Kent County Sheriff's Office

www.kentcountymi.gov



PROFESSIONAL VISITOR HANDBOOK

10/09/2026

Address:

703 Ball Avenue NE
Grand Rapids, Mi 49503

CONTACT INFORMATION

Kent County Correctional Facility (KCCF)
703 Ball Avenue NE
Grand Rapids, Michigan 49503
Administration: 616-632-6400
Inmate Information: 616-632-6300

Kent County Sheriff's Office (Main)
701 Ball Avenue NE
Grand Rapids, Michigan 49503
Information Line: 616-632-6100

Hours: 8:00 AM-4:30 PM, Monday through Friday.
Offices are closed on all Federal Holidays

Our Mission

Guardians of the Community:
Building relationships, earning trust, and serving every person with fairness and dignity

Our Values

Integrity Excellence
Accountability Compassion

Our Vision

A safer community.
A trusted Sheriff's Office.

KCCF PROCEDURAL DEFINITIONS

LOCKDOWN PERIODS

The jail is on lockdown daily from 11:00 a.m. to 1:00 p.m. and from 5:00 p.m. to 7:00 p.m. During these periods, inmate movement is prohibited. All visits must conclude prior to the start of lockdown.

A-BUILDING

This is the main lobby located at the front of the jail, where professional visitors check in with an officer or cadet upon arrival. The lobby also provides access to the processing office for bond payments and inmate releases.

All individuals entering the Kent County Correctional Facility must comply with established guidelines designed to maintain the safety and security of the facility, its staff, visitors, and inmates. These guidelines support the orderly operation of the institution while providing clear expectations and safe procedures for all participants.

SPECIAL NOTE

Visitation schedules are posted and followed; however, unforeseen lockdowns or other operational circumstances may delay or cancel visits.

All weapons must be secured in the gun boxes located behind the A Building Information Desk. A gun box key will be issued upon surrender of the professional visitor's identification.

Professional visitors must successfully pass through the metal detector before entering the facility.

All non-essential personal items are prohibited within the facility's secure perimeter. Such items must be left in the visitor's vehicle or secured in a designated locker in A Building.

Non-essential items include, but are not limited to, car keys, toiletries, purses, oversized bags, weapons, and similar personal belongings.

Any business tote, briefcase, or similar carrying case is subject to inspection for contraband before entering the facility's secure area.

Lockers are available for the secure storage of personal belongings. Locker use requires a $0.25 fee (quarters only), and the facility does not provide change. The quarter will be returned upon the locker key's return.

Any concerns regarding an inmate's mental or emotional stability, including suicidal statements, signs of depression, or other mental health concerns, must be promptly reported to Correctional Staff.

- Jail Mental Health Services Hotline: 616-632-6222
- Inmate Information Line: 616-632-6300

CODE OF CONDUCT FOR VISITORS

While a degree of confidentiality is recognized, professional visitors are required to immediately report any information or indication of escape plans, threats of violence, suicidal intent, or any other concern that may compromise the safety, security, or orderly operation of the facility.

Visitors must comply with all rules posted in the visitation area. Failure to do so may result in immediate removal from the facility and/or suspension of visiting privileges.

Cell phones, cameras, recording devices, smart glasses, Meta devices, and any technology capable of audio, video, image capture, livestreaming, or AI-assisted recording are prohibited in the personal visitation area.

Bringing contraband into the facility is strictly prohibited. Contraband includes any item not issued to an inmate or not explicitly approved by Jail Administration. This may include, but is not limited to, pens, pencils, paper, paperclips, stapled documents, envelopes, postage stamps, food items, toiletries, books, photographs, mail, and any other unauthorized materials. Under Public Act 7 of 1981, it is a felony for any person to provide, or for an inmate to possess, weapons, alcohol, or controlled substances within a correctional facility, punishable by up to five (5) years' imprisonment and/or a fine of up to $1,000.

Visitation will be denied to any visitor who appears to be under the influence of drugs, alcohol, or any other intoxicating substance.

Visitors are required to maintain appropriate attire while in the facility. Clothing that is revealing or disruptive, including high-cut shorts, halter tops, low-cut dresses or blouses, tank tops, or dresses with slits above the knee, is prohibited. Shirts and footwear must be worn at all times.

Visitors are required to remain seated for the duration of the visit unless otherwise directed by facility staff.

