Tri-County Regional Jail



Inmate Handbook

Section 1- Introduction Mission Statement

The purpose and mission of the Tri-County Regional Jail is to protect and serve the citizens of Champaign, Madison, and Union counties by providing a safe and secure environment for staff and inmates. Our team of skilled professional staff will provide specialized care, safe housing, and quality programming for positive growth and change. Staff will strive to maintain a good working relationship with law enforcement agencies and the courts.

Policy Statement

It is the policy of the Tri-County Regional Jail to manage the incarceration of all inmates in a safe and humane manner. In doing so, every inmate shall be provided an Inmate Handbook as a guide to help them through this process. The purpose of this handbook is to give you information that will help you during your confinement at the Tri-County Regional Jail. This handbook is the property of the Tri-County Regional Jail and is to be returned at the time of your release.

Assistance Statement

A staff member or translator shall assist the inmate in understanding the prisoner rules if there is a literacy, language, or physical limitation. The Tri-County Regional Jail is aided in this assistance through the use of qualified professionals that can address the specific needs of an inmate with a limitation. This includes, but is not limited to:

- Language translation assistance
- Assistance with deaf or hard of hearing inmates
- Vision limitations assistance
- Reading limitations assistance

Surveillance Notice

The Tri-County Regional Jail is monitored by its staff both directly and indirectly. Indirect monitoring includes the use of video surveillance equipment and the audio recording of intercoms and certain areas of the facility. Inmate phones, including visitation phones, are also subject to recording.

Expected Behavior

The Tri-County Regional Jail is managed by the Executive Director and his staff. While incarcerated within the facility, you will be expected to follow all rules at all times. **Management reserves the right to change rules at any time, and will attempt to notify all inmates as promptly as possible.** This handbook serves as a guide, but questions may still arise. When you have a question, a staff member should be able to address your concerns or guide you in the proper direction. Staff will ensure that your basic needs are met and that your rights are protected.

Inmate Rights and Privileges

The following lists your Fundamental Rights as determined by law:

- Visits by attorneys or clergy
- Telephone calls to attorneys or clergy

- Adequate food/nutrition
- Adequate lighting
- Adequate ventilation
- Temperature control
- Sanitation
- Medical care
- Access to a grievance mechanism

Fundamental Rights may not be suspended for disciplinary or classification reasons and are granted to all inmates except in times of emergency or other such conditions beyond the control of the facility administrators.

All services and activities not listed as rights are inmate privileges and are subject to restriction.

To ensure that your rights are protected, we ask that you:

- Follow all rules and regulations
- Follow all staff directives and requests (if you disagree, follow the request then ask to see a supervisor to discuss your concerns)
- Respect Jail property and the personal property of others
- Maintain your assigned cell and surrounding common area in a clean and orderly way
- Maintain your personal hygiene
- Refrain from using loud, abusive, or obscene language and gestures
- Respect the privacy of others
- Communicate your needs
- Refrain from possessing contraband. Contraband includes any item that is not permitted in the facility or any item that is being used for a means other than its intended purpose.

The principles that guide the Tri-County Regional Jail are Direction, Consistency, and Consequences. The direction is provided in this book; abide by it and you can discover personal success. Rules are maintained with consistency. Consequences inevitably follow violating the rules.

Section 2- Inmate Services Legal Counsel

You have the right to legal counsel regardless of your status or charge. If you cannot arrange for your own legal services, the courts have a process for obtaining a public defender or attorney. Attorney visits may occur as needed, normally between the hours of 8 A.M. and 10 P.M. in the visitation areas or conference rooms. Attorney calls can be arranged by filling out an Inmate Request Form if you are indigent. Although not required by law, the facility may allow you to contact your attorney using the facility phone system. These calls, which are not guaranteed, are typically done on Wednesdays between 1 P.M. and 3 P.M.

Bail

A Corrections Officer or your attorney can answer questions you have regarding bail.

The Tri-County Regional Jail offers several programs and activities. Programming may include A.A. meetings, Religious services, Library services, Educational classes and workshops, and Community Service projects. Most inmates are permitted to attend or participate in these activities and services. All are considered voluntary and are limited by available space, classification level, or any limitations due to conduct. You can speak with a Corrections Officer if you have any questions about these programs or to check your eligibility.

