

**DEPARTMENT OF COMMUNITY CORRECTION  
19<sup>th</sup> JUDICIAL DISTRICT  
VETERANS TREATMENT COURT**

**OUTPATIENT HANDBOOK**

703 SE "J" Street  
Bentonville, Arkansas 72712  
Phone: 479-464-0735

---

**NAME**

**Tom Smith- Circuit Judge**

Leland Mooreland	Prosecuting Attorney
Dee Scritchfield	Public Defender
Brian Woods	Probation/Parole Agent
Michelle Barrett	Coordinator
Trisha Tapp	Case Manager
Mark Stegall	Administrative Specialist

November 30, 2022

# INTRODUCTION

Welcome to the Benton County Veterans Court outpatient treatment program of the Arkansas Department of Community Correction (DCC) Pre/Post Adjudication Drug Court. It is the mission of the Program to help facilitate your recovery from alcohol or other drug abuse or addiction. Substance abuse or addiction is a primary contributing factor in criminal behavior. The elimination of substance use will not only greatly enhance a crime free lifestyle but will improve all other factors in your life. The Program ' s staff cannot change you. It must be *your* concerted effort to bring about positive life changes. The staff will assist you in exploring those factors that have hindered your life and provide you with the tools that lead to recovery.

This handbook is designed to answer questions and give you information about Veterans Treatment Court (VTC), and to understand the services the Program provides, the Program rules, expectations of behavior, and your rights as a recipient of VTC. If you have any questions concerning the Program, or need clarification on any of the items found in this handbook, please feel free to contact your assigned Case Manager.

## Mission Statement

The mission of the 19<sup>th</sup> Judicial District West Veterans Treatment Drug Court is to allow Veteran's that are non-violent offenders without serious records the opportunity to address their addiction in lieu of more punitive measures. The goal of the program is to provide a treatment-based program including counseling, therapeutic meetings and probationary supervision that allows Veteran's to make positive lifestyle changes. By diverting qualified Veterans who have been determined to have drug addictions to VTC, they have the opportunity to become productive members of the community and the strain on the state and local criminal justice system is reduced.

## PROGRAM SERVICES

The Department of Community Correction, Veteran's Treatment Court is an outpatient only program that specializes in services for Veteran's adjudicated into substance abuse treatment by the Nineteenth Judicial District Third Division Circuit Court. Services available through the Program are:

Assessment of eligibility and appropriateness for admission;

Individual counseling;

Group Counseling;

Case Management;

Life skills; and

Referral information, as necessary.

We work alongside the Veteran's Health Care System at the Fayetteville Veteran's Hospital where you will receive your substance abuse treatment. Additional services may be accessed by referral. Your Case Manager can assist you in accessing those services. **By participating in VTC, you agree to become involved with other agencies or organizations, such as 12-step or self-help groups** that will help improve your quality of life.

You will be enrolled in the Program for **15 months**, or possibly longer depending on how well you meet your treatment goals.

## PROBATION HOURS OF OPERATION

Program service hours are from 8:00 AM to 4:30 PM, Monday through Friday. Scheduling adjustments will be provided for those days when the program is closed for state holidays or inclement weather.

## NON-DISCRIMINATORY POLICY

In compliance with the Americans with Disabilities Act we will not discriminate on the basis of the handicap or disability status of the client, nor will we discriminate based upon gender, race, heritage, age, religion, socioeconomic status or sexual orientation. All federal and state equality codes will be enforced.

## ELIGIBILITY CRITERIA

The Program provides substance abuse and mental health services to a specific treatment population. In order for you to be considered for admission into the program the following criteria must be met:

- Mandated referral by First or Second Division Court in Benton County on New Felony charges or drug related probation/parole violations (Admission will be based on the Prosecuting Attorney's profile);
- Eligible for services through the Veteran's Administration. Must provide copy of DD214
- Active or recent history of substance abuse or addiction;
- Maintain a residence in Benton or Washington County, Arkansas
- Absence of a physical or developmental condition that would eliminate or greatly reduce the benefit of substance abuse services
- Absence of any uncontrolled psychiatric or emotional disorder;
- At least 18 years old.
- Absence of any Sexual offenses (Misdemeanor or Felony).

**Failure to appear for more than two scheduled appointments for assessment with Case Manager, public defender, or any other Veteran's Court staff member, may result in denial of admission to the program.**

A criminal history will be completed on all perspective clients prior to admission.