The possession or use of gum, food, beverages, matches, lighters, tobacco products, vaping devices, or related materials is prohibited within the Correctional Facility.

Visitors shall not accept gifts or favors from inmates, provide any favors in return, send letters, relay messages, or make purchases on their behalf. The facility adequately provides all inmates' basic needs.

Visitors must not interfere with facility operations or become involved in any inmate disciplinary proceedings.

Physical contact is limited to a handshake only. Any additional physical contact is prohibited.

CODE OF CONDUCT FOR VISITORS- CONTINUED

This facility maintains a strict no-hostage policy. Inmates are not permitted to use or exchange hostages to negotiate demands, including but not limited to drugs, weapons, transportation, or release from confinement. In the event of a hostage situation, the safety and well-being of any hostage is the highest priority while emergency response procedures and negotiations are carried out.

A supervisor may deny or terminate any visit if there are reasonable grounds to believe the visit could compromise the facility's safety, security, or orderly operation.

Professional visiting privileges may not be used to visit relatives. Such visits must be conducted and recorded as standard personal visits in accordance with facility policy. Exception: Attorneys of record for an inmate may conduct visits in a professional capacity.

Do not leave children unattended in the visitation or processing lobby at any time.

PROFESSIONAL VISITATION OVERVIEW

Obtaining Prior Approval for Professional Visitation:

Professional visitation requires prior approval from Jail Administration. Individuals without approved identification or prior authorization may not visit.

To obtain authorization for professional visitation, contact the Jail Administrative Assistant at 616-632-6401 to request the required paperwork. Complete and submit the applicable professional handbook and all required forms for processing.

- Receive and read the Professional Visitor Handbook
- Complete the Professional Visitor Sign-Off Form
- Complete the Professional Visitation Clearance Form
- Complete PREA Training and the related PREA Training Form.

You only need to complete the handbook and related form sign-off once every five years. Visitation will automatically expire on the designated date, and you must complete the sign-off forms again then.

Representatives from the agencies listed below must present valid photo identification and a letter of introduction from their agency. If the agency issues official identification cards, those may be accepted in place of a letter of introduction.

·Professional Visitors include Juvenile Detention Staff; Child Protective Services Staff; Bethany, D.A. Blodgett; Catholic Social Service; and Kent County DHS workers, including social workers and Foster Care Agencies; Mitigation and Investigation specialists acting on behalf of an attorney; Clergy; Medical or Mental Health Professionals.

PROFESSIONAL VISITATION OVERVIEW- CONTINUED

Interns affiliated with approved agencies must complete the same authorization and approval process as professional visitors before visiting. Interns are not permitted to conduct visits independently and must be accompanied at all times by an authorized representative of the agency with which they are interning.

Visitors must create an online profile at smartinmate.com to access remote or on-site video visitation and must complete the required approval process through Jail Administration. Once both steps are complete, visitors can schedule video visits independently.

The online profile requires visitors to upload a photo of their driver's license and, if applicable, their employee identification. If visitors do not provide the required documentation, the online system will automatically reject the visitation request.

- Inquiries regarding account approval may be directed to smartteam@kentcountymi.gov.

<u>Professional Visitors That Do Not Require Prior Authorization:</u>
The following approved forms of identification do not require prior approval; however, visitors must present the listed credential along with a valid government-issued photo ID bearing the same name.

- KCSO-issued cards.
- Probation/Parole ID
- Attorney Bar card
- Police Agency ID
- Court personnel ID

<u>Visitation Information</u>:
Professional Visitation Locations/Types:

- C1: Direct contact visitation.
- C1M: Indirect contact visitation with a pass-through slot for paperwork.
- Video Visitation
  - No charge is incurred for any professional visitors.
  - Can be conducted remotely or on-site in A Building.

<u>Visitation Locations by Visitor Type:</u>
Juvenile Detention Staff.

- Visiting: Seven days a week, in C1 or C1M, except during lockdown periods.

Child Protective Services Staff, Bethany, D.A. Blodgett, Catholic Social Service, and Kent County DHS worker, including social workers and Foster Care Agencies.

- Visiting: Seven days a week, except during lockdown periods, using a video visitation booth or in C1M if a signature is needed.

PROFESSIONAL VISITATION OVERVIEW- CONTINUED

Mitigation and Investigation specialists acting on behalf of an attorney.

- Visiting: Seven days a week, in C1, except during lockdown periods.