Phone Access

Each housing unit is equipped with telephones that can typically be accessed while the dayroom area is open and between the hours of 7:01 A.M. and 10:00 P.M. Prior to using the inmate phone system, you must register to do so. This will typically be completed during the booking process. If you decline the opportunity to register when being booked in, you will not have access to use the inmate phone system. If you decide later you wish to register, you must complete an Inmate Request Form. When staff have time available, they may then escort you to the booking area to register. If requesting this, do not expect an immediate response, as many factors will determine when you can be escorted back to the booking area to complete this. All calls from these phones are either collect or made after the person you are contacting has set up a pre-paid account. Calls are not guaranteed and will not be reimbursed if disconnected. At the time of your initial Book-in, you will be offered the chance to make a phone call to arrange bail or notify a family member that you are incarcerated. After this initial call, NO personal phone calls will be permitted without approval from the Executive Director or Designee. If an emergency exists, you may submit an Inmate Request and the Shift Supervisor will address your situation. Misuse of phone privileges may result in disciplinary action.

Meals

Meals are prepared and served on site three times per day. No more than fourteen (14) hours will elapse between any two meals, except in emergency situations. All meals are to be eaten when served. Any uneaten portions are to remain on the trays to be disposed of. You have the right to accept or decline any meal, but you may not take or trade meals with another inmate. You will be issued a cup and spork when booked into the jail. These items are your responsibility and must be turned in upon release. If either item is lost or broken, you will be charged for that item. Inmates who miss meals due to court or other details may be given a "bag meal" when returned to the facility. All meals served are reviewed in compliance with State Standards and are designed to provide balanced nutrition. "Special Diets" for medical or religious reasons are subject to approval by Medical Staff or the Executive Director. To request a special diet, submit an Inmate Request Form detailing the circumstance in which the diet is requested.

Hygiene

You are required to shower no less than three times each week and are encouraged to shower daily. Razors and nail clippers are passed each morning. Issuance of these items will be monitored by Corrections staff.

Uniforms will be exchanged twice each week. Sheets will be exchange once per week, at which time mattresses will also be disinfected. Towels and personal whites will be cleaned twice per week. Blankets will be exchanged once per month. You will be expected to participate in all laundry exchanges and comply with staff directives during these processes.

Toilet paper is provided to each housing unit as needed on an exchange basis. To receive a new roll of toilet paper, the cardboard center must be turned in to a Corrections Officer.

When you are admitted into the facility, you will receive hygiene items including a toothbrush, deodorant, toothpaste, shampoo, and soap. After these items have been used, you must purchase additional items through commissary. Indigent inmates can order hygiene items by requesting the items using the housing unit kiosks. A Corrections Officer can answer any questions you may have regarding the ordering process.

Haircuts will be offered on the first and third Tuesday of each month, at cost. If you are indigent, you may receive a haircut once every thirty (30) days.

Commissary

Inmates, with the exception of Weekend sentences, who have a positive account balance, are eligible to order commissary items while incarcerated within the Tri-County Regional Jail. Indigent, or inmates who have no money, may order certain items (writing paper, envelopes, pencils, etc.) using the kiosks in your housing unit. If you are housed in a unit without a kiosk, you will have the opportunity to order at least once during each order cycle. Commissary items are not to be traded or shared by inmates. If on restriction for rule violations, inmates can only purchase hygiene and correspondence items. A Corrections Officer can answer any questions you may have regarding Commissary. Commissary orders will typically take place twice each week unless the schedule is interrupted (ex: holidays). Indigent orders will be subject to your account balance and can be placed every fourteen (14) days. Fresh favorites may also be ordered twice per week if offered. A Corrections Officer can provide you with additional information on ordering dates and deadlines for order submissions.

Recreation

Inmates will be offered the chance to participate in recreation for at least five hours per week. If weather permits, recreation may be given in the outdoor recreation area. Participation in recreation is voluntary and inmates should remember to exercise safely. Certain activities will not be permitted. Participation in these types of activities may result in recreation being cancelled or disciplinary action.

