

**COMMONWEALTH OF VIRGINIA  
STATE BOARD OF LOCAL AND REGIONAL JAILS  
POLICY & REGULATIONS COMMITTEE**

**MINUTES**

REGULAR MEETING

March 18, 2026; 11:30 AM

LOCATION

6900 Atmore Drive, Richmond, Virginia

PRESIDING

Tiffany Jenkins, Chair

BOARD MEMBERS PRESENT

Captain Charles Carey  
Michael Carrera  
David Hackworth  
John McLaughlin, Jr.  
Ryan Moore  
Dr. Sarah Scarbrough  
Roland Sherrod, Jr.  
Chief Joseph Tucker  
Jessica Vermont

BOARD MEMBERS ABSENT

Dr. Anita Maybach

BOARD STAFF PRESENT

Tawana Ferguson, Regulatory Compliance Supervisor  
Brian Flaherty, Executive Director  
Mary-Huffard Kegley, Policy Analyst  
Alison Lautz, Jail Death Investigator  
Gerald Olson, Architect  
John Rock, Jail Death Investigator  
Andrew Parker, Office of the Attorney General  
Demetrice Tyler-Holliday, Executive Secretary

OTHERS PRESENT

Colonel Richard Alsbrook, Southwest Virginia Regional Jail  
Lieutenant Doug Altizer, Alleghany County Sheriff's Office (ACSO)  
Colonel Jeff Dillman, Riverside Regional Jail  
Elena Diskin, Virginia Department of Health (VDH)  
Captain Amanda Fischer, ACSO  
Christy Gray, VDH

Rosemary Hicks, Department of Corrections (DOC)  
Major Ray Keen, ACSO  
Colonel R. Michelle Lewis, Northern Neck Regional Jail  
Eleazar Luna, Northern Neck Regional Jail  
Sheriff Kyle Moore, ACSO  
Rojenna Morgan, Head Nurse, ACSO  
Jim Parks, DOC  
Colonel Chris Smith, Western Tidewater Regional Jail

### **CALL TO ORDER**

Mrs. Jenkins, Chair, called the meeting to order, welcomed attendees, and confirmed quorum present.

### **PUBLIC COMMENT**

None

**Motion** by Mrs. Vermont to approve minutes of the January 7, 2026, Committee meeting, second by Mr. Carrera. Unanimous approval.

### **CERTIFICATION, INSPECTIONS and AUDIT REPORTS**

Tawana Ferguson, Regulatory Compliance Supervisor, presented the Certification, Inspections and Audit Report to the Committee.

Motion by Mrs. Vermont, second by Mr. Carrera:

- a. **Motion**: As a result of 100% compliance with Board standards, I MOVE the following facilities be recommended to the Board for unconditional certification:
  - i. Northern Neck Regional Jail
  - ii. Page County Jail
  - iii. Western Tidewater Regional Jail

Unanimous approval.

Motion by Mrs. Vermont, second by Mr. Carrera:

- b. **Motion**: As a result of 100% compliance with Board standards, I MOVE the following facilities be recommended to the Board for suspension of the 2026 annual inspections:
  - i. Northern Neck Regional Jail
  - ii. Page County Jail
  - iii. Western Tidewater Regional Jail

Unanimous approval.

- c. **Motion:** As a result of 100% compliance with Board standards and in accordance with §16.1-249(G) of the Code of Virginia, I MOVE the following facility be recommended to the Board for certification to hold male and female juveniles:
  - i. Northern Neck Regional Jail

**REGULATORY REVIEW**

6VAC15-40-10 Definition Health Care Services  
6VAC15-40- Medical Associated Fees  
6VAC15-40- Pregnancy and Postpartum  
6VAC15-40-550-700 Food Service, Correspondence, Visitation  
6VAC15-40-710-800 Jail Operations