Clergy:

- Visiting: Seven days a week, using a video visitation booth or in C1M, except during lockdown periods.
- Visitation in C1 will be evaluated on a case-by-case basis and must receive prior authorization by the Jail Administration.

Any Medical or Mental Health professional seeking professional visitation clearance should coordinate directly with the Jail Administration in advance.

- Visiting: Seven days a week, in C1, except during lockdown periods.

Video visitation sessions are subject to recording, except for visits conducted by the following authorized groups:

- Law Enforcement.
- Attorney.
- Mitigation and Investigative Specialist.
- Child Protective Services Staff.
- Adult Protective Services Staff.
- Juvenile Detention Staff.
- Any Medical or Mental Health Professional.
- Probation and Parole Staff.
- Clergy.

Professional Visitation time frames:

- Attorney video visitation can be scheduled for the same day. The visits can last up to 60 minutes.
- All other professional video visitations must be scheduled 24 hours in advance. The visits are for 30 minutes.

Professional visitors may conduct visits at any time during regular operating hours, except during designated meal lockdown periods.

- Operating hours for the on-site visitation areas are between 8:00 AM and 7:00 PM, Monday through Sunday. Sergeants will evaluate circumstances and determine whether to approve any exceptions.
- Offsite Video Visitation will be from 8:00 AM to 10:00 PM, seven days a week, excluding lockdown periods.

Professional visits do not count toward an inmate's allotted weekly personal visitation time.

PROCEDURES FOR PROFESSIONAL VISITATION

A-Building staff must verify that each professional visitor has received prior approval before scheduling any visit. Visitors must also present valid government-issued photo identification upon arrival.

Once staff verifies that the visitor is an approved professional visitor, the individual will sign in and receive a visitor badge. Visitors must wear the badge above the waist and keep it clearly visible at all times while in the facility.

Professional visitors must complete a visitation pass for each inmate they wish to visit. Submit passes to staff for system entry and visit scheduling. Visitors may see multiple inmates but must complete a separate pass for each and present only one pass at a time upon arrival to the visiting area.

Professional visitors may bring electronic devices only when they are essential to the purpose of the visit. Permitted items may include, but are not limited to, laptops and cellular phones, as authorized by facility staff.

- These devices are strictly prohibited from being used to record, photograph, live stream, transmit, or otherwise capture or distribute audio, video, or images within the secure perimeter of the facility.
- Phone calls and video conferencing/visitation must not be conducted in the presence of any inmate.
- Inmates are strictly prohibited from accessing, handling, or using any such devices at any time.
- Visitors found in violation of any of the above conditions will be immediately reported to a supervisor, and visitation may be subject to immediate termination and/or suspension of visiting privileges.

Visitors must document on the visitation pass each time they enter the Correctional Facility any electronic devices being brought into the facility.

For additional information regarding visitation guidelines, please refer to the “Code of Conduct for Visitors” section above.

PERSONAL VISITATION INFORMATION

Visits may be scheduled beginning at 12:00 a.m. on the day prior to the requested visitation date.

A Visitor may schedule by:

- Scheduling online using the Smart Communications website (www.smartinmate.com)
- For visitors who do not have access to a computer or have an e-mail address, a kiosk is available in the visiting lobby.
- To visit an inmate, a person must be at least 18 years old and provide a picture of government-issued identification.

Children under 18 must visit with an adult.

A maximum of two visitors are permitted per visit. The visitor limit includes infants and children.

Visitors must check in at least 20 minutes prior to their scheduled visit time.

All general population adult and juvenile inmates are entitled to one free weekly onsite video visit, available seven days a week.

- Inmates in designated special programs are eligible for additional visits.

·Visitation may be restricted for inmates placed on medical isolation, elevated suicide watch, or cell restriction, as well as for any other inmates as determined necessary by Jail Administration for safety and security reasons.

<u>Onsite Visitation at KCCF</u>:

- Visitation hours are between 8:00 AM to 5:00 PM, excluding lockdown periods, Monday through Sunday.
  - Lockdown periods are from 11:00 AM to 1:00 PM and from 5:00 PM to 7:00 PM.
- The first video visits each week that occur on-site will be free.
- Visitation for trusties will be during regular visitation hours, seven days a week.
  - Working trusties will receive three free on-site video visits per week outside their scheduled working hours.
- Additional visits can be purchased and scheduled each week.

