID-19 remains as a public health concern and we each must do our part to keep numbers at current low levels.

3. Will I be required to wear personal protective equipment (PPE), such as a mask when I visit the facility?

No. Beginning on the weekend of May 14-15, 2022, at all facilities except Winfield where the change will begin on May 13, 2022, visitors are no longer required to wear a mask.

4. Will residents and staff be required to wear masks?

No. Beginning the weekend of May 14-15, 2022, at all facilities except Winfield where the change will begin on May 13, 2022, no participants in the visitation process will be required to wear masks.

5. Will I be tested for the coronavirus before being allowed to visit a resident?

No. Beginning the weekend of May 14-15, 2022, at all facilities except Winfield where the change will begin on May 13, 2022, visitors will experience a passive screening process upon arrival at the correctional facility. Passive screening means visitors will be asked a series of questions about symptoms or contact with anyone within the last 14 days being suspected of having the virus. Those who pass the screening will be allowed to visit. We continue to encourage any potential visitor, if you are experiencing symptoms or have been exposed to someone who is experiencing symptoms, please do not visit our correctional facilities.

6. How much physical contact can I have with my resident during the visit?

Beginning on the weekend of May 14-15, 2022, at all facilities except Winfield where the change will begin on May 13, 2022, visitors and residents will be allowed to resume appropriate (hug, brief embrace, etc.) physical contact during their visit.

7. How many visitors will be allowed for each resident?

In-person visitation will be limited to four (4) visitors per visit effective date to be determined.

8. Are these changes to in-person visitation listed in the May 10, 2022 frequently asked document permanent?

The visitation experience in effect on and after the weekend of May 14-15, 2022, at all facilities except Winfield where the change will begin on May 13, 2022, reflects the permanent visitation practices KDOC will use at any time that COVID-19 levels in the community and the facility are at low levels. This is a the “new normal” if you will on visitation. However, if at any point in time that COVID-19 levels in the community or facility make it necessary, we would resume some of the past restrictions, or suspend all in-person visitation, as an effort to mitigate the spread of the virus.

9. What days will visitation occur at KDOC facilities?

Visitation occurs on Saturdays and Sundays except for the Winfield Correctional Facility which has expanded visitation to Fridays and Mondays as added options.

10. What hours will visitation occur each day?

Visitation hours vary for each facility. Visitors can see the hours for the facility they wish to visit using the online schedule available at www.icsolutions.com

11. Can anyone show up to visit on the day(s) visitation is scheduled?

No. Only those approved visitors who have scheduled a visitation appointment using the online visitation scheduler www.icsolutions.com or by contacting the facility visitation clerk. Scheduling will close **72 hours** before visitation begins at the facility for that week. Anyone who has not followed this process will be denied access to the facility.

12. If I am scheduling a visit and the online visitation scheduler indicates that all the slots are filled, what can I do?

A specific number of slots are available at each facility on visitation days. If you do not have a scheduled appointment, please do not travel to the facility as you will not be allowed to visit if you were not scheduled. When the next visitation period opens in the visitation scheduler you may sign up for an open slot.

13. Are children allowed to visit?

Yes. KDOC recognizes that in-person visitation is especially beneficial for children and their parents. We have developed visitation processes that we believe can safely allow visitation of any age child. The child will count as one of the four visitors per resident.

14. Are older visitors allowed to visit?

Yes. KDOC recognizes that many residents have older family members and has developed visitation processes that we believe can safely allow visitation by any age adult.

15. How do I sign up for a visit?

All in-person visits must be scheduled in advance, and the most efficient means to do so is through the online scheduling software. This software is supported through www.icsolutions.com and the visit must be scheduled at least **72 hours** before visitation begins at the facility for that week.

For those who do not have access to the internet, or prefer to schedule through a staff member, that can be done by contacting the visitation clerk at the facility you wish to visit. This must also be done at least **72 hours** before the scheduled visit. Please call the main number at the facility and ask to speak with the visitation clerk. More information is available at <https://www.doc.ks.gov/visitation-in-person>

16. How far in advance do I have to schedule an in-person visitation?

Scheduling will close **72 hours** before visitation begins at the facility for that week.

17. How long can I visit with my resident on the day I arrive?

Each adult facility will offer two slots per day, one in the morning and one in the afternoon. Visitors may sign up for one or two time slots on a specific day providing the option of an all-day visit. But visitors cannot sign up for multiple days on one weekend.