Visitation

Inmates are encouraged to have either friends or family visit them while incarcerated. Inmates will be eligible to receive one visit during each scheduled visitation period. Visits last thirty minutes, and you may have up to four persons visit you during each visitation session. Visitors may drop off religious books (Bible, Koran, etc.) subject to approval by the Shift Supervisor. No other items will be accepted. Visitation hours are as follows:

bervisor. The other remis will be decepted. Visitation nours are as follows.	
Males	Females
Saturdays from 11:00 A.M. to 3:00 P.M.	Saturdays from 6:00 P.M. to 10:00 P.M
Sundays from 6:00 P.M. to 10:00 P.M	Sundays from 11:00 A.M. to 3:00 P.M.

Visits may be suspended or limited as result of disciplinary sanctions. The visitation week begins on Monday and ends on Sunday. Weekend sentences are not permitted visits and you must be in the facility for at least twenty-four hours before receiving a visit. Special visits must be requested in advance and will be considered on a case by case basis.

Professional Visits

Attorney and Clergy visits are permitted daily during reasonable hours, typically from 8:00 AM through 10:00 PM. These visits do not count against your weekly privileges for standard visits. Clergy visits will be denied if the person is related to you by blood, marriage, or adoption. Identification denoting the visitor's professional capacity will be required for the visit to take place. If you desire or attempt to contact the media, it is strongly suggested that you speak with your attorney first. If you initiate contact with the media, your statements may be used against you in court.

Inmate Worker Program

Inmates who are eligible may participate in the Inmate Worker Program. In this program, inmates may work within the facility and if approved by the court, can receive time off their sentences. Those inmates interested in this program must start the process by submitting an Inmate Request Form. After the forms are submitted, a screening process will be completed, up to and including a Medical Screening prior to being permitted to enter the program. Participation is not guaranteed. Inmates who are eligible to receive "good time" will receive one day's credit towards their sentence for each day they work. A Corrections Officer can answer any additional questions you may have regarding the program.

Mail

Incoming mail must be sent with the following information on the envelope: Your name as it is written on your wristband Tri-County Regional Jail 4099 St. Rt. 559 Mechanicsburg, Ohio 43044

To be accepted, a return address must also be on the envelope. If not addressed properly, mail may be returned to the sender. Mail that is received is inspected, but not censored. Mail marked "Legal Correspondence" will be opened in front of you and inspected. Only mail received through the U.S. Postal Service will be accepted. No types of mail can be dropped off by friends or family members. No items other than the letter, a single embossed envelope, and acceptable photos will be accepted in incoming mail. You will be permitted to retain mail, but if the quantity is deemed excessive, you may be required to turn in items that will then be placed in your personal property. Newspapers and other publications may be received only if approved in advance by the Executive Director. You may submit a Jail Request Form for such items. If your mail contains items deemed as contraband or inappropriate, they will be placed in your personal property or disposed of in accordance with facility policy. Illegal items may result in the sending party being charged criminally.

Outgoing mail must be sealed, have proper postage, be addressed correctly, and be free of drawings to be sent out of the facility. Your return address (same format as above) must be on the envelope in order to have the letter sent out. Both incoming and outgoing mail will only be restricted when ordered by a court or if it is in the best interest of the safety and security of the facility.

Property

Your personal property will be collected from you at admission and stored in a secured area of the facility. Permitted items may be exchanged, subject to approval from a shift supervisor, by completing an Inmate Request Form. If you wish to release personal property, a Corrections Officer can provide you with the correct form and answer any questions you may have. Clothing cannot be released unless you have items remaining that you can wear when released. Upon release, you will sign an inventory of your property to ensure no items are missing. If being transferred to another facility that will not take your personal property, you must designate a person to pick up the items and provide staff with a contact number for that part. Once contacted, your property will be held for up to seven (7) days. If not claimed within seven (7) days, your property will be either destroyed or donated.

While incarcerated, you will be provided with a jail-issued uniform. You will be permitted to keep up to three sets of undergarments (white short sleeve t-shirts (no pockets, no V-neck), white socks, underwear, and bra(s)) when booked in if they are not soiled and are in good condition. Your wristband must remain on at all times and you must be in your jail-issued uniform unless sleeping or showering. You are not permitted to have any type of head cover on at any time, unless given special permission by the Executive Director or for Medical reasons.

