

714 S.W. Jackson St.
Suite 300
Topeka, KS 66603



Phone: (785) 296-3317
Fax: (785) 296-0014
kdocpub@ks.gov
www.doc.ks.gov

Jeff Zmuda, Secretary

Laura Kelly, Governor

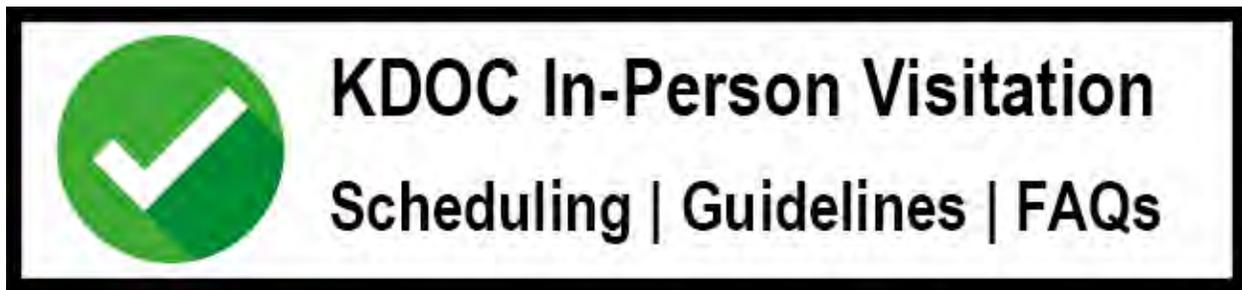
To: Juvenile and Adult Facility Residents and Family Members
From: Jeff Zmuda, Secretary
Date: April 7, 2021
Re: Coronavirus and KDOC updates

We are pleased to announce the reopening of in-person visitation at all facilities. Families will be using an online scheduler www.ICsolutions.com to sign up for their in-person visit time. Sign-up begins April 9, and the first day of in-person visitation is scheduled for Sunday, April 18. There are a number of changes to the process and procedures at each facility to address the health and safety concerns surrounding COVID-19. We have attached to this email Frequently Asked Questions (FAQs), a brochure from ICsolutions and a copy of the information posted at <https://www.doc.ks.gov/visitation-in-person>. The website includes links to information from each facility, phone numbers for more information and links to KDOC policies on approved visitors and visitation.

I am delighted to report that our COVID-19 positive numbers are continuing to decline. This, along with the positive response to the opportunity for vaccinations, means we are edging closer to normalized operations. COVID-19 positive numbers and vaccination details are available on our website at <https://www.doc.ks.gov/kdoc-coronavirus-updates>. These are also sent to residents in twice-weekly memos. While the numbers are certainly great news for KDOC, the pandemic is still very real. There are daily media reports of areas experiencing increases and virus variants being detected, and while progress is continuing on vaccinations our society has long way to go. All of this means we must remain committed to wearing masks, social distancing whenever possible, practicing good hygiene and frequent hand washing.

While the COVID-19 virus is, and will be, with us for some time to come, the low numbers and resumption of in-person visitation allow us to resume two more vital activities. Beginning April 19, 2021, the Wichita Work Release Facility (WWRF) will resume operations. That resumption will be small, beginning with up to 25 men in April and only increase as conditions allow. This will mean adding approximately 25 men per month during May, June and July until we reach an operating capacity of 100. We are hopeful that conditions will allow us to reach that level after four months, and we will make changes, including suspending operations again, if necessary.

On another front, the last half of April will see the return of some mentors and volunteers to our facilities. These individuals are such a vital resource to our residents and to the safe and effective operation of facilities. Both WWRF and mentor/volunteer services will be limited compared to the past, both are step towards in recovering from this pandemic that has had such an impact on each of us and worldwide. For those interested in taking part in either service, please share your interest with your unit team, and please also understand interest will no doubt exceed capacity in the coming weeks and months.



[Updated April 7, 2021]

In-Person Visitation

Beginning on April 18, 2021, the Kansas Department of Corrections (KDOC) will resume in-person visitation at all facilities.