<u>Offsite Video Visitation</u>

- From 8:00 AM to 10:00 PM, seven days a week, excluding lockdown periods.
- The public can purchase and conduct unlimited video visits each week. Each visit costs $0.14 per minute and may last up to 30 minutes.

Special/additional visitation may be permitted on a case-by-case basis by a supervisor. These visits are typically granted for unique or extenuating circumstances, such as significant family events or other situations deemed appropriate.

RESTRICTIVE HOUSING UNIT VISITATION

Inmates housed in disciplinary or administrative restrictive units, excluding those on cell restriction, are permitted one free personal on-site visit per week. Visitation is available Friday through Sunday between 8:00 a.m. and 9:00 a.m.

Inmates on cell restriction are not permitted personal visits for the first 15 days of the restriction. If an inmate remains in consecutive disciplinary restrictions, they may be eligible for a personal visit every 16 days upon request.

Professional visits will be permitted in accordance with the previously outlined visitation schedules and guidelines.

HOSPITALIZED INMATE VISITATION

Inmates admitted to the hospital may not receive visitors without prior approval from Jail Administration.

Attorney and/or emergency visitation related to serious medical conditions must be approved by Jail Administration and is subject to applicable hospital visitation policies and procedures.

Deputies assigned to provide security will be notified in advance of the visit. Upon arrival at the inmate's hospital room, the visitor must present valid government-issued photo identification to the deputy for verification. The deputy may inspect any items the visitor brings before allowing entry into the room.

INMATES REQUIRING APPROVED VISITATION

When determined by the Jail Administration, an approved visitor list will be established for designated inmates:

- Juveniles
- Inmates with a Legal Guardian
- Developmentally Disabled and without a Legal Guardian

The Jail Administrative Assistant will create a system event that restricts personal visits for these inmates until the Jail Administration establishes an approved visitor list. The approved list will remain in effect for the duration of the inmate's stay unless Jail Administration modifies it or the court orders otherwise.

The Jail Administrative Assistant will mail the approved visitor form to the inmate's parent or legal guardian. If the inmate is developmentally disabled and has no legal guardian, the inmate will complete the visitor form. Once the Jail Administrative Assistant receives the completed form, they will enter the information into the visitation system.

INCOMING PERSONAL MAIL

All incoming personal mail, including all paper correspondence such as letters, cards, and photos, must be mailed to:

Smart Communications/Kent County
First and Last Name and Booking Number
PO Box 9216
Seminole, Florida 33775-9195

Incoming personal mail will not be accepted at the correctional facility and will be returned to the sender.

- At the Smart Communications mail processing facility, all mail is inspected for contraband and then converted to electronic form for delivery through provided tablets and kiosks.
- All mail is inspected for contraband, drugs, and biohazards before being scanned. The mail processing facility will reject mail containing these items, which will not be scanned.
- Incoming mail will be scanned and accessible on the tablets/kiosks up to forty-eight hours after receipt at the mail facility, excluding weekends, holidays, or emergencies.
- To access mail, you must establish a personal identification number (PIN) to set up an account through the tablet or kiosk.
- A copy of the envelope and all contents will be scanned. Objectionable portions of incoming or outgoing mail will not be blacked out, removed, or otherwise altered. Such correspondence will be delivered electronically unaltered, or it will be completely rejected.
- All digital correspondence is subject to review. If any mail is rejected, you will receive an electronic notice explaining why it was rejected.
- Any mail received for someone not in custody or housed at another facility will be returned to the sender.
- Electronic mail/correspondence will not be withheld for disciplinary reasons.

<u>Items Not Permitted/Accepted at Mail Processing Center:</u>

- Any packages containing books or magazines.
- Pictures containing any type of drugs, firearms, gang signs, pornographic material, or sexually explicit material.
- Inmate-to-inmate mail is prohibited. Any mail generated from an outside facility will be denied.
- Items other than those listed above may be denied based on the potential threat that they may pose to the safety and security of this facility.

OUTGOING INMATE MAIL

Inmates can purchase envelopes, paper, and postage stamps through commissary. According to the indigent kit schedule, indigent inmates receive paper, stamped envelopes, and a writing utensil.

All outgoing inmate mail must have a complete return address, including the inmate's first and last name and the Facility address.

Mail without the required return address will be left with the inmate until the inmate's name and Facility address are included.

All outgoing mail from the facility will be stamped "Originates from the Kent County Correctional Facility" on the envelope.