Other than the jail-issued uniform and undergarments, you are only permitted to possess the following items:

- Commissary items (including hygiene items), in moderate quantity
- One blanket
- One sheets
- One towel
- One mattress (unless additional if approved by Medical staff)
- One laundry bag
- Inmate Handbook
- Legal paperwork
- Letters and pictures (in moderate quantity)
- Bible, Koran, or prayer book
- Three books from jail library cart or sent directly from a publisher or distributor after approval
- Items approved by Medical staff
- Jail-issued cup and spork

Any item altered from its original condition or being used for something other than its original purpose will be considered contraband and will be confiscated. You are not permitted to give your items to another without approval from a staff member and only for legitimate reasons.

Medical Services

The Tri-County Regional Jail provides medical services to all inmates as necessary. Prescription medications are passed two times per day and must be taken when passed. Certain medical services will require you to pay a fee ranging from \$10.00 to \$25.00. You may also be required to reimburse the facility for fees resulting from medical treatment received outside the facility during your incarceration. Dental services are offered periodically and are provided "at cost." Mental Health services are also offered, free of charge. To see the Dentist, Mental Health Counselor, Doctor, or Nurse, you must submit an Inmate Request Form explaining what services you are seeking.

No inmate will be denied medical service when needed. Emergency situations and sudden illnesses that arise will be promptly handled by facility staff in conjunction with guidelines established by medical professionals. Each housing unit is equipped with intercoms

that can be activated in case of emergency. All medical services provided by the Tri-County Regional Jail are conducted in accordance with State guidelines and under the supervision of a doctor licensed to practice medicine in the State of Ohio. If you are provided medical care and have health insurance, the Jail is permitted to seek reimbursement from your insurance provider for any expenses incurred.

<u>Section 3- Classification and Housing</u> Classification

Inmates are classified in accordance with guidelines established by the State of Ohio. During the Booking process, you were classified based on these guidelines. As such you have been placed in one of several housing areas within the facility. All units are equipped with sitting areas, televisions, and phones. Meals are served in the housing units, and inmates housed in each unit are required to maintain the cleanliness of the area. Toilet tissue is controlled by facility guidelines, but can easily be obtained if needed. The following is a brief description of each type of unit and the general access rules:

Minimum Security Units

Minimum security units are typically units with open (dorm style) living quarters. The dayroom area of the minimum security units can typically be accessed between the hours of 5 A.M. and 11:00 P.M. daily. Inmates in these units will have access to phones, television, and other amenities during these hours. From 11:00 P.M. to 5:00 A.M. inmates are directed to remain in their assigned sleeping areas and control the noise levels out of respect for others in the unit. Restrooms can be accessed as needed and shower facilities located in these units and can be accessed between 5:00 A.M. until 11:00 P.M.

Medium Security Units

Medium security units may be dormitory style or linear style in design. Medium security units will typically be permitted access to the dayroom area of the unit between the hours of 5:00 A.M. and 11:00 P.M. daily. From 11:00 P.M. until 5:00 A.M. inmates are directed to remain in their assigned sleeping areas and control the noise levels out of respect for others in the unit. Restrooms can be accessed as needed and shower facilities located in these units and can be accessed between 5:00 A.M. until 11:00 P.M.

Maximum Security Units

Maximum security units are linear in design. Inmates housed under "Max" status may have limited access to the dayroom, televisions, phones, and other amenities as designated by the facility Director and/or discipline status. Inmates classified as maximum security will remain in their cell on "lockdown" during periods in which they are not permitted access to the dayroom. Inmates on "lockdown" will be granted the opportunity to shower daily. Records regarding inmates classified as maximum security will be kept by facility staff.

Section 4- Security and Safety

Counts

Staff will conduct headcounts several times during each shift and throughout the day. Your cooperation with headcounts will be EXPECTED. When count is announced by an officer, you are to return to your bunk area and remain quiet. You are expected to remain quiet, unless answering a staff member who may be trying to identify you. Failure to cooperate with headcounts will result in disciplinary action.

Security Inspections

Staff will conduct daily inspections of living areas for cleanliness, potential security risks, and contraband. You are required to cooperate with any search or inspection done by an officer. Remember, you do not have the right to be present during these inspections. Any items of interest or concern will be removed by staff and may result in disciplinary action or possible criminal charges. From time to time, staff will also complete "shakedown" searches. During these searches, you will be removed from the area and not permitted to return until the search is complete.

Searches

Searches will be performed on an inmate whenever necessary. Standard "pat-down" searches may be done by an officer at any time. Strip searches will be done in accordance with guidelines adopted by the facility Administration following State and Federal guidelines. If subjected to a "strip search," the search will be performed by an officer of the same gender. Cavity searches will only be conducted in accordance with Federal and State laws and under the direction of a physician.