**Motion** to adjourn by Mr. Hackworth, second by Mrs. Vermont. Unanimous approval.

DRAFT

**COMMONWEALTH OF VIRGINIA  
STATE BOARD OF LOCAL AND REGIONAL JAILS  
POLICY & REGULATIONS COMMITTEE  
AGENDA**

**March 18, 2026; 11:30 AM-1:00 PM**  
**6900 Atmore Drive, 3rd Floor Main Board Room**  
**Richmond, VA 23225**

1. Call to Order
  - a. I now call to order the Policy & Regulations Committee of the State Board of Local and Regional Jails.
2. Determination of Quorum
3. Approval of January 7, 2026, Committee Meeting Minutes
  - a. **Motion:** I **MOVE** approval of January 7, 2026, Committee meeting minutes.
4. Public Comment (limited to 5 minutes per person)
5. Certification, Inspections and Audit Report  
Tawana Ferguson, Regulatory Compliance Supervisor
  - a. **Motion:** As a result of 100% compliance with Board standards, I **MOVE** the following facilities be recommended to the Board for unconditional certification:
    - i. Northern Neck Regional Jail
    - ii. Page County Jail
    - iii. Western Tidewater Regional Jail
  - b. **Motion:** As a result of 100% compliance with Board standards, I **MOVE** the following facilities be recommended to the Board for suspension of the 2025 annual inspections:
    - i. Northern Neck Regional Jail
    - ii. Page County Jail
    - iii. Western Tidewater Regional Jail
  - c. **Motion:** As a result of 100% compliance with Board standards and in accordance with §16.1-249(G) of the Code of Virginia, I **MOVE** the following facility be recommended to the Board for certification to hold male and female juveniles for the following facility:

i. Northern Neck Regional Jail

6. Regulatory Review:

- a. 6VAC15-40-10 Definition Health Care Services
- b. 6VAC15-40- Medical Associated Fees
- c. 6VAC15-40- Pregnancy and Postpartum
- d. 6VAC15-40-550-700 Food Service, Correspondence, Visitation
- e. 6VAC15-40-710-800 Jail Operations

7. Additional Items for Discussion

8. Adjournment

- a. **Motion**: I **MOVE** the Policy & Regulations Committee of the State Board of Local and Regional Jails stand adjourned.



# COMMONWEALTH of VIRGINIA

DAVID A. HACKWORTH  
CHAIR

State Board of Local & Regional Jails

P.O. BOX 26963  
RICHMOND, VIRGINIA 23261  
(804) 674-3000

## Certification Report of the State Board of Local and Regional Jails March 18, 2026

### Jail and Lock-up Compliance Audits

#### Compliant Facilities - 3

**Northern Neck Regional Jail** was audited January 12-15, 2026. The facility was found compliant with all 43 *Life, Health and Safety* standards and 82 out of 85 (3 N/A's) other applicable standards. The facility certified to house juveniles and the superintendent is requesting recertification to house male and female juveniles in accordance with §16.1-249(G) – *Code of Virginia*. There were no deficiencies cited during this audit cycle.

#### Non-applicable Standards

- *6VAC15-40-190, Conditions for Inmate Participation in Educational or Release or Rehabilitation Release Program*
- *6VAC15-40-831, Fee for Inmate Keep*
- *6VAC15-40-1111, Self-Contained Breathing Apparatus*

#### **RECOMMENDATION: Unconditional certification.**

**Western Tidewater Regional Jail** was audited February 17-20, 2026. The facility was found compliant with 41 out of 43 (2 N/A's) applicable *Life, Health and Safety* standards and 80 out of 85 (5 N/A's) other applicable standards. The facility is not certified to house juveniles and the superintendent is not requesting certification. There were no deficiencies cited during this audit cycle.

#### Non-applicable Standards

- *6VAC15-40-190, Conditions for Inmate Participation in Education Release or Rehabilitation Release Programs*
- *6VAC15-40-200, Furloughs*
- *6VAC15-40-1111, Self-Contained Breathing Apparatus*

- *6VAC15-40-1190, Housing of Juveniles*
- *6VAC15-40-1193, Separation of Juveniles*
- *6VAC15-40-1195, Contact with Juveniles (LHS)*
- *6VAC15-40-1200, Isolation and Segregation of Juveniles (LHS)*

**RECOMMENDATION: Unconditional certification.**

**Page County Jail** was audited February 17-20, 2026. The facility was found compliant with 41 out of 43 (2 N/A's) applicable *Life, Health and Safety* standards and 72 out of 85 (13 N/A's) other applicable standards. The facility is not certified to house juveniles and the sheriff is not requesting certification. There were no deficiencies cited during this audit cycle.