Mail sent from one inmate to another within the Kent County Correctional Facility is strictly prohibited. It will be considered contraband and not forwarded to the inmate.

INMATE TELEPHONE PRIVILEGES

Telephone access is provided to the inmates between 8:00 a.m. and 10:00 p.m. Calls may be monitored and/or recorded at any time.

- All calls are outgoing only and billed at $0.09 per minute through Smart Communications. The calls can be paid for through a prepaid account or through the inmate's debit account.
- Accounts can be set up through www.smartinmate.com or by calling customer support at 727-349-1561.
- If you do not wish to be charged, do not accept the call.
- Telephones are in every facility housing unit and the booking area.
- Inmates are allowed access to the phones during their dayroom periods.
- The facility does not accept incoming calls or messages.
- If you are receiving unwanted phone calls from inmates at this facility, you may request to have your number blocked to prevent future calls. To do so, call (616) 632-6400 and select option 2 to speak with a supervisor, or contact Smart Communications directly for call-blocking assistance.

INMATE TABLETS

All messages and pictures are subject to monitoring and review.

- Tablet access is available between 8:00 AM and 10:00 PM.
- Incoming and outgoing costs are $0.50 per message (30,000-character limit per message) and $1.00 per picture. While tablets can display pictures, they cannot take or send photos.
- Some content is free, but non-free content is accessible to the inmate at $0.05 per minute.
- Each Saturday, the inmate will receive two free message credits (one incoming, one outgoing). They must be used before midnight on Saturday, or they will be canceled and do not carry over each week.
- Money can be transferred from their phone account to the tablet but cannot be transferred from the tablet to the phone.
- If you have any questions about billing or accounts, you can direct them to Smart Communications at www.smartinmate.com or customer care at 727-349-1561.

RELIGIOUS SERVICES/CHAPLAINS PROGRAM

Professional pastoral visitation is limited to approved clergy (e.g., pastors, rabbis, priests, imams, and other ordained or credentialed religious leaders). Compensated clergy staff must be approved through the proper process before visitation.

If you wish to visit an inmate in your congregation, contact the Religious Coordinator to complete the required paperwork and background check. You can reach the Religious Coordinator at (616) 632-6377.

FACILITY EMERGENCIES

At times, you may be required to respond promptly to instructions from staff. Follow these directions immediately and without hesitation, as they are issued for your safety and the safety of others. In an emergency, stay clear of staff response areas and do not engage staff or interfere with their duties.

- Fire Alarm- If you hear the fire alarm, stay where you are. Correctional staff will check your area and direct you on how to proceed.
- Building Lockdown- In the event of a serious incident, no one will be allowed to leave the building until the situation is stabilized and investigated. Correctional staff will instruct you on how to proceed if this happens.
- Hostage Situation—In any correctional setting, there is the possibility, however small, of being held hostage. If you are taken hostage, try to remain calm, do not argue with or challenge your captors, and do not try to negotiate. If there is a hostage situation, corrections staff will take steps to resolve the situation.

PRISON RAPE ELIMINATION ACT (PREA)

KCCF has a zero-tolerance policy toward all forms of sexual abuse and sexual harassment in our facilities, under the Prison Rape Elimination Act (PREA) 2003. We will enforce all federal, state, and local laws pertaining to the sexual assault, abuse, and harassment of inmates. All reports will be fully investigated, which includes both allegations of sexual abuse or sexual harassment, by KCCF and the Kent County Sheriff's Office Detective Bureau.

Under PREA, we have established uniform methods for prompt reporting and investigation of allegations of sex-related offenses or threats, identification of predators, protection of victims, and prescribing sanctions for substantiated sexual offenses, as well as false allegations. This standard is directed to all sexual acts relating to inmate-to-inmate and staff-to-inmate.

If you suspect that an inmate is the victim of sexual assault/harassment, it can be reported in one of the following ways:

- Contact the KCCF Administration Office during regular business hours at 616) 632-6401, and you will be directed to someone who can take the information.
- Inmate Information and request to speak with a Shift Supervisor to make a report at (616) 632-6301 (available 24 hours/day).
- Call Silent Observer at (616) 774-2345 or toll-free at (866) 774-2345 with the option to remain anonymous.

PREA TRAINING

All Professional Visitors must complete PREA Training and a PREA Training Form.