- Visitation will be limited to pre-approved visitors with appointments. (See additional information below.)
- Residents will be limited to two (2) visitors. One of the two visitors may be a child.
- Time, length of visit and how often someone can visit will also be reduced to accommodate the need for social distancing and other COVID-19 mitigation strategies for both visitors and residents.
- These processes will remain in effect as long as necessary and be reviewed/modified based on both the continued impact of COVID-19 across Kansas and the experience with the resumption of visitation.

Please note: While we are hopeful community spread of COVID-19 will continue to decline, if circumstances make it necessary, we will again suspend in-person visitation. Please do your part to stop the spread of the virus by wearing a mask, socially distancing and washing hands frequently.

KDOC Visitation Policy and Approved Visitor Application

Please review KDOC IMPP10-113D regarding visitation policies and procedures.
All visitors must be on the KDOC resident's pre-approved visitation list.

For additional information and directions on how to submit a visitor application form, see [Visiting — \(ks.gov\)](#)



Frequently Asked
Questions

Schedule an In-Person Visit

Only those approved visitors who have scheduled a visitation appointment using the online visitation www.icsolutions.com or by contacting the facility visitation clerk will be admitted to the facility. 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.

- Scheduling opens April 9, 2021.
- The first in-person visitation date is April 18, 2021.
- All visits must be scheduled using www.icsolutions.com.

Additional Information related to ICSolutions:

- https://www.doc.ks.gov/facilities/faq/Visitation_KDOC_IC20210329.pdf/view
- https://www.doc.ks.gov/facilities/faq/Visitation_Family_IC20210329.pdf/view

Visitation Clerks

If you are unable to use the online scheduler, please call the facility main phone number and ask 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

What to Expect

The health of every visitor, resident and staff member participating in in-person visitation is a high priority. Each visitor will be required to have their temperature taken along with being asked a series of questions regarding symptoms or contact with anyone within the last 14 days suspected of having the virus. If symptoms or a fever are present, 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.

Once you enter the visitation area, expect to see fewer tables and social distancing of groups of residents and their families. No physical contact will be allowed. All visitors will be required to wear a mask when entering the facility and for the duration of the visit. Children over the age of two must also wear a mask. Masks must be kept on at all times and cover the mouth and nose. Visitors must provide their own masks.

Please refer to [Frequently Asked Questions](#) for additional information.

KDOC Facility Specific Information

Please click on the link to the facility for additional guidelines and information:

- [El Dorado Correctional Facility](#)
- [Ellsworth Correctional Facility](#)
- [Hutchinson Correctional Facility](#)
- [Lansing Correctional Facility](#)
- [Larned Correctional Mental Health Facility](#)
- [Norton Correctional Facility](#)
- [Topeka Correctional Facility](#)
- [Winfield Correctional Facility](#)
- [Wichita Work Release Facility](#)



Kansas Department of Corrections
In-Person Visitation **Frequently Asked Questions**
Updated April 7, 2021

1. When will in person visitation resume at KDOC facilities?

Beginning April 18, 2021, the Kansas Department of Corrections (KDOC) will resume in-person visitation at all facilities. Visitation will be limited in the number of visitors, length and frequency of visits and include multiple COVID-19 mitigation strategies for both visitors and residents. These will remain in effect as long as necessary and will be reviewed and changed as necessary based on the continued impact of COVID-19 across Kansas and/or the experience with the resumption of visitation.

2. Is visitation resuming at all facilities?

Yes. Beginning April 18, 2021, all adult facilities and the one juvenile facility operated by KDOC will resume in-person visitation. Visitation will be limited in the number of visitors, length and frequency of visits.

3. What days will visitation occur at KDOC facilities?

Sunday April 18, 2021 was selected to phase in visitation with newly implemented scheduling processes and necessary COVID-19 mitigation strategies. The following weekend, April 24 and 25 will be the first Saturday and Sunday visitation weekend. Days may vary by facility. Currently, only the Winfield Correctional Facility has expanded visitation to Fridays (beginning April 23rd) and Mondays (beginning April 26th) as added options.