The length of visits for youth at the Kansas Juvenile Correctional Complex (KJCC) is individualized based upon the youth's behavior reflected in their earned incentive level. Please see the visitation scheduler for additional details.

18. Do I need to notify someone if my plans change last minute, and I will not be taking part in a visit?

We understand that circumstances can require a last-minute cancelation of a scheduled visit. Should that occur for you, please return to the visitation scheduler www.icsolutions.com and record your cancelation. Please also note that to not disrupt the visit of other families, no rescheduling or switching of a scheduled time for the visit can be accommodated. You will need to reschedule using the online scheduler for another day/time.

19. If I arrive late for my visit, will I still be able to see my resident?

Yes, if a visitor does not arrive by the time of their scheduled visit every effort will be made to allow the visitor and resident to visit for the remaining portion of the scheduled visit.

20. Can I visit without signing up in advance using the registration software?

No. Only visitors who have a scheduled appointment will be allowed entry into the facility. You may schedule that appointment using www.icsolutions.com or by contacting the visitation clerk at the facility you wish to visit. Only persons who are already an approved visitor through KDOC visitor approval process will be allowed to schedule using these methods. Information on the application to visitation privileges can be found at <https://www.doc.ks.gov/visitation-in-person>

21. How many people will be allowed into visitation rooms at the same time?

The number of persons will vary by facility based on the visitation area. Each facility will manage the number of visitors and residents in the room to support social distancing of visitors, residents, and staff in the visitation areas.

22. What practices will be in place in the visitation room to protect me from exposure to the coronavirus and my resident?

The health of every visitor, resident and staff member taking part in in-person visitation is a high priority. Beginning the weekend of May 14-15, 2022 at most facilities and on May 13th at Winfield, each visitor will be required to complete a passive screening process in which they are asked a series of questions about symptoms or contact with anyone within

the last 14 days being suspected of having the virus. If the person does not pass the screening process, access to the facility will be denied and the visit canceled. We encourage any visitor to be healthy and mindful of this requirement before traveling to the facility.

23. Will I be able to buy food or drinks from vending machines at the facility?

Yes. Vending machines are available for use by visitors.

24. Will residents have to pass medical screening or a coronavirus test before the visit?

No. KDOC residents will complete the same passive screening process as visitors, in which they must answer a few questions about current symptoms and contact with anyone within the last 14 days being suspected of having the virus. Residents who do not pass this screening will be denied participation and the visit canceled.

25. Will games and playing cards be permitted in the visitation rooms?

Yes. Where available, these will be allowed for use by visitors and residents. These items will be cleansed between uses.

26. With in-person visitation having resumed, will residents still have free phone calls and video visits?

Free phone calls and video visits will continue for now. With the resumption of in-person visitation, at some point in time these free services will end but at this time they will continue.

27. I am currently registered for video visits through ICSolutions. Do I have to re-register or take some action for in-person visitation?

One registration is used for both video and in-person visitation at www.icsolutions.com. Those approved visitors who are already a registered user on ICSolutions do not need to take any additional steps to register for in-person visitation, but you do need to visit the site to schedule a visit when you are ready to do so.

28. Are visitors required to have been vaccinated for COVID-19 and prove that with their vaccination record? What about vaccination status of residents who wish to have in-person visits?

No. We encourage everyone to get the vaccination to help reduce their individual risk for infection and to contribute the overall public health safety in Kansas, but there is no requirement to do so for in-person visitation at our facilities by either the visitor or resident.

29. Are there any limitations on who can take part in in-person visitation?

No. Any approved visitor is allowed to sign up for a visit.

30. How do I contact the visitation clerk for my resident's facility?

To contact the Visitation Clerk at a facility for assistance please call the facility main phone number and asked to speak with the designated Visitation Clerk.

El Dorado	316-321-7284
Oswego	316-322-2045
Ellsworth	785-472-5501
Hutchinson	620-662-2321
Lansing	913-727-3235
Larned	620-285-6249
Norton	785-877-3389
Stockton	785-425-6745
Topeka	785-559-5100
Winfield	620-221-6660
Wichita	316-265-5211
Kansas Juvenile Correctional Complex	785-354-9800