Movement

Inmate movement is limited within the Tri-County Regional Jail. Inmates are to be in full uniform whenever being escorted out of their living area. The "red areas" on the floor of the facility are designated as such to alert inmates that they are not permitted in that area without permission from a staff member. Whenever you are being escorted in an area outside your housing unit, you are to remain quiet, stay to the right side of the corridor or hallway, and follow any and all instructions given by staff members.

Use of Force

Staff members are trained and instructed to use force only when absolutely necessary. Guidelines are established to protect both inmates and staff from injury, to prevent escapes, or to enforce rules and regulations. Staff members will only use force if it is deemed necessary in accordance with these guidelines.

Emergency Procedures

Fires and other emergency situations may occur during your incarceration. If an emergency situation arises, staff members will initiate the appropriate response. In case of an emergency, you must follow staff directions and remain calm. Occasionally drill situations may be conducted. You are asked to cooperate with staff during drills as well as actual emergencies.

Section 5- Rules, Discipline Hearings, and Grievance

Rules

You have the right to know what behavior is expected of you and the penalties for misbehavior. You are subject to disciplinary action for violations of any rule, regulation, or procedure contained in this handbook, as well as any act which violates Federal, State, and local law. If you commit a crime, you may face criminal charges as well as charges within the facility.

Violations within the Tri-County Regional Jail fall under three classifications; Minor, Major, and Serious. Each set of violations has specified minimum and maximum penalties, which are designated in accordance with State guidelines.

Minor Rule Violations:

- A-1: Attempting, aiding, abetting, or conspiring to commit a minor rule violation
- A-2: The use of profanity or obscene gestures, and unnecessary noise
- A-3: Communicating through windows, doors, or security devices
- A-4: Horseplay
- A-5: Dirty living quarters, or poor personal hygiene
- A-6: Carelessness with facility property
- A-7: Disrespect to an inmate or visitor
- A-8: Failure to properly wear your uniform
- A-9: Failure to wear your wristband
- A-10: Covering vents or intercoms with foreign material
- A-11: Violation of any published facility rule, regulation, policy, directive, or procedure
- A-12: Give away, trade, or sell property
- A-13: Misuse of the intercom system

A-14: Movement into an unauthorized area, or another's cell

Penalties for violating Minor rules may include but is not limited to the following: loss of privileges (programs and services offered within the facility, access to dayroom, phone calls to family/friends, televisions, entertainment, commissary, etc.) for up to five (5) days for each infraction.

Major Rule Violations:

- **B-1:** Aggravated or repeated minor rule violations
- B-2: Aiding, abetting, or conspiring to commit a major rule violation
- B-3: Refusing to obey a direct order or directive from a staff member
- **B-4:** Lying to a staff member
- B-5: Possessing money or a money substitute within the secure confinement area
- **B-6:** Causing damage to facility property
- B-7: Abusing commissary, food service, or any program or privilege
- **B-8:** Throwing food, food trays, or food utensils
- **B-9:** Attempting to control another's behavior
- B-10: Disrupting any activity or program, or creating any major disturbance
- B-11: Intentional clogging of sinks or commodes
- B-12: Writing or placing items on walls, doors, windows, or defacing jail property
- B-13: Possessing or manufacturing contraband or items not authorized by the jail
- B-14: Refusing to perform work or facility assignment
- B-15: Being out of place or in an unauthorized area
- **B-16: Unauthorized or misuse of telephone**
- B-17: Disrespect to any staff member, visitor, or member of the public or other inmate
- **B-18: Encouraging misconduct**
- B-19: Foul and abusive language or obscene gestures directed towards staff
- B-20: Stealing, obtaining, or possessing property of another inmate
- **B-21:** Violation of mail or visiting rules
- **B-22:** Harassing any staff member
- B-23: Making false statements or accusations towards or to a staff member

Penalties for Major rule violations may include may include but is not limited to the following: loss of privileges and/or certain qualified rights for up to fifteen (15) days for each violation. Certain qualified rights may include visitation restriction and/or recreation restriction as well as disciplinary segregation.

