

KETTLE MORAINÉ CORRECTIONAL INSTITUTION

MEMORANDUM

DATE: June 7, 2023
TO: All KMCI Staff and PIOC
FROM: Joy Tassler, CMSD *JTassler*
SUBJECT: Video Visits on Unit

KMCI will be transitioning to video visits utilizing the video visit kiosks that have been installed in the housing units. Please review the memo signed by Administrator Cooper which is included as an attachment and review the instructional/informational packet which will be handed out and also posted in the housing units for your reference.

On June 7, 2023, a list of approved visitor's names and their identified Party ID will be handed out to PIOC. It is the PIOC's responsibility to inform each visitor on their "Inmate Approved Visitor List" of their **correct Party ID** and the **spelling of their names as listed on the print out**. The Party ID is required for each approved visitor to sign up for a video visit. Family & friends may begin registering or adding their specific Party ID at www.icsolutions.com once they have received the information from the PIOC.

On July 3, 2023 approved visitors can begin scheduling video visits with an effective date of **July 17, 2023**.

The following will occur once video visits through the kiosk begin on July 17, 2023:

- The current Zoom Visits format will end July 16, 2023.
- **PIOC will be allowed 12 paid video visits per month**, not to exceed 1 per day or 4 per week.
- **PIOC will receive 1 free video visit per week which will be included in the 4 per week limit.**
- Current times available for video visits to be scheduled are:
 - 8:00am - 10:30am
 - 1:00pm - 3:30pm
 - 6:30pm - 8:30pm
- PIOC's will **NOT** be excused from school, programming, work, etc. for their video visit. It will be the PIOC's responsibility to share their schedule with their approved visitors.
- Video Visits are for the PIOC and visitor on approved visitor list only.
- Video Visits must comply with visiting policies and procedures and can be terminated if they are in violation or deemed necessary by staff.
- Professional, Joint, Special or Extended video visits are **NOT** allowed.
- If a video visit is terminated prior to the scheduled end time for any reason, the paying party will still be charged for the video visit and it will count toward the 1 video visit per day limit.
- If a PIOC is utilizing the video visit device as a phone, the call will be terminated approximately 20 minutes prior to a scheduled video visit and will count as a call.
- If a PIOC transfers from one unit to another, it may impact their video visit availability/accessibility.
- After the initial roll out, when visitors have been approved and are added to a PIOC visitor list, a new approved visitor list will be provided to the PIOC. The list will have the Party ID and the PIOC will need to provide that to their visitor.
- Video Visits shall not be conducted in Unit 14.
- PIOC with an approved visitor list received an instructional/informational packet. Any additional packets requested will cost 15 cents per page.

Family & friends may also refer to KMCI's information on the DOC Public Website or they may contact ICSolutions for further assistance.

Thank you for your patience during this transition.