4. What hours will visitation occur each day?

As was the case pre-COVID-19, 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

5. Will I be required to wear personal protective equipment (PPE), such as a mask? If so, do I have to bring my own mask.

Yes. No visitor will be allowed to visit unless they wear a mask upon entry to any facility building and for the duration of the visit. The mask must be kept on at all times and cover the mouth and nose. Visitors must provide their own mask. Children age two and up must wear a mask at all times.

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

No. We are aware that some states are requiring visitors to complete a 15-minute rapid COVID-19 test prior to entry, but KDOC has not adopted this requirement. Prior to being admitted to the facility, KDOC will require visitors to have their temperature taken along with asking each visitor a series of questions about symptoms or contact with anyone within the last 14 days who is suspected of having the virus.

Visitors who do not pass this screening will be denied admission to the facility and the visit canceled.

7. 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.

8. 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 two visitors per resident.

9. Are older visitors allowed to visit?

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

10. How do I sign up for a visit?

New to the visitation process is the requirement to schedule all in-person visits through an 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>

11. 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.

12. If I do not have access to the internet to schedule a visit, can I contact the facility to schedule a visit?

Yes. We understand that not everyone has access to technology or prefers not to use technology for similar activities. An in-person visit may be scheduled by contacting the visitation clerk at the facility you wish to visit. This must also be done a minimum **72 hours** before the scheduled visit. Please see <https://www.doc.ks.gov/visitation-in-person>

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

As was the case pre-COVID-19, visitation hours vary for each facility. As we resume in-person visitation, the duration of visits will be shorter than in the past to provide opportunity for a greater number of families to visit and to accommodate COVID-19 restrictions. Facilities will limit visitation time to one (1) to two and a half (2.5) hours. You can see allowed length of visit for the facility you will be visiting in the visitation scheduler www.icsolutions.com.

14. How often will I be able to visit my resident in the coming weeks?

To support social distancing in the visitation area, in-person visitation requires fewer visitors in the visitation areas and a shorter period of time for each visit. This is being done to protect the health and safety of visitors, residents and staff in the visitation areas. To increase the opportunity for everyone, initially visits will be allowed no more than once every two weeks per resident. As we experience the demand for in-person visitation we will adjust this limitation if possible.

15. 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.

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

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. But to ensure access of other families, we are unable to accommodate extending the visit longer than was scheduled. For example, if a visit was scheduled for 10:00 to 11:30 a.m. and the visitor arrives at 10:30a.m., the visit length will be the remaining one hour and conclude at 11:30 a.m.

17. 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>.

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

To support social distancing of visitors, residents and staff in the visitation areas, in-person visitation will be limited to two (2) visitors per visit. As we experience the demand for in-person visitation we will adjust this limitation if possible.

19. 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 limit the number of visitors and residents in the room to no more than half of historical capacity levels. This is necessary to support social distancing of visitors, residents, and staff in the visitation areas.

20. 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. Each visitor will be required to have their temperature taken along with being asked a series of questions about symptoms or contact with anyone within the last 14 days who is suspected of having the virus. If symptoms or a fever are present, 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.

Once you enter the visitation area, expect to see fewer tables and social distancing of groups of residents and their families. All persons in the room will be required to wear masks over their mouth and nose at all times. Plexiglas barriers will be in use and no physical contact will be allowed.

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

No food or vending machines will be allowed at this time. Consuming food or drink would require the removal of masks and this is not allowed during the visit. As with other in-person visitation limitations, allowing food and/or drink will be reevaluated with each step of the reopening process.

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

We understand that residents and visitors want to be able to have contact, but at this time we will be unable to accommodate that activity. Resuming in-person visitation exposes the facility residents and staff to visitors who have unknown health conditions with potential exposure to the COVID-19 virus prior to arriving for the visit. Prohibiting physical contact is one mitigation strategy we will employ so that we can resume and continue in-person visitation.

