

 <p style="text-align: center;">WEST VIRGINIA DIVISION OF JUVENILE SERVICES</p>	<p><u>POLICY NUMBER:</u></p> <p style="text-align: center; font-size: 2em;">330.00</p>	<p><u>PAGES:</u></p> <p style="text-align: center;">14</p>
<p><u>CHAPTER:</u></p> <p>Institutional Operations</p>	<p><u>REFERENCE AND RELATED STANDARDS:</u></p> <p>WV Code Chapter §49-2-903; ACA 3-JDF-3C-02 thru 3C-21; PbStandards Order #1; Prison Rape Elimination Act (PREA), §§115.352 and 115.378</p>	
<p><u>SUBJECT:</u> Resident Discipline</p>		
<p><u>DATE:</u> January 1, 2018</p>		

PURPOSE

This Policy establishes a resident disciplinary practice and process for all Division of Juvenile Services residential facilities. The goal of discipline is to correct a resident's behavior with positive reinforcement and incentive-based rewards.

CANCELLATION

This policy has been revised and supersedes Policy 330.00 dated July 1, 2017.

APPLICABILITY

This Policy applies to all Division of Juvenile Services' residential facilities.

DEFINITIONS

1. **Facility Hearing Assistant:** Each facility will provide a security or treatment staff member (PPCT trained) to assist the Hearing Officer when hearings are conducted.
2. **Hearing Officer:** A Division of Juvenile Services employee who is trained and conducts resident disciplinary hearings pursuant to Division policy and has no first-hand knowledge of the individual incident/case.
3. **Isolation:** Any instance when a youth is confined alone for cause or punishment for 15 minutes or more in a room other than the room or cell in which he or she usually sleeps, by either order of staff or by a locking mechanism.
4. **Resident Representative:** Staff member who has been assigned to ensure that a resident's rights are protected at a disciplinary hearing. A staff representative may present witnesses and/or evidence if the resident is incapable of defending themselves.
5. **Room Confinement:** Confined for cause or punishment for 15 minutes or more in the room or cell in which he or she usually sleeps, by either order of staff or by a locking mechanism.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	2 of 14

PROCEDURES

1. **CATEGORY I OFFENSES** - The most serious violations that threaten life or limb, breach facility security, and/or public safety. A resident can be charged with the related Category I offense if they cause or create, attempt to cause or create, or attempt to enlist other resident(s) to violate a Category I Offense. The resident(s) must have the current capacity to carry through with a Category I Offense to be charged. Additional federal or state charges may be sought for Category I offenses. (Refer to policy 331.00 Prosecution of Residents)

NOTE: Any resident who commits a Category I offense who is physically aggressive with other staff and/or residents and is not amenable to reasonable direction and control may be placed in room confinement/isolation prior to a hearing for up to 24 hours; this can only be approved by the Facility Superintendent/Director or designee, with immediate notification to the Division Director, Hearing Officer, and Facility Superintendent/Director if approved by a designee.

1.1(a) Escape or 1.1(b) Attempted Escape: Leaving or attempting to leave the facility or the custody of any staff member of the Division; or not coming back from an off-grounds furlough at the assigned time.

1.2 Inciting or Participating in a Riot: Organizing, coordinating or forcing (or being organized or coordinated into) participation in unauthorized activities that might substantially hurt others, damage property, or create a major disturbance.

1.3(a) Assault on Resident/Cadet or 1.3(b) Assault on Staff: Any instance in which a resident is involved in physical contact with the intent to cause injury to another individual(s) even if no one is injured. This includes unprovoked or provoked attacks.

1.4 Arson: A resident may not start any fire.

1.5 Causing an Explosion: A resident cannot cause an explosion or make anything explode.

1.6 Sexual Acts: Any intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or the buttocks of another person, excluding contact incidental to a physical altercation.

1.7 Possession, Manufacturing, or Use of Intoxicants: Possessing or using any unauthorized substance or drug paraphernalia, including controlled substance or intoxicants and/or medications that have been hoarded, not prescribed for the resident, or used in a manner not consistent with the prescription or direction of medical staff. This includes the failure to provide a sample within two (2) hours for testing.

1.8 Intentional Damage or Alteration of Property - \$500 or more: Destroying, damaging, altering or changing anything that is owned by the state or by another person.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	3 of 14

1.9 Possession or Manufacture of Weapons: Possessing an item or items that have been made or adapted for use as a weapon and may cause injury or bodily harm.