Any individual seeking services that does not meet the criteria listed above is not eligible for admission. Whenever possible, program staff will provide appropriate referral information to a person found ineligible or inappropriate for admission.

## ADMISSION PROCEDURES

A screening will be performed to determine if you are eligible and appropriate for admission into the Program. **You will need to sign Consent for the Release of Confidential Information that will allow Program personnel to communicate with one another.** You may also need to sign releases to other agencies or persons as deemed necessary by the staff. **You will be issued this handbook and it will be discussed with you at your initial appointment.** Your screening results will be communicated to you and the referring court.

If you are found to meet the criteria for admission, you will be pled in by the Judge and given an appointment for intake and orientation with the Veteran's Court team. The orientation process will include discussion of this handbook that defines the conditions of your treatment, discussion of your supervision conditions, and other Consent for the Release of Confidential Information as deemed appropriate. A referral will be made to the VA to determine your treatment needs and schedule.

## PROGRAM STRUCTURE

### Overall Program Expectations

- Participation in group and individual counseling as determined by the VA
- Provide samples for random drug tests
- Maintain full time employment or education
- Complete your GED if you do not have a diploma or GED
- Attend 12 step support groups, if applicable
- Obtain a sponsor and have a working knowledge of the 12 steps
- Follow all rules of probation
- Complete 30 hours of community service

**For the purpose of advancement, 100% means being employed or in school, completing community services and meetings, attending all groups and individual sessions, paying all fees and providing negative drug screens.**

The program's treatment structure is a Phase System that consists of four phases.

### Phase 0 (Orientation Phase)

This is a one-week process to help participants understand the requirements of the program and early recovery. You will be required to:

1. Attend at least three **(3)** group counseling or informational sessions **per week**,
2. Attend outside support (AA/NA, etc.) meetings no less than **three (3) times per week, if applicable**
3. Meet with the probation officer **as directed** and be drug tested **as required**.
4. If you are unemployed, you will be required to actively seek employment or enrollment in a vocational/education program.

➤ Advancement from phase 0 to phase I will occur automatically after the one-week period.

**Phase 0 groups meet at the following times at the Probation Office.**

**Monday: 10:30 - 11:30 a.m.**

**Wednesday: 10:30 - 11:30 a.m.**

**Friday: 10:30 - 11:30 a.m.**

## Phase I (Adjustment Phase)

This is a very intensive part of the program. You will be required to:

1. Attend group and individual counseling or psychosocial education sessions **per the recommendation of the VA staff.**
2. Attend 12-step (AA/NA) or self-help meetings no less than **three (3) times per week**, if applicable
3. Make adequate progress toward obtaining your GED if applicable, must have completed TAB test.
4. Meet with the probation officer as directed and be drug tested **no less than one (1) time every two weeks.**
5. Complete 5 hours a month of community service hours for a total of 30 hours by the end of phase III.
6. If you are unemployed, you will be required to actively seek employment or seek enrollment in a vocational/education program.
7. You will be required to **attend court twice per month** to review the progress of your case.
8. Pay fees each month as outlined in the handbook, a minimum of \$35 to DCC and \$35 to Benton County

Advancement from phase I to phase II will require that you meet all of the following conditions:

- Completion of no less than twelve (12) weeks in phase 0 & I.
- Absence of drug use for at least 60 days and no criminal activity prior to advancement.
- Compliance with all requirements established by your probation officer.
- No absences from individual or group sessions during final month in phase I.
- Obtaining a sponsor in a recovery support program, if applicable.
- Have a working knowledge of steps 1, 2 & 3
- Actively employed and/or participating in a vocational/educational program.
- Be at 100% during month three of this phase.

## Phase II (Intermediate Phase)

Phase two is the intermediate phase and is less treatment intensive. In Phase II you are required to:

1. Attend group and individual counseling or psychosocial education sessions **per the recommendation of the VA staff.**
2. Attend a minimum of three (3) 12-step (AA/NA) or self-help meetings per **week**, if applicable.
3. Make adequate progress toward obtaining your GED if applicable, at least 3 hours per week.
4. You will also be required to meet with your probation officer as directed and be drug tested no less than every other week
5. You will be required to **attend court once per month** to review the progress of your case.
6. Complete 5 hours of community service **per month** until all hours are completed
7. Pay fees **each month** as outlined in the handbook, a minimum of \$35 to DCC and \$35 to Benton County

Advancement from phase II to phase III will require that you meet the following conditions:

- Completion of at least twelve (12) weeks in phase II.
- Absence of criminal activity.
- Negative drug screens for 90 days.
- Compliance with requirements established by your probation officer.
- Be current on all fees, having paid a minimum of \$120 to the courthouse
- Progress as indicated in your treatment plan by your VA Counselor
- Have a working knowledge of steps 4,5 & 6
- No absences from individual counseling or group sessions during final month of phase II.
- Active employment or enrollment in a vocational/education program.
- Be at 100% during month three of this phase.