**Non-applicable Standards**

- *6VAC15-40-160, Written Procedures for Release Program Eligibility Criteria*
- *6VAC15-40-170, Written Procedures for Accountability of Inmate Participants*
- *6VAC15-40-180, Conditions for Inmate Participation in a Work Release Program*
- *6VAC15-40-190, Conditions for Inmate Participation in Educational Release or Rehabilitation Release Programs*
- *6VAC15-40-200, Furlough*
- *6VAC15-40-210, Earnings*
- *6VAC15-40-220, Removing Inmate Participants from Program*
- *6VAC15-40-230, Written Agreement with Director (VADOC)*
- *6VAC15-40-240, Offender Participation in Compliance with Appropriate Criteria (VADOC)*
- *6VAC15-40-831, Fee for Inmate Keep*
- *6VAC15-40-1111, Self-Contained Breathing Apparatus*
- *6VAC15-40-1190, Housing of Juveniles*
- *6VAC15-40-1193, Separation of Juveniles*
- *6VAC15-40-1195, Contact with Juveniles*
- *6VAC15-40-1200, Isolation and Separation of Juveniles*

**RECOMMENDATION: Unconditional certification.**

Certification Report prepared by:  
*Tawana M. Ferguson, Regulatory Compliance Supervisor*

**\*LHS – Life, Health and Safety Standards**

### **Health Care Services Definition**

**Health Care Services:** Health care services should include medical and dental services, mental health services, nursing care, personal hygiene, dietary services, health education, and attending to environmental conditions.

**Revision:** Health care services means all services necessary to maintain the physical and mental well-being of incarcerated individuals, provided by appropriately licensed, certified, or otherwise qualified personnel. Such services include, but are not limited to: medical care, dental care, mental health services, nursing care, personal hygiene, nutrition services, health education, environmental health oversight.

**Medical Associated Fees**

**6VAC15-40-xxxx: Medical Associated Fees - Inmate payments for jail medical treatment programs shall be governed by written policy and procedures. Inmates shall be advised of such policy and procedures upon admission. Such policy and procedure shall include:**

- **No inmate shall be denied access to medically necessary services based upon ability to pay;**
- **Services subject to fees (including medical emergencies, chronic care, and pre-existing conditions) and fee amounts;**
- **Payment procedures;**
- **Verifiable notification to inmates of proposed fee changes.**
- **Medical fee debits to inmate accounts shall be acknowledged by the inmate by signature, or by a witness if the inmate refuses to sign.**

**A separate bank account, or accounting process, shall be established for collections and disbursements, and such shall be governed by generally accepted accounting principles. Inmate payment for medical services shall be up to, but shall not exceed, those fees established by the Board of Corrections Local and Regional Jails in the Model Plan for Jail Prisoner Medical Treatment Programs per §53.1-133.01 of the Code of Virginia.**

**Part VII. Pregnant and Postpartum Recovery Inmates****Definitions (to be included 6VAC15-40-10)**

*“Postpartum recovery” means the eight-week period, or longer as determined by a health care professional responsible for the health and safety of the inmate, following childbirth.*

*“Restraints” means any mechanical device, medication, physical intervention, or hands-on hold to prevent the inmate from moving her body.*

“Agency administrator” - continuity throughout regulations.

**6VAC15-40\_\_\_\_. Intake and Screening (SB 1300 Recommendation 1)**

A. Upon admission, all female inmates shall be screened for:

1. Possible pregnancy or gynecological problems,
2. Menstrual and postpartum history, including medication management of current or prior issues,
3. Prior pregnancies, and,
4. Current breastfeeding status

B. If an inmate responds affirmatively to the pregnancy inquiry, a pregnancy test shall be made available as soon as possible, but no later than within 72 hours of booking. (SB 1330 Recommendation 2; SB 603 Recommendation 1a)

C. Pregnancy tests shall also be made available at assessment, within 14 days of admission, or earlier as directed by a medical authority. (SB 1330 Recommendation 2; SB 603 Recommendation 1a)

**6VAC15-40\_\_\_\_. Medical Assessment and Care**

A. Pregnant inmates shall be assessed for potential alcohol and substance use within 72 hours of admission or pregnancy confirmation, or earlier if clinically indicated, and necessary treatment shall be provided. (SB 1330 Recommendation 5; SB 603 Recommendation 1b)

B. Documented efforts shall be made to refer pregnant inmates to a licensed obstetric provider for initiation of prenatal care as soon as possible, but no later than 72 hours of confirmation of pregnancy. (SB 1330 Recommendation 5; SM 603 Recommendation 1b)

C. Continuity of care shall be provided throughout pregnancy, labor, and postpartum recovery, including behavioral health and Medication Assisted Treatment (MAT) when clinically appropriate. (SB 603 Recommendation 7)

**6VAC15-40-\_\_\_\_. Nutrition and Housing**

A. Pregnant and postpartum inmates shall be provided adequate nutrition and prenatal dietary supplements per prenatal nutritional guidelines as ordered by a licensed healthcare provider.

B. Specialty diets and supplements for pregnant and lactating inmates shall be determined by a registered dietician or certified nutritionist and reviewed by the facility's medical authority, and such inmates shall be provided access to healthy snacks high in folic acid, iron, and calcium, as recommended by the National Academy of Sciences, outside of regular mealtimes.