1.10 Tampering with Security/Fire Devices: A resident may not remove, destroy, change, damage, or make inoperable any locking, security or fire device including, but not limited to, a door, window, equipment, fire extinguisher, fire sprinkler, fence, gate, vehicle or any other security/fire device at any time. This includes any unsuccessful attempt to accomplish the above.

2. **CATEGORY II OFFENSES** – Such offenses that tend to disrupt the normal operation of the facility or subvert the facility’s systems of security and control. A resident can be charged with the related Category II offense if they cause or create, attempt to cause or create, or attempt to enlist other resident(s) to violate a Category II Offense. The resident(s) must have the current capacity to carry through with a Category II Offense to be charged.

2.1 Circumventing Institutional Count: A resident may not be absent from any count without prior knowledge and approval by authorized staff. A resident may not hide, remain silent during name count, cause confusion or error at or during any count; leave the area assigned without the approval of authorized staff; leave assigned room; living unit; class; meeting; event; appointment or visit without the approval of institution of authorized staff.

2.2 Tampering with Food/Drink: A resident may not put unsanitary items or substances in any food or drink item before, during or after preparation that could be consumed by another person.

2.3 Making a False Report or Statement/Lying: A resident may not say or write something that is not true which causes harm, distress, or injury to another.

2.4 Counterfeiting or Forgery: A resident may not make, change, fake or possess any document so that it appears as if it were made, signed, initialed or stamped by someone else, or at a different time.

2.5 Contraband: Any item not allowed by the facility, to include items altered from their original state. This includes any item over the limit allowed.

2.6 Contempt: No residents shall shout, act rudely, speak persistently out of turn, or otherwise disrupt proceedings at any disciplinary hearing.

2.7 Threats/Intimidation/Tampering with Witness: Bullying. Saying or doing something to scare another person into thinking that person and/or property may be harmed. Bribing/convincing another resident to withhold information relating to a Category charge or a safety/security concern.

2.8 Fighting: A mutual physical conflict between two or more residents. A resident may not engage in any physical contact with another resident to cause harm or inflict injury.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	4 of 14

2.9 Insubordination: A resident may not disregard or delay lawful instruction given by a staff member for any reason, including refusal to move to required location.

2.10 Fraudulent Representation: Changing the physical, facial or vocal features without the knowledge or permission of staff in order to conceal or mislead staff as to the resident's identity.

2.11 Gambling: A resident may not bet or wager in anyway, at any time with another person for anything.

2.12 Disruptive Conduct: A resident may not act in a way that causes disruption by using foul language, loud talking or making of loud noises, horseplay, making obscene gestures or similar conduct. No resident shall obstruct any person from performing their duties, nor shall a resident interfere with normal or free movement of any person.

2.13 Intentional Damage or Alteration of Property under Five Hundred Dollars: Destroying, damaging, altering or changing anything that is owned by the state or by another person which is valued at less than five hundred dollars (\$500.00). This includes destruction of identification devices such as ID badges, etc.

2.14 Unauthorized Possession or Transfer of Property: A resident may not give, sell, lend, receive, take, buy, borrow, barter, or trade any item with another person. This includes possession of inappropriate Phase level items.

2.15 Misuse of Correspondence or Phone Privileges: Sending mail or other items to individuals with whom a resident is not permitted to correspond or using phones in unauthorized manner, such as; three-way phone calls to converse with an individual with whom a resident is not permitted to speak.

2.16 Mutilation/Disfigurement of Yourself or Others: A resident may not cause or allow injury or damage to one's self or another person. Residents may not injure, tattoo, cut, pierce, mutilate, remove, discolor or disfigure any part of their bodies or the body of another person. (This does not include injury from suicide attempts as determined by treatment staff.)

2.17 Disrespect: A resident may not use name-calling, profanity, yelling, or any disrespectful act toward another person. A resident may not show disrespect to any person doing business for or visiting the facility.

2.18 Gang-related Activities: A resident may not draw gang signs or symbols on any item in the facility. This includes but is not limited to walls, clothing, shoes, and notebooks. Residents may not wear their clothes or make any changes to oneself consistent with gang activity.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	5 of 14

2.19 Solicitation or Manipulation of Staff: 1) Pitting staff against each other; 2) Diverting staff attention to cover a facility violation; 3) Coercing or attempting to force staff, volunteers, contractors, or visitors to introduce contraband or engage in other infractions; 4) Attempting to buy anything from or sell to staff, volunteers, contractors, or visitors.