### Phase III (Transition Phase)

Phase III is the transitional phase and provides you with less intensive treatment requirements. Phase III requires:

1. Attend group and individual counseling or psychosocial education sessions **per the recommendation of the VA staff.**
2. Attend 12-step (AA/NA) or self-help groups three (3) meetings **per week**, if applicable.
3. You will be required to meet with your probation officer as directed and be drug tested at least one (1) time **per month.**
4. Take your **GED** test if applicable.
5. You will be required to **attend court once per month** to review the progress of your case.
6. Complete 5 hours of community service **per month** until all hours are completed.
7. Pay fees **each month** as outlined in the handbook, a minimum of \$35 to DCC and \$35 to Benton County

For advancement from Phase III to IV requires that you meet the following conditions:

- Absence of criminal activity and negative drug screens while in phase III.
- Continued compliance with probation requirements while in phase III.
- Attendance at all required counseling sessions; psychosocial groups and 12-step/self-help meetings during final month of phase III.
- Gainful employment and/or active enrollment in a vocational/educational program.
- Completion of all goals set forth in your treatment program.
- Have a working knowledge of steps 7, 8 & 9
- Completion of all community service hours
- Have a zero (\$0) balance on county user's fee
- Be current on all DCC fees
- Completion of **GED** or verification of significant progress
- Be at 100% during month three of this phase.

## Phase IV (Aftercare)

Phase IV is the final phase and provides you with the least intensive treatment requirements. Phase IV requires:

1. Attend group and individual counseling or psychosocial education sessions **per the recommendation of the VA staff.**
2. Attend 12-step (AA/NA) or self-help groups no less than three (3) meetings **per week**, if applicable
3. You will be required to meet with your probation officer as directed and be drug tested no less than one (1) time **per month.**

Completion of Phase IV and graduation requires that you meet the following conditions:

- Absence of criminal activity
- Negative drug screens while in phase IV with a minimum of 6 months clean.
- Continued compliance with probation/parole requirements while in phase IV.
- Attendance at all required counseling sessions per VA recommendation
- Attendance at 12- step/self-help meetings.
- Have a working knowledge of steps 10, 11, & 12
- Gainful employment and/or active enrollment in a vocational/educational program.
- Completion of all goals set forth in your treatment program.
- Payment in full of all fees associated with drug court participation is required prior to graduation.
- Participation in the program for no less than 15 months
- Completion of GED if client did not have diploma or GED up entering drug court

Upon completion of phase IV you will appear in Div III court for a final review and graduation.

## SUPERVISION FEES

There is a supervision fee of \$35 **per month** until you leave the program payable to the Department of Community Corrections each month by the Friday prior to court. You may either pay these by mail or online at [www.dcc.arkansas.gov](http://www.dcc.arkansas.gov)

In addition, there is a \$400 Drug Court User's fee that is paid to the Benton County Circuit Clerks office. If this is paid in installments, it would be \$30 **per month** plus a \$5 **per month** collection fee. You can save on collections fees by paying the entire fee at once or making larger payments.

Fee	Paid to	Monthly amount	Total Fee
Supervision Fee	Dept of Community Corrections	\$35.00	
User's Fee	Benton County Circuit Clerk	\$30.00 plus \$5.00 collection fee per payment	\$400 plus up to \$45 in collection fees

The balance of the total fees will be due prior to discharge from treatment.

