DEPARTMENT OF CORRECTIONS

Internal Memo

Interim Guidance Memo Number: 303.100.01

Date: 9/16/26

To: All Facility Staff

cc: Deputy Commissioners Connie Jones and Safia Khan; Deputy Assistant Commissioner Crystal Brakke; Assistant Commissioners Paula Graff, Kelly Mitchell, and Jolene Rebertus; Inspector General Mikael Garland; Director Victim Services & Restorative Justice and PREA Elizabeth Richards; and Chief Executive Officer Kathy Halvorson

From: Commissioner Paul Schnell

Interim Guidance: Policy 303.100.01, Grievance Procedures

Effective 9/16/26, DOC is changing provisions in the Grievance Procedures policy listed below, which will be incorporated into the policy document in a future policy revision.

Explanation of the Change:

DOC is updating the facility grievances and grievance appeals regarding restorative justice. Currently, there is no stated facility grievance and grievance appeal for restorative justice.

What Policies Are Being Affected and/or Replaced:

Policy 300.100, "Grievance Procedures," is changed as follows:

- Wardens and associate wardens are not the grievance authority for restorative justice.
- The Restorative Justice Coordinator is the grievance authority for concerns about the restorative justice councils, programs, and services.
- Final decisions on grievance appeals related to restorative justice are made by the Director of Victim Services and Restorative Justice.

300.100 Grievance Procedures Policy Revisions

Procedure F Facility Grievances – tracked changes version

1. Responsibilities
   b) The warden, or an associate warden designated by the warden, is the facility grievance authority for all facility grievances that do not involve health, recovery, education, ~~and~~ programming unit issues~~.~~, and restorative justice. A staff person identified as a grievance authority by this policy may not be assigned to investigate a grievance if they have

responded to the issue through the informal resolution process.

c) The director and associate directors of nursing are the facility grievance authorities for grievances that involve medical, dental, or nursing care issues and the associate directors of behavioral health services are the grievance authorities for any behavioral health care issues. The associate director(s) of case management and programming is the grievance authority for matters concerning case management and other programming overseen by the health, recovery, and programming unit. The director and associate directors of nursing or associate directors of behavioral health must consult with licensed practitioners regarding matters that include medication prescribing, clinical matters, or treatment decisions. The director of secondary education or director of post-secondary education is the grievance authority for matters concerning education, except for secondary-education-related appeals of modification requests (see Section I, Limitations, below). The Restorative Justice Coordinator is the grievance authority for matters concerning restorative justice councils, programs, and services.

Procedure F Facility Grievances – clean version

1. Responsibilities

b) The warden, or an associate warden designated by the warden, is the facility grievance authority for all facility grievances that do not involve health, recovery, education, programming unit issues, and restorative justice. A staff person identified as a grievance authority by this policy may not be assigned to investigate a grievance if they have responded to the issue through the informal resolution process.

c) The director and associate directors of nursing are the facility grievance authorities for grievances that involve medical, dental, or nursing care issues and the associate directors of behavioral health services are the grievance authorities for any behavioral health care issues. The associate director(s) of case management and programming is the grievance authority for matters concerning case management and other programming overseen by the health, recovery, and programming unit. The director and associate directors of nursing or associate directors of behavioral health must consult with licensed practitioners regarding matters that include medication prescribing, clinical matters, or treatment decisions. The director of secondary education or director of post-secondary education is the grievance authority for matters concerning education, except for secondary-education-related appeals of modification requests (see Section I, Limitations, below). The Restorative Justice Coordinator is the grievance authority for matters concerning restorative justice councils, programs, and services.

Procedure H Grievance Appeals – tracked changes version

1. Responsibilities and General Requirements

e) The director of victim services and restorative justice is the grievance appeal authority who is responsible for final decisions on grievance appeals that involve restorative justice.

Procedure H Grievance Appeals – clean version

1. Responsibilities and General Requirements

e) The director of victim services and restorative justice is the grievance appeal authority who is responsible for final decisions on grievance appeals that involve restorative justice.