2.20 Resident Handbook Rule Violations: Violations of resident handbook rules that have been approved by the Facility Superintendent/Director that meet the definition of a Category II offense. Before a 2.20 violation is written an informal resolution must be attempted with the resident and documented in the Incident Details section of the Incident Report.

2.21 Unauthorized Presence: Being in an unauthorized area or leaving an assigned area without staff permission.

2.22 Unauthorized Sexual Contact/Exposure/Sexual Harassment: Holding hands, kissing, rubbing or massaging; a female resident may not expose her breasts nor any resident expose his/her genitals or buttocks. Repeated and unwelcome sexual advances, requests for sexual favors, or verbal or written comments, gestures, or actions of a derogatory or offensive sexual nature by one resident directed toward another.

2.23 Aiding and Abetting: A resident may not aid or assist another resident in committing any Category offense.

3. **INFORMAL RESOLUTION:** Staff and resident may agree on a penalty that bypasses the formal hearing process for any Category II violation. If staff and resident are unable to agree on an adequate resolution, or if the resident fails to meet his or her obligation under the agreed upon informal resolution, the staff will submit an incident report of the original violation. Sanctions imposed through informal resolutions will be documented in the shift log and will only include:

- a. Loss of access to arts, crafts, and music rooms, video games, or television, but may not exceed one eight-hour period,
- b. Loss of one instance of organized recreation, not to include those rights afforded by law,
- c. Loss of any facility-specific privileges (not to include rights afforded by law) not to exceed one eight-hour period,
- d. Extra writing assignment,
- e. Extra duty assignments:
 - i. shall not be imposed past the resident's regular bedtime,
 - ii. shall not interfere with programs or education,
 - iii. should be supervised by the staff who imposed it, if practical, and
 - iv. may not exceed two hours.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	6 of 14

- f. Early bed time, not to exceed one (1) hour. This sanction can be divided up between two days if the time cannot be served in a single evening but must be completed within twenty-four (24) hours (no bedtime will occur before 8:00 p.m.).

4. REPORTING STAFF RESPONSIBILITIES

- a. Employees are required to document all observations in an Incident Report on the Offender Information System (OIS) when there is a reasonable belief that a resident has committed a major violation of Division or facility rules or reportable minor violations and those violations that are not resolvable through informal counseling or discussion. This includes incidents staff witnessed and/or assisted with. This report must be written as soon as possible, but no later than the end of the reporting staff's shift.
- b. The following shall be documented within the report, including:
- i. A formal statement of the incident, to include the date and time;
 - ii. Any staff or resident (confidential or non-confidential) witness(es);
 - iii. Any injury to anyone and whether medical personnel were notified; and
 - iv. Any immediate action taken, including the use of force.
- c. Staff shall secure any physical evidence and document its disposition. Staff are to follow their specific facility operational procedure as it relates to Policy 324.00 - Crime Scene and Physical Evidence Preservation.

5. SHIFT SUPERVISOR RESPONSIBILITIES

- a. Review incident report and details in OIS and ensure any employee who witnesses or notices the incident shall complete an Incident Report with no omissions.
- i. If necessary, notify reporting staff member(s) for corrections to be made.
 - ii. Confirm review of incident report in OIS.
 - iii. Deactivate category reports in OIS if it is determined the report has no merit, and no charge will be accessed.
 - iv. In OIS, open the disciplinary hearing form and assign the violations to the offender for that incident.
 - v. Ensure that resident receives a copy of the Notice of Charges/Receipt of Incident Report/Waivers within twenty-four (24) hours of knowledge/discovery of the incident. This document will be signed by the resident, uploaded to the Offender Information System (OIS), and returned to the resident.
- b. If resident refuses to sign the form, it is noted on the form and the shift supervisor will sign along with another staff member.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	7 of 14