C. Pregnant inmates shall be assigned to the lowest bunk available. (§ 53.1-133.07(E))

**6VAC15-40-\_\_\_\_ Restraints**

A. Beginning upon notification or diagnosis by a health care provider of pregnancy or postpartum recovery, inmates shall not be restrained unless an agency administrator or designee makes an individualized determination that:

1. the inmate will harm herself, the fetus, the newborn child, or another person;
2. the inmate poses a flight risk; or
3. The totality of the circumstances creates a serious security risk.

B. If restraints are deemed necessary:

1. The restraints shall be the least restrictive means possible;
2. The restraints shall be used in consultation with a healthcare provider whenever the inmate is in medical care or labor/delivery;
3. The restraints shall be immediately removed upon request of any doctor, nurse, or other health care provider if they present a threat to the health or life of the inmate, fetus, or newborn.

C. If restraints are used:

1. Personnel ordering use shall notify the supervisor of use as soon as reasonably practicable and submit a written report indicating the reason for use to the supervisor no later than the conclusion of the personnel's shift.

2. The Supervisor shall provide a written justification report to the agency administrator within 72 hours of use.

**6VAC15-40 \_\_\_\_\_ Labor, Delivery, and Postpartum Care:**

A. No restraints shall be used unless an individualized determination is made in accordance with subsection A. 1-3 to be completed once #'s are finalized.

B. Only the least restrictive restraint may be used, in consultation with the treating healthcare provider.

C. If restraints are used:

1. Restraint removal requests made by healthcare staff must be honored immediately;
2. Notification to a supervisor is required as soon as practicable;
3. A written report must be submitted by the end of the shift.
4. The supervisor must submit a written justification report to the agency administrator within 72 hours of use.

**6VAC15-40 \_\_\_\_\_ Body Cavity Searches (§ 53.1-133.07(C))**

A. No body cavity search shall be conducted by local or regional jail staff other than a licensed health care provider on an inmate known to be pregnant except upon reasonable belief that the inmate is concealing contraband.

B. Any such search must be followed by:

1. A written justification report by the conducting employee within 72 hours of search;
2. A description of any contraband found.

**6VAC15-40- \_\_\_\_\_ Training and Policy Review**

A. All security staff who may have contact with pregnant and postpartum inmates must receive minimum entry-level training pursuant to the COV §§ 9.1-102, 53.1-133.09, and:

1. General prenatal and postpartum care;
2. Impact of restraints on pregnant individuals and fetuses;
3. Impact of restrictive housing or solitary confinement and body cavity searches on pregnant inmates.

B. A review of all policies related to restraining pregnant and postpartum inmates shall be conducted by all staff every 12 months.

**6VAC15-40-\_\_\_ Discharge and Reentry Planning (SB 603 Recommendations 6-7)**

Prior to release, pregnant and postpartum recovery inmates shall be provided discharge resources for:

1. Prenatal, postpartum, and infant care.
2. Behavioral health and SUD treatment.
3. MAT if clinically indicated; and community-based medical and social supports.

DRAFT

## **Food Service Regulation**

### **6VAC15-40-550. Food Service Menus & Nutrition**

**Food service menus and nutrition shall:**

- A. Meet dietary allowances as stated in the Recommended Dietary Allowances (RDA), National Academy of Sciences;**
- B. Complete RDA evaluation by a registered dietitian or certified nutritionist every three years; and additional evaluations when a substantive change in the menu or food service provider occurs.**
- C. Follow medical authority prescription for medical or dental diets.**
- D. Modifications in menus are based on inmates' medical or reasonable religious requirements following review and approval by a registered dietician and or certified nutritionist.**

## Correspondence & Visitation

### 6VAC15-40-600 – Correspondence Privileges

Inmates shall have equal privileges for written correspondence. Such privileges shall not be withdrawn as a form of restriction, unless clear and convincing evidence supports a justified restriction.

### 6VAC15-40-610 – Volume and Content of Inmate Mail

Inmates shall send or receive unlimited mail in length, language, content, and source, unless clear and convincing evidence supports a justified restriction.

### 6VAC15-40-620 – Indigent Inmate Postage Allowance

Indigent inmates shall receive a postage allowance of at least five first class one-ounce letters per week, including legal mail. An inmate is indigent if their account balance is less than the cost of five first-class stamps for 15 consecutive days.