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

No. KDOC residents and staff continue to use multiple mitigation strategies each day, including surveillance COVID-19 testing. Therefore, it will not be necessary to subject them to screening specific to visitation. However, all visitors will be expected to have their temperatures taken along with being asked a series of questions about symptoms or contact with anyone within the last 14 days being suspected of having the virus. Visitors who do not pass this screening will be denied admission to the facility and the visit canceled.

24. With in-person visitation resuming, will residents still have free phone calls and video visits?

Free phone calls and video visits will continue for now. The resumption of in-person visitation requires KDOC to limit the number of visitors and duration of visits, and we recognize that not all residents will be able to have in-person visitation as often as they could pre-COVID-19. At some point in time, these free services may have to be ended, but at this time they will continue.

25. Why is KDOC changing how in-person visitation is done?

The changes to in-person visitation are necessary so that we can resume in-person visitation. Public health officials tell us that the COVID-19 virus continues to be present in our communities, state, nation and worldwide. This required KDOC to develop mitigation strategies for in-person visitation. We are excited to welcome visitors back to our facilities, but the risk of further introduction of the virus into our facilities continues to exist.

26. Are these changes to in-person visitation permanent?

We expect that some COVID-19 mitigation strategies could remain in place for the foreseeable future, and perhaps permanently, much like they may remain in society as a whole. We are unable to predict what those may be, but we will continue any that are advised by public health officials.

The use of the visitation online scheduler was an initiative that was delayed by the pandemic and was planned for use prior to the pandemic. This technology improves the efficiency of the process for the department and will hopefully improve the process for visitors. The online scheduler will be a permanent part of the visitation process until such time as another technology or process improvement is identified.

27. I am currently registered for video visits through ICSolutions. Do I have to re-register or take some action to be approved 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. What is the difference between in-person contact and in person non-contact visitation on the ICSolutions brochure and software?

In-person visitation allows both residents and visitors to be physically present at the facility during visitation. Covid-19 mitigation protocols will be strictly enforced, and individuals will be seated appropriately in groups in the visitation room. Residents and/or visitors who have visitation restrictions in place such as noncontact status shall be able to visit in person. However, they will be required to be separated via a non-contact visitation booth.

All in-person visitation will be non-contact at this time. These features are listed in the ICSolutions materials as services they offer and could be used in Kansas in the future.

29. 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.

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

Yes. As the number of persons and number of visits per day must be limited at this time, we want to ensure that residents and their immediate family have the opportunity for visits before we extend visitation to more distant family members, friends, etc.

At this time in-person visits will be limited to parents, step-parents, siblings, spouses of siblings, half-siblings, step-siblings, children, step-children, spouse, parents of spouse, grandparents, or any person who filled the role of parent de facto with respect to the resident as confirmed by the warden/superintendent upon review of the social history, and only for adults the resident has identified as their primary visitor.

Correctional Communications Visitation Services



Visit
www.ICSolutions.com
today!

Beginning **April 9, 2021**, the following types of visitation will be available for scheduling through ICSolutions:

- **In-Person Contact Visits**
- **In-Person Non-Contact Visits**
- **Offsite Video Visits**

All visitors must register (at no cost) in order to participate in any of the available visitation options with an inmate at the Kansas DOC.

Visitors can register for visitation at icsolutions.com.

Additional information and instructions can be found at thevisitor.icsenforcer.com by selecting "Kansas Department of Corrections, KS" under the *Jail Information* tab.

All visitors are required to follow Kansas DOC processes to become an approved visitor before completing this registration for visitation.

If you are not approved with Kansas DOC before registering for visitation, your account will not be allowed to schedule visitation sessions.

In-Person Contact and Non-Contact Visitation has no cost and is conducted in the facility's monitored visitation area.

Offsite Video Visitation is a fee-based solution conducted from a visitor's Windows computer, Android device, or iOS device (iPhone or iPad). To participate in Offsite visitation, visitors are required to download and test the visitation application from the device they wish to use.

For additional instructions, please visit the Kansas Department of Correction's webpage at thevisitor.icsenforcer.com.