The PREA training can be located using the following link:
https://www.kentcountymi.gov/DocumentCenter/View/2537/PREA-Presentation-PDF

The training form can be located using the following link:
https://www.kentcountymi.gov/DocumentCenter/View/2536/PREA-Training-Form-PDF

FREQUENTLY ASKED QUESTIONS

How to Send Money to an Inmate

- There is a maximum daily deposit limit of $1,500 per transaction. Per-transaction limit: $500; maximum 3 transactions per day.
  - In person: funds can be deposited via electronic kiosks located in the visitors' and processing lobbies.
  - Cashiers' checks or money orders can be brought directly to the facility. Personal checks cannot be accepted.
  - By phone: (866) 232-1899
  - Electronic Deposit: www.gtlfsonlinepay.com, create a user profile and select Secure Deposits

STATE AND FEDERAL REGULATIONS REQUIRE A VERIFIED ACCOUNT TO MAKE TRANSACTIONS AT ANY KIOSK.

Commissary Access for Inmates

- Upon intake, inmates are issued commissary admission kits. Inmates may purchase approved food and sundry items for personal use.
  - Inmates can purchase up to $150 of commissary items per week.
  - Inmates in disciplinary segregation are limited to hygiene items, paper, envelopes, stamps, and writing utensils.
  - Pre-arraigned inmates or those in pre-arraigned housing are not eligible to order commissary until assigned to a regular housing unit.
  - Commissary is made available to each housing unit at least once per week.

Ordering Commissary Care Packages for an Inmate

- Care Packages may be purchased for inmates that contain approved essential items. If an inmate has an outstanding balance with the facility, only the Stay Fresh Premium and Freshen Up packages will be available for purchase.
  - Online: www.accesscatalog.com
  - Order by Phone: 1-877-615-3296

Haircuts

Haircuts are provided on an ongoing basis within the Correctional Facility. Services are free and performed by an inmate trusty on a rotating schedule.

Personal Property Release

Inmates may release personal property, excluding money, from the facility. To do so, the inmate must complete a property release form designating the authorized individual to receive the items.

FREQUENTLY ASKED QUESTIONS –CONTINUED

Personal Items Belonging to Inmates Transferred to Prison

Inmates transferring to prison must complete a prison property release form designating an authorized individual to retrieve their clothing and personal belongings from the Correctional Facility. The facility will hold property for up to 45 days for pickup. Any items not claimed within this timeframe may be destroyed.

Personal Clothing for Upcoming Trial

- Clothing exchanges will only be completed for inmates scheduled for jury selection or trial or currently engaged in trial proceedings. Any exceptions must be approved by a supervisor.
- Inmates are responsible for requesting and completing a clothing exchange form prior to the exchange. Inmates actively involved in a trial are permitted one clothing exchange per week.
- The designated individual completing the exchange may do so no more than two days prior to the inmate's scheduled trial date.

Funeral Attendance for a Family Member

- Sentenced inmates may be allowed to attend the funerals of immediate family members (Grandparents, Parents, Spouses, Children, Siblings) if they are sentenced to the facility on all charges.
    - KCCF must have 48 hours' notice of the date and time of the scheduled funeral; the funeral service must be within the County of Kent.
    - Funeral leave will be for a maximum of 5 hours.

- Unsentenced inmates may be allowed to attend a private viewing of the body of a deceased immediate family member, but will not be permitted to attend the funeral or have any contact with other family members or friends at the funeral home.
    - KCCF must have at least 48 hours' notice of the death before the scheduled funeral service, and the funeral home must be located within Kent County.

- To determine eligibility and make necessary arrangements, the Sergeant's Office must be contacted at (616) 632-6408.

KENT COUNTY CORRECTIONAL FACILITY

703 BallAve.NE GrandRapids,MI.49503
(616)632-6300 Fax: (616) 632-6412

Bryan Muir
SHERIFF

Jason Kelley
UNDERSHERIFF

Professional Visitor Sign-Off Form

I acknowledge that I have received, read, and understand the Professional Visitors Handbook.
Name:

_____ (please print)

By signing below, I acknowledge that I have received and read everything contained in the handbook listed above. I further acknowledge that I understand and agree to follow all the guidelines, expectations, and rules as addressed and outlined in this handbook.
Signature:

_____**Date:**_____

- **Please sign and return this form to**
  - **a.Staff working the visitor's station**
  - **b.Fax: Attn: Administrative Assistant 616-632-6412**

- **This form expires in 5 years from the date above. It is the responsibility of the visitor to renew all required forms before the expiration date.**