6. HEARING OFFICER RESPONSIBILITIES

- a. The Hearing Officer shall schedule a hearing for residents as soon as practical. Residents held in Specialized Housing to due aggressive behavior must have their hearing within twenty-four (24) hours after being placed in Specialized Housing.
- b. The Hearing Officer will review the report and may:
 - i. change the charge but will not have the ability to revise the report,
 - ii. dismiss the charge, or
 - iii. continue with the hearing.
- c. Requirements of Resident Hearings: The initial hearing shall be held no sooner than twenty-four (24) hours and no later than seven (7) calendar days after notification is given to the resident. The exception to this is for those residents on pre-hearing segregation who must have their hearing within 24 hours. Every attempt should be made to conduct hearings at times that will not detract from a juvenile's educational or treatment plan activities or compromise facility staffing requirements to ensure the safe secure operation of the facility.
- d. The Facility Hearing Assistant will escort the resident before, during, and after each hearing and assist the Hearing Officer with any paperwork as needed.
- e. All hearings shall be recorded.
- f. The hearing may be continued by the Hearing Officer but the reason for said continuance must be documented in OIS. A new Notice of Charges must be printed out and given to the resident.
- g. No hearing shall be continued beyond the 20th business day after the notice of charges unless there is a pending criminal court prosecution or an ongoing PREA investigation or an emergency situation in the facility.
- h. Residents charged with rule violations have the right to plead guilty and waive the hearing. The resident will sign his or her waiver on the Notice of Charges/Receipt of Incident Report/Waivers generated from OIS.
- i. Residents also may waive his or her right to be present prior to the hearing or at any point during the hearing. This waiver is also verified on the Notice of Charges/Receipt of Incident Report/Waivers generated from OIS. The Hearing Officer reserves the right to restrict a resident's presence the hearing if:
 - i. the resident is displaying negative or violent behavior, or
 - ii. testimony from a witnessing resident must be given in confidence.
- j. Residents must have an opportunity to make a statement and present documentary evidence at the hearings and can request witnesses on their behalf. The reasons for denying such request must be documented in the Offender Information System (OIS) by the Hearing Officer.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	8 of 14

- k. A staff representative will be appointed by the Facility Superintendent/Director who shall designate staff members to assist residents in disciplinary hearings, as needed. A resident may waive his right to a staff representative by signing the Notice of Charges/Receipt of Incident Report/Waivers generated from OIS but the Hearing Officer will assign a staff representative when it is determined that a resident is not capable of effectively collecting and presenting evidence on his/her own behalf.

- l. The Hearing Officer's decision and the supporting reasons on the Disciplinary Hearing Report generated by OIS shall be printed and given to the resident immediately after completion of the hearing, which the resident will sign. This signed report and any supporting documents will be uploaded into OIS and the signed report is given to the resident. Any credit for time served will be noted.

- m. Formal Hearing Procedures:
 - i. The Hearing Officer will read the charges against the resident and the incident details unless reading those details may put another resident at risk.
 - ii. The Hearing Officer will advise the resident that, if charged with a Category I offense, anything he/she says in the hearing could be used against the resident in subsequent criminal proceedings.
 - iii. Residents shall be informed of their right to plead guilty to charges and that sanctions will be imposed.
 - iv. If the plea is guilty, the Hearing Officer:
 - 1) will accept the plea and ask the resident if he/she has anything to add before sentence is imposed.
 - 2) is not compelled to accept the plea if other evidence is presented that indicates otherwise.
 - v. If a resident pleads not guilty, the Hearing Officer will continue with the hearing.
 - vi. Testimony and Evidence:
 - 1) The resident may, but shall not be compelled to, testify on his/her own behalf.
 - 2) The resident or representative, if needed, may present witnesses on the resident's behalf as long as such an appearance would not be unduly hazardous on facility safety and security. Any other resident called as a witness may refuse to testify.
 - 3) Any contraband item or photograph of the contraband item used as evidence will be presented at the hearing.
 - 4) The Hearing Officer may exclude any evidence or testimony he/she deem to be irrelevant to the matter at hand.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	9 of 14

5) Disruption of Hearings: Any disruptive resident may be removed from the hearing and may be charged with contempt in accordance with the disciplinary rules. The Hearing Officer may continue the hearing in the absence of a resident who persists in disorderly behavior.

n. Findings and Dispositions: The finding shall be either guilty or not guilty based on the preponderance of evidence. All not guilty findings or dismissed charges will result in the incident report being deactivated from the resident's file.

7. **CATEGORY I SANCTIONS:** Multiple sanctions may be imposed.

a. Room confinement/Isolation:

- i. For not more than three (3) days per offense.
- ii. A violent offense can incur up to ten (10) days room confinement/isolation. However, at no time will a resident serve more than ten (10) consecutive days.