## PROGRAM RULES

As a participant in this Program there are rules and other expectations of behavior. Those rules and expectations are:

- If you will not or do not make it to group you must contact the VA staff or officer **AS SOON AS POSSIBLE**.
- You will be required to attend all sessions appropriately dressed. Any clothing bearing alcohol, drug, tobacco or inappropriate logos or messages will not be allowed. If you arrive to a session dressed inappropriately you will be required to leave.
- You will maintain personal cleanliness. Body odor is not acceptable.
- The possession of alcohol, drugs, and weapons is strictly forbidden while in the program.
- Tobacco products may not be used within 25 feet of the front door of the building.
- You will not attend sessions under the influence of alcohol or other drugs.
- Visitors are not allowed in the lobby of ACC
- Keep other client's information confidential. Don't share what you know outside of the program.
- Gambling is not permitted while in drug court including the state lottery.
- You may not go to places where the main source of income comes from the sale of alcohol. This includes bars, liquor stores, clubs or adult entertainment.

## CELL PHONES

Do not bring cell phones into the building. **Cell phones are not allowed to be used in the ACC building.** If you do not have a place to leave your phone drug court, staff will hold it for you during appointment or drug testing.

## COMPLETION OF GED

Participants, who have not completed high school or obtained their GED, will be required to do so while in the drug court program. **The participant will be responsible for any costs or fees associated with the GED process.**

Upon entering the program, the participant will work with their counselor to get started. The participants will attend no less than **3 hours per week** of GED classes until they complete the test. Participants must be ready to start classes no later than the last week of phase I.

## OUT OF STATE TRAVEL

Veteran's will only be allowed to leave the State of Arkansas during Phases I & II unless it is an emergency, and is approved by your officer and the court. Phases III and IV must get permission from their officer to travel out of state and it may not interfere with Veterans court obligations. You must attend support group meetings while out of town if necessary, to meet program requirements.

**IF** given permission to travel, the participant will report for drug testing prior to leaving and immediately upon their return home.

**IF** given permission to travel overnight, the participant will be required to pay \$28 for a drug testing sweat patch that will be worn for the entire time they are unavailable for drug testing.

## HAT, HOODIE AND SUNGLASSES POLICY

You may not wear hats, hoodies or sunglasses in the probation office. All these items must be removed while in the ACC office.

## OUTSIDE SUPPORT GROUP MEETINGS

Participants must attend 3 outside support group meetings per week. Each meeting must be on a different day. Participants may not skip weeks. For the purpose of meeting schedules, the week is Friday to Thursday.

You may not associate with other drug court participants or others actively involved in the 12-step community unless it is an official 12 step function or activity.

You must obtain a sponsor in the 12-step program and have a working knowledge of the 12-step program.

## TURN IN PROCEDURES

Each track will be given a date each month when all paperwork and requirements are due. The deadline for turning in will be 1:30 pm on that date. Any paperwork not turned in by that date and time will be considered out of compliance and a sanction will follow.

Please bring all paperwork at one time rather than piece by piece in several trips to ensure you get credit for everything you have completed.

Please fill out all documents before presenting to staff for turn in.

**BE AVAILABLE BY PHONE.** You must be reachable by phone. If you have a cell phone, you are required to have minutes on that phone. If you have a land line, you will need to know that you can be reached on that phone when necessary. Failure to comply with this requirement will be grounds for a sanction.

## MEDICATION PROCEDURES AND POLICIES

All medications both prescription and over the counter must be approved by an officer or counselor. **You will be required to submit paperwork to your doctor and you must provide a letter from your doctor stating that any opiate, amphetamine or benzodiazepine medication you are prescribed is the only available medication to treat your condition. If you must remain on these medications they will be highly monitored and counted by your Probation Officer at his discretion.**

The following medications are approved by the staff:

Acetaminophen - Tylenol

Ibuprofen - Advil

Aspirin

Naproxen Sodium - Aleve

Benadryl

Do not use anything with additives such as DM, PM, D, etc. Do not use ephedra, ephedrine, pseudoephedrine, chlorpheniramine, alcohol or Nyquil.

You may not take any prescriptions not prescribed to you or in excess of the prescribed dosage. You may not take a prescription given to you for a previous condition.

You must inform all prescribing physicians that you have met addiction criteria.

When given prescription medication, you must immediately contact your supervising officer. Non-emergency medication must be **PRE-APPROVED** during normal working hours. If you must go to the **ER**, you have 24 hours to bring documentation of the visit and medications given to your officer. If it is not an emergency to take prescriptions, you must still have them approved prior to taking them.