300.100D Chain of Command for Incarcerated People

Tracked changes:

ADMINISTRATIVE SEGREGATION 1. 2. 3. **ALCOHOL/OTHER DRUGS TRMT.** 1. 2. 3. **AMERICANS WITH DISABILITIES** 1. 2. 3. **CANTEEN/VENDING MACHINES** 1. 2. 3. **CASEMANAGEMENT SERVICES** 1. 2. 3. **CLAIMS – SEE PROPERTY CLAIMS** **DUE PROCESS (DISCIPLINE)** 1. 2. 3. **EDUCATION** 1. 2. 3. **FOOD SERVICES** 1. 2. 3. **GATE FEE REQUESTS** 1. 2. 3. **HEALTH SERVICES** 1. 2. 3. **HOBBYCRAFT COMMITTEE** 1. 2. 3. **IDENTIFICATION (ID) CARDS** 1. 2. 3. **INDUSTRY** 1. 2. 3.	**LIBRARY** 1. 2. 3. **LIVING UNITS** 1. 2. 3. **MAIL** 1. 2. 3. **OFFENDER ACCOUNTS** 1. 2. 3. **OFFENDER COMPENSATION** 1. 2. 3. **PROPERTY** 1. 2. 3. **PROPERTY CLAIMS (<u>$8 voucher MUST accompany claim form</u>** 1. 2. 3. **PSYCHOLOGICAL SERVICES** 1. 2. 3. **RECEIVING & ORIENTATION** 1. 2. 3. **RECREATION/BARBER SHOP** 1. 2. 3. **RELIGIOUS PROGRAMMING** 1. 2. 3. **RESTORATIVE JUSTICE** 1. <u>2.</u> **ROOM ASSIGNMENTS** 1. 2. 3. **SAFETY** 1. 2.	**VISITING/PHOTOS** 1. 2. 3.

J-PAY 1. 2. 3. **JOB/PROGRAM ASSIGNMENTS** 1. 2. 3.	3. **SECURITY** 1. 2. 3. **TRANSITIONS** 1. 2. 3.	

Clean Version:

ADMINISTRATIVE SEGREGATION 1. 2. 3. **ALCOHOL/OTHER DRUGS TRMT.** 3. 4. 3. **AMERICANS WITH DISABILITIES** 4. 5. 6. **CANTEEN/VENDING MACHINES** 4. 5. 6. **CASEMANAGEMENT SERVICES** 3. 4. 3. **CLAIMS – SEE PROPERTY CLAIMS** **DUE PROCESS (DISCIPLINE)** 1. 2. 3. **EDUCATION** 1. 2. 3. **FOOD SERVICES** 1. 2. 3. **GATE FEE REQUESTS** 4. 5. 6. **HEALTH SERVICES** 1. 2. 3. **HOBBYCRAFT COMMITTEE** 4. 5. 6. **IDENTIFICATION (ID) CARDS**	**LIBRARY** 4. 5. 6. **LIVING UNITS** 1. 2. 3. **MAIL** 1. 2. 3. **OFFENDER ACCOUNTS** 1. 2. 3. **OFFENDER COMPENSATION** 1. 2. 3. **PROPERTY** 1. 2. 3. **PROPERTY CLAIMS (<u>$8 voucher MUST accompany claim form</u>** 2. 2. 3. **PSYCHOLOGICAL SERVICES** 3. 4. 3. **RECEIVING & ORIENTATION** 1. 2. 3. **RECREATION/BARBER SHOP** 1. 2. 3. **RELIGIOUS PROGRAMMING** 1. 2. 3. **RESTORATIVE JUSTICE** 1. 2.	**VISITING/PHOTOS** 1. 2. 3.

1. 2. 3. **INDUSTRY** 1. 2. 3. **J-PAY** 4. 5. 6. **JOB/PROGRAM ASSIGNMENTS** 4. 5. 6.	**ROOM ASSIGNMENTS** 1. 2. 3. **SAFETY** 1. 2. 3. **SECURITY** 4. 5. 6. **TRANSITIONS** 1. 2. 3.	

Resources/What to Expect:

With the establishment of the restorative justice policy within the DOC, facility grievance and grievance appeal procedures were updated to include the restorative justice grievance process. Individuals with a grievance related to restorative justice should first submit the grievance to the Restorative Justice Coordinator, Sarah King, within the VSRJ unit at Central Office. If they disagree with the grievance decision, they may appeal it by submitting the appeal to the designated restorative justice contact responsible for reviewing grievance appeals.

The DOC remains committed to improving procedures and ensuring that all individuals have equitable access to program opportunities. We appreciate your patience and understanding during this transitional period, and we will continue to share any additional updates.

Should you have any questions related to Policy 303.100, please get in touch with the Grievance Procedures chair, Director Victim Services & Restorative Justice and PREA, Elizabeth Richards. Thank you for your work to ensure consistency in practice while revisions to this policy are being made.

Attachments:

Chain of Command template (303.100D)