1) Residents placed on specialized housing due to hearing sanctions of more than three (3) days will be placed on a Behavioral Management Plan which will be developed by the treatment team within two (2) calendar days.

a) The behavioral management plan will remain in effect until the targeted goals have been completed by the resident.

b) A copy will be given to the resident.

c) The behavioral management plan will include, at a minimum:

- i) Expectations
- ii) Goals and Objectives
- iii) Incentives
- iv) Consequences

2) The treatment team can petition the Facility Superintendent/Director to have a resident removed from specialized housing when they feel the resident has completed the plan and is amenable to reasonable direction and control.

3) If a resident is found guilty of a subsequent Category I offense, sanctions will be given and the behavior modification plan will be updated by the treatment team within 24 hours.

iii. Notification to the Division Director must occur for any sanction imposed that exceeds three (3) days.

iv. Automatic drop to Phase Level 1.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	10 of 14

- b. Room Restriction up to three (3) days maximum in their room. Residents will only come out of the room for recreation, education, religious services, medical services, and meals, or as directed by the Facility Superintendent/Director.
- c. Transfer to another DJS facility.
- d. Restitution, to include repair or replacement costs, related extra staff expenses, and other identifiable costs related to the offense. May be ordered to compensate another person, business, or the state.
 - i. Restitutions may be made by deductions from the guilty resident's account.
 - ii. The Hearing Officer may make changes to a restitution plan as seen fit to expedite payment.
 - iii. In no event shall restitution be ordered beyond replacement or repair costs.
- e. Loss of Phase Level(s).
- f. Loss of some or all of the following privileges for not more than thirty (30) days.
 - i. Loss of telephone privileges, provided the resident shall be permitted to make or receive one call per week to family members. This does not apply to calls to and from professional contacts.
 - ii. Loss of reading library privileges.
 - iii. Loss of organized recreation, not to include those rights afforded by law.
 - iv. Loss of commissary privileges.
 - v. Loss of access to arts, crafts, and music rooms, video games, or television.
 - vi. Modification or reduction in length of time, but no less than thirty (30) minutes per day, of visitation privileges.
 - vii. Early bed time, not to exceed one (1) hour (no bedtime will occur before 8:00 p.m.).
 - viii. Loss of any facility-specific privileges or events.
- g. Loss of Free Time (LOFT) Rules:
 - i. No Library books or magazines unless being used for school assignments or treatment (to be verified).
 - ii. Resident must remain in assigned area.
 - iii. No cards, board games, video games and watching television, movies, etc. while having this restriction.
 - iv. Resident is not allowed to carry on a conversation with other residents. Other residents will not be permitted to talk with or enter into the restricted resident's area.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	11 of 14

h. Loss of all Privileges (LOAP) Rules will include everything in Loss of Free Time and the following:

- i. No collect phone privileges,
- ii. No commissary (not to include hygiene),
- iii. All personal belongings will be confiscated and stored. No walkmans, CD's, personal clothes to include shorts, hats and sweatpants,
- iv. Recreation will be 1 hour a day and resident will only be permitted to walk, run, or exercise the large muscle groups (walking, running, pushups, sit ups, or jumping jacks). Recreation will NOT include basketball, billiards, ping pong or the use of any weight lifting equipment, and
- v. Early room/bed time of 8:00 pm.

i. Imposition of:

- i. Writing assignment, or
- ii. Additional programming/treatment to include a behavioral modification plan.

8. **CATEGORY II SANCTIONS (per charge):**

a. Reduction of one Phase level.

b. Restitution, to include repair or replacement costs, related extra staff expenses, and other identifiable costs related to the offense. May be ordered to compensate another person, business, or the state.

- i. Restitutions may be made by deductions from the guilty resident's account.
- ii. The Hearing Officer may make changes to a restitution plan as seen fit to expedite payment.
- iii. In no event shall restitution be ordered beyond replacement or repair costs.

c. Loss of up to three (3) privileges for not more than thirty (30) days each.