You may not take any over the counter medications or supplements that would result in a positive drug test. **Over the counter medications and supplements are not considered a defense for positive drug test results and ALL positive drug tests are subject to SANCTION.**

## INCENTIVES

Incentives may be provided to you throughout the program (i.e. perfect court reports, successful completion of phases, obtaining GED, obtaining license and graduation). Incentives for participation and compliance with the program may include:

- ✓ Waiver of fees or community service hours beginning upon advancement to phase II,
  - ✓ Certificates and coins for phase advancement.
  - ✓ Candy in court for 100% report and name placed in monthly drawing
  - ✓ Recognition of sobriety time
- \*\*\*The Court reserves the right to distribute incentives as deemed appropriate.

## SANCTIONS

If you fail to attend a drug screen, group, or meeting; test positive for alcohol or drugs; or fail to comply with other conditions of the program, a sanction will be imposed by the Court. **Non-compliance in the program may include; but will not be limited to the following sanctions.**

### 1. Drug or Alcohol use:

**At any point during this process it may be determined to be in the participant's best interest to complete residential treatment. This is not a sanction, but alternative treatment option to avoid further drug use and sanctions.**

- **First violation: If you admit to using prior to being tested, you shall be given one day in jail suspended and/or a treatment response. The sanction will be increased if you if you are not honest prior to testing.**

Each additional use will result in a more intense sanction, as well as increased treatment response.

Failing to report for a required test or tampering with your test, including dilutes, will be considered higher level sanction.

- **Failure to comply with drug testing request will be considered a positive test and be sanctioned accordingly.**
- **Any attempt to tamper with a urine sample will be considered a positive. It can also be considered a felony in the State of Arkansas.**
- **Dilute samples will be considered positive and sanctioned to a minimum of two**

days in county jail.

2. Missed groups and counseling appointments, including mental health appointments:

Veteran's will be given 8 community service hours at a local recycling center per appointment missed. These hours are to be completed by next court review. This is in addition to the normal monthly community service. Multiple offenses will be given a greater number of hours, as will repeated months of offense.

***Failure to complete three outside support meetings per week:***

Failure to complete the correct number of meetings or complete them properly will result in additional meetings next review or no credit for that month's participation.

- Meetings without signature will be counted as missed meetings.
- Meetings are to be signed on the day and time you attended, while at the meeting.
- Do not "recreate" sheets. This means don't get back and ask people to re-sign a sheet you lost or to sign later because you forgot to bring a sheet to the meeting.
- If you lose your sheet, contact staff immediately. Do not make any attempts to get new signatures before discussing with staff.
- Multiple meetings in a day will only be counted once.
- If meetings are forged the participant will receive no credit for any meetings. There will also be jail time to be served.
- You must attend the full meeting. Choose times you can be on time and remain until the end.
- **Turn in your paper at the beginning of the meeting and pick it up at the end of the meeting.**

Forged meetings include:

- Asking some to re-sign a sheet
- Asking someone who chairs to sign a meeting you weren't at or they weren't not chairing the meeting.
- Signing the sheet with your own name
- Signing someone else's name to the sheet
- Having someone sign a name that is not theirs.
- Having someone sign a meeting you arrived late or left early

If you chair meetings, you are forging if:

- You sign at any place other than the meeting hall at the time of the meeting
- Signing a sheet outside the meeting hall
- Signing a sheet for a date that has already passed or has not happened yet



- Signing your name not knowing if they were there
- Signing anyone else's name
- Signing papers so people can leave early

**3. Failure to complete 5 hours of community service each month**

Each hour of community service not completed will result in an additional hour of community service the following month.

**4. Failure to maintain full time employment or education**

- Upon plea in participants will be given 30 days to find employment or start education
- Participants already in the program who lose or quit their job be given two weeks to find new employment or education
- After the 14 or 30 days, participants will be required to complete 4 hours per day of community service and spend 4 hours per day looking for employment.
- If participant continues to be unemployed, 40 hours per week of community service will be required.

**DISHONESTY WILL NOT BE TOLERATED.** Dishonesty to the staff will be seen as lying to the Judge. Lying to the Court will be considered an additional violation. The Veteran will be sanctioned for the original violation and then additional sanctions will be added for the deception or dishonesty.

Continued non-compliance with rules will be considered resistance to treatment and could result in removal from the program

**\*\*\*The Court reserves the right to increase sanctions for multiple violations or seriousness of the violation.**

## **DRUG TESTING**

Participants in the drug court program can be tested at any time and with any frequency.

