

6-22-2023 DCI Population FAQ for Video Visits (Warden Benzel)

1. Q: How long are video visits?

A: 25 minutes

2. Q: What is the cost to have them?

A: There will be one (1) free video visit per week until January 2024 free for both Reception and General Population. Those classified to remain at DCI in General Population will have the opportunity to purchase up to 12 additional video visits per month at a cost of \$2.50 if operations allow.

3. Q: Are video visits refundable?

- What happens if the visitor doesn't show up?
 - No refund.
- What if the individual doesn't show up?
 - No refund.
- Terminated calls?
 - No refund.
- Unit moves?
 - The system will automatically cancel the visit if the time slot is booked on the unit they are moved to.
 - The system will move the visit to the next unit if a slot is available.
- OWO/OCO?
 - The video visit will need to be cancelled in the system.
- Will call conflict?
 - The video visit will need to be cancelled in the system.
- TLU/DS?
 - The video visit will need to be cancelled in the system.

4. Q: What time are the video visits available?

A: The hours vary based on the unit but timeframes exist in the morning, afternoon, and evening.

5. Q: Are calls allowed on training days?

A: Yes.

6. Q: How will an individual be notified of a movement conflict or visit cancellation?

A: The phone will notify an individual if a video visit has been scheduled and the Kiosk will have the daily schedule. Staff will have a master list as well.

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7. Q: How late can the individual or visitor be to their video visit?
A: No more than 10 minutes for both the individual and the visitor. The visit will automatically cancel after 10 minutes if either party does not show.
8. Q: Who will schedule the video visit?
A: Visitors via the ICSolutions website.
9. Q: When can a visit be scheduled?
A: Visits have to be scheduled at least 48 hours in advance and no more than 7 days in the future.
10. Q: Will there be joint video visits or professional visits? A: No.
11. Q: What if the video visit gets dropped?
A: They can reconnect if one party remains on the line.
12. Q: Can the individual stand during the video visits?
A: No. They should remain seated.
13. Q: What can visitors wear during the video visits?
A: Appropriate clothing.
14. Q: What can individuals wear during the video visits?
A: Appropriate clothing they would wear on unit.
15. Q: Who can attend a video visit?
A: Anyone on the visiting list.
16. Q: When can they schedule a video visit?
A: For those in programming the video visits must occur outside of program hours. It is your responsibility to advise the visitor when to schedule.