Serious Rule Violations

C-1: Violation of any State or Federal law

- C-2: Repeated Major or Serious rule violations
- C-3: Threatening any employee or the employee's family
- C-4: Assaulting or attempting to assault a staff member, or member of the public
- C-5: Threats with or without weapons or use of force
- C-6: Possessing, using, or consuming any intoxicating, dangerous, or illegal substance
- C-7: Conveying or attempting to convey drugs, or drug instruments into the facility
- C-8: Conveying or attempting to convey tobacco or smokeless tobacco into the facility
- C-9: Sexual harassment
- C-10: Fighting with or without weapons including instigating of, or perpetuating fighting
- C-11: Consensual physical conduct for the purpose of sexually arousing or gratifying either person
- C-12: Engaging in, or encouraging unauthorized group activity
- C-13: Gambling, possessing gambling articles, or conducting a gambling operation
- C-14: Retaining, possessing, or misusing any medication
- C-15: Malicious destruction of property
- C-16: Purposeful flooding of the jail
- C-17: Tampering with locks, doors, and safety or security devices
- C-18: Encouraging or creating a disturbance or inciting a riot
- C-19: Burning of any materials or possessing flammable materials
- C-20: Interfering with the security operations of the jail
- C-21: Refusing to lockdown or return to cell/bunk
- C-22: Escape, attempting to escape, or complicity to escape
- C-23: Smoking or possession of smoking paraphernalia or smokeless tobacco
- C-24: Possession of drugs or drug abuse instruments inside the secured area of the facility
- C-25: Establishing or attempting to establish a personal relationship with an employee: mail, telephone, gift, or service
- C-26: Engaging in any inappropriate physical contact with an employee
- C-27: the possession, manufacturing, using, or displaying of any article that could be used or construed as a weapon
- C-28: Seductive or obscene acts, including indecent exposure or masturbation
- C-29: Any act, knowingly done which constitutes a threat to the security of the facility, its staff, or the inmate themselves
- C-30: Trafficking drugs, and or tobacco in the facility

C-31: Tattooing or possession of tattoo paraphernalia

Penalties for serious violations may include may include but is not limited to the following: loss of privileges or certain qualified rights for up to thirty (30) days for each violation. Disciplinary Segregation and loss of earned good time may also be implemented if penalized for a serious violation.

Pre-Disciplinary Hearings

Whenever a staff member believes you have violated a facility rule, regulation, or procedure, they will complete a conduct violation form. The form is then reviewed by the staff member's supervisor, who will determine if the violation warrants more than a verbal reprimand. In cases requiring discipline greater than verbal reprimand, you will be served with a Violation/Notification of Charges form. This form will also be forwarded to the Executive Director or his designee, who will then determine if a pre-discipline hearing is warranted.

After determining a pre-discipline hearing is necessary, the Director or his designee will designate a hearing date, time, and an impartial hearing officer to conduct the hearing. You will then receive written notification no less than twenty-four (24) hours in advance outlining the hearing timeline as well as your rights pertaining to the pre-disciplinary hearing. You may waive your right to a hearing, and you can appeal any hearing decision rendered. Following the disciplinary hearing, the results will be placed in your inmate file and a copy will be served to you. Maximum penalties for a disciplinary hearing will not exceed sixty (60) days for any one hearing.

If sanctions are issued for a period greater than thirty (30) days, a disciplinary review will be completed. Sanctions may be continued, modified, or removed at this time. Any time sanctions are imposed, you may ask for an appeal by submitting an Inmate Request Form. A response to your appeal will be determined by the Executive Director or Designee.

Grievance Procedure

Grievances can be filed if you feel that your rights have been violated or if you have a complaint about a staff member or service offered by the Jail. Before filing a grievance, you should request to speak with a Shift Commander and explain the problem to them. If the problem involves the Shift Commander, you may ask to speak directly to either the Executive Director or Designee. Some problems may be easily resolved during these conversations, making it unnecessary to file a grievance form. If your problem is still unresolved, you will then need to submit an Inmate Grievance Form.

Once submitted, your grievance will be investigated and you will typically receive a response within five (5) business days. That response will, in most cases, come from a supervisor or the Director's Designee. If you are not satisfied by the response to your grievance, you may request that the Executive Director further investigate by submitting an Inmate Request Form within twenty-four (24) hours of receiving your response. All grievances are investigated until a final resolution is reached.

Handbook updated 05.01.19