You must make yourself available any time staff requests a drug test.

All participants are required to call the designated phone number Sunday-Saturday (7 days a week) from 6:00 am to 8:00 am, including Holidays. If the system states you are required to test, you must report to the probation office between 8:00 am and 10:00 am to provide a urine sample. If a participant fails to call in by 8am they must report by 10:00 am for a drug test. If you call after 8 am, staff will not let you know if you were on the list, you must come to the office.

Anytime a participant misses a group, they must report by 10:00 am for drug testing.

To be considered a valid the sample must be at least 30mL

**Failure to comply with drug testing requests will be considered a positive test and be sanctioned accordingly.** If you have not provided a sample by 10 am it will be considered a missed test.

**The participant is responsible to maintain a drug free body and produce drug free urine samples.**

You may not use any over the counter medications, supplements, enhancements or foods that could result in a positive drug test, such as: baked goods with poppy seeds or alcohol, “Nonalcoholic” beers or wines and alcohol-based hand sanitizers or mouthwash and CBD oil or tianeptine.

**Over the counter medications, supplements, enhancements or foods are not considered a defense for positive drug test results and ALL positive drug tests are subject to SANCTION.**

**Any attempt to tamper with a urine sample will be considered a positive. It can also be considered a felony in the State of Arkansas.**

**Dilute samples will be considered positive samples and sanctioned as such.**

## DISCHARGE CRITERIA

The criteria for successful completion of treatment are specified above. You may be discharged as not completing treatment for the following reasons:

- Repeated failure to maintain the requirements set forth in your assigned phase.
- Physical assault or verbal abuse of *any* person.
- Continued inappropriate behavior.
- Continued resistance to treatment.
- Adulterating drug screens and fleeing may result in immediate dismissal.
- Falsification of any documentation provided to the staff may result in discharge.
- Failure to provide information to counselor or attorneys at assessment that may deem you ineligible for the program.

Veteran and/or Counsel may be held in contempt of court for purposefully withholding information necessary to make the best treatment decision for the Veteran (per supervising Judge).

## Inclement Weather Policy

**The Benton County Adult Drug Court will not hold groups if the Benton County Court House is DELAYED UNTIL 10 am or CLOSED for the day. Participants must call 479-696-6670 to determine if the office is delayed or closed.**

## CONFIDENTIALITY AND OTHER RIGHTS

Your treatment at this program is confidential. Federal code, state licensure requirements and the *Counselor's Code of Ethics* protect your right to confidential treatment. Your confidentiality rights are as follows:

- Information about your treatment at this Program, including confirmation that you have applied for services or your admission status, cannot be disclosed without your written consent. However, if you commit a crime on Program premises or against Program personnel, this can be reported without your consent. The Program and its staff are required by state law to report suspected or known child abuse or neglect.
- The program may release your confidential information when served with a proper court order.
- Auditors responsible for monitoring the Program and persons performing treatment research may access your records. Such persons are required not to disclose any confidential information.
- You have the right to revoke your written consent, except when the consent is to release information in response to the criminal justice system entity that mandated your treatment. Unless revoked, your consent will remain in effect until such time as

specified on the consent form.

- Information may be released in response to a medical emergency in which you are involved.
- Information may also be released via a *Qualified Service Organization Agreement*

You also have the following rights:

You have the right to be treated with dignity, courtesy and professionalism.

You have the right to seek and receive treatment without regard to your gender, race, heritage, age, religion, handicap or disability, socioeconomic status or sexual orientation. All federal and state equality codes will be enforced.

You have the right to file a grievance should you believe your rights have been violated and/or you have been not provided with quality treatment.

## GRIEVANCE PROCEDURE

Should you have a complaint or grievance concerning your treatment, you should bring the complaint to the attention of your Officer. You and your Officer must attempt to resolve the issue.

If you believe your grievance has not been resolved at the Officer level, or your Officer is the source of the problem, you should submit your grievance, in writing, to the Assistant Area Manager at the address shown on the cover of this manual. The Supervisor has ten (10) working days to review and respond to your grievance.

If you wish to continue your grievance, the *DCC Grievance Policy* is posted in the waiting room at the Program. Your probation/parole officer will also provide you with a copy of the policy.

The Supervisor will, upon request, provide writing material, pens, envelopes and postage for your grievance. Your Officer can refer you to the Supervisor.