- i. Extra duty for residents performing tasks around the facility. Extra duty assignments shall not be imposed past the resident's regular bedtime.
- ii. Loss of telephone privileges, provided the resident shall be permitted to make or receive one call per week to family members. This does not apply to calls to and from professional contacts.
- iii. Loss of free time (LOFT).
- iv. Loss of reading library privileges.
- v. Loss of organized recreation, not to include those rights afforded by law.
- vi. Loss of commissary privileges.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	12 of 14

- vii. Loss of access to arts, crafts, and music rooms, video games, or television.
- viii. Modification or reduction in length of time (but not less than thirty (30) minutes), of visitation privileges.
- ix. Early bed time, not to exceed one (1) hour (no bedtime will occur before 8:00 p.m.).
- x. Loss of any facility-specific privileges or events.

d. Imposition of:

- i. Writing assignment, or
- ii. Additional programming/treatment.

- e. If the resident is currently on a behavioral management plan and is found guilty of a Category II offense, the behavioral management plan will be revised by the treatment team.

9. **REDUCTION OF SANCTIONS:** Only the Facility Superintendent/Director has the authority to reduce sanctions imposed by the Hearing Officer based on programming or facility needs. This reduction in sanction will be documented in a memo which lists the resident's name, charge, original sanctions, reduction in sanction and justification for the reduction. A copy of this memo will be given to the Hearing Officer and all other involved parties with a copy being uploaded into OIS.

10. **PROBATION PERIOD:** In cases where a resident has been found guilty of a Category offense, a Hearing Officer may impose suspension of the sanctions, which will be documented in OIS.

- i. As long as the resident maintains good behavior, he/she shall continue on the probation period until the term of the period expires.

- ii. If the resident is found guilty of any Category offenses while on probation, the original sanction will be imposed.

- iii. When a probation period is granted, it shall be for no more than thirty (30) days.

11. **APPEALS PROCESS:** Residents have the right to appeal decisions of the Hearing Officer.

- a. The initial appeal is made to the Facility Superintendent/Director within fifteen (15) calendar days of the receipt of the decision. The resident may request from any staff member that an Offender Appeal Submission Form be printed from OIS. Resident will complete the form, sign and either place in Grievance Box or return to staff member for forwarding to Facility Superintendent/Director for review. The Facility Superintendent/Director (or designee) will enter this information in the Offender Information System (OIS) and upload the form for the Facility Superintendent/Director to initiate the appeals process.

Chapter	Subject	Policy #	Page
Institutional Operations	Resident Discipline	330.00	13 of 14

- b. The Facility Superintendent/Director will review the resident's appeal statement, any incident reports relating to the charge and any statements from the hearing. Additionally, he or she may speak with the resident and the Hearing Officer and if warranted, the reporting staff member, any witness pertinent to the appeal and listen to the audio tape recording of the hearing.
 - c. The Facility Superintendent/Director must respond to the appeal in OIS within ten (10) calendar days and will ensure that all due process rights were adhered to. The Facility Superintendent/Director will print the Offender Appeal Decision Form and ensure the resident receives a copy.
 - d. If resident has been transferred to another DJS facility prior to any appeal decision being rendered, the Facility Superintendent/Director will notify the receiving Facility Superintendent/Director that an appeal decision is complete in OIS for the resident to receive. The receiving Facility Superintendent/Director or designee will then print the appeal decision to give to the resident, which the resident will sign. This signed report will be uploaded into OIS and immediately returned to the resident.
 - e. Category II appeals cannot be appealed beyond the facility level.
 - f. A resident who is unsatisfied with the appellate decision of the Facility Superintendent/Director may appeal to the Division Director or designee. This applies to Category I decisions only. The resident has up to fifteen (15) calendar days to submit the appeal via the facility Grievance Box or regular US mail. The appeal to the Division Director or designee shall be answered within ten (10) calendar days of receipt of the appeal. The Division Director's decision will be entered into OIS, the Facility Superintendent/Director where the resident is housed will be notified, who will then print the decision and give to the resident.
 - g. Upon consideration of an appeal, the Facility Superintendent/Director or Division Director or designee may:
 - i. Affirm the guilty verdict,
 - ii. Reverse the verdict and order the record deactivated from the resident's permanent file. The resident may not be retried if this order is given,
 - iii. Order the Hearing Officer to conduct a new hearing or correct technical errors found within the incident report or disciplinary hearing report, or
 - iv. Reduce the sanction.
12. **RECORDKEEPING:** All documentation used in the hearing, including corresponding forms, evidence, recordings, appeals, etc., will be uploaded into OIS.