### 6VAC15-40-630 – Outgoing and Incoming Mail

Outgoing mail shall be collected and dispatched to USPS on USPS operational days. Incoming mail shall be delivered within 24 hours of receipt (or forwarded returned) on USPS operational days.

### 6VAC15-40-640. Mail & Legal Mail

A. All mail may be opened, examined, and censored by authorized personnel as per the USPS Administrative Support Manual, Section 274.96. For safety considerations, a facility may make a paper or electronic copy of any incoming mail, give the copy to the inmate and destroy the original.

B. Staff may not read an inmate's legal mail. Legal mail shall be opened and inspected in the presence of the inmate to determine if the mail contains contraband. If the incoming mail is legal mail, copying and destruction of the original must be done in the presence of the inmate and without facility personnel reading the mail or making any additional copies thereof. All occurrences shall be documented. If the agency administrator determines probable cause exists, staff may temporarily hold legal mail until they receive court ordered instructions.

### 6VAC15-40-650 - Notice of seizure of mail contraband

Facilities shall provide written notice to the inmate when mail is seized as contraband, including rationale. The sender shall have the opportunity to appeal to the agency administrator to reverse

the decision. Unless retained for a criminal investigation or prosecution, legally possessed property shall be stored, returned to the known sender, or destroyed. **Disposition of mail contraband shall be documented.**

#### **6VAC15-40-660 – Telephone Access, Monitoring, and Recording**

Inmates shall have reasonable access to telephone facilities, except when documented safety or security concerns justify restrictions. All telephone conversations are subject to monitoring and recording, except for conversations with facility-approved legal and medical/mental health professionals.

#### **6VAC15-40-665 - Digital electronic communications devices**

If a facility elects to make digital electronic communication devices (i.e., tablets or laptops), available to inmates, written policy, procedure and practice shall ensure the following:

- A. The issuance and use of such devices shall be applied reasonably to all inmates, except where specific safety and security considerations are documented.**
- B. The issuance and use of such devices are a privilege, not a right, and may be suspended or terminated for disciplinary or administrative reasons, in accordance with facility policies.**
- C. All uses of such devices are subject to recording and monitoring, to exclude facility-approved legal and medical/mental health professional communications.**

#### **6VAC15-40-670 - Delivery of emergency messages to inmates**

Emergency messages to inmates shall be documented and delivered promptly.

#### **6VAC15-40-680. Visitation**

Visitation policies and procedures shall be posted publicly and include:

- A. Maximum visiting opportunities are limited only by safety, personnel constraints, inmate disciplinary status, and technical difficulties associated with non-contact virtual visits.**
- B. Procedures for visitation eligibility, approval process, scheduling (including weekends), screening and searches, alternative visitation methods, denials, restrictions, and process for making formal complaints.**
- C. Specific requirements for visitor registration, identification, and appropriate attire.**

- D. List of approved items that visitors may bring into the facility. Items brought into the facility by visitors for inmates shall be subject to inspections and approval.
- E. Attorneys shall be permitted to have confidential and secure legal counsel visits inside the facility, by telephone, or by video conference visits with their clients. Conditions for inmate visits with an attorney or a legal representative must maintain the confidentiality of the attorney-client conversations while ensuring proper security and sight supervision.
- F. Excluding instances in which an inmate refuses, any denial of legal visit by the facility shall be supported by rationale. The rationale shall be approved by the agency administrator or designee and, upon request, provided in writing to the attorney or legal staff whose visit was denied.

## **6VAC15-40: Part V. Jail Operations (710-800)**

### **SUMMARY:**

The following section has been reviewed by local and regional jail work groups, BLRJ staff, and BLRJ Executive Director to include the following modifications:

- 10 total regulations were reviewed within in this section.
- 2 regulations for BLRJ discussion:
  - Duplicative regulations for inmates (local & regional jails) and detainees (lockups).
  - Razor Blade issuance, inspection, accountability, and logging

### **RISK BASED REVIEW:**

5 Green

2 Yellow

1 Red

### **REGULATION REDUCTION:**

No regulatory reductions

46 word increase

**6VAC15-40-710. Admitting individuals into jail.**

Written policy, procedure and practice for admitting individuals into the jail shall address the following:

1. Verification of commitment;
2. Complete search of the individual and his possessions;
3. Disposition of clothing and personal possessions;
4. Interview for obtaining identifying data;
5. Photograph; and
6. Telephone calls.

**6VAC15-40-720. Inmates confined to jail.**

Written policy, procedure, and practice for those inmates to be confined in the jail shall address the following:

1. Shower/search;
2. Issuance of clean clothing/hygiene items/linen;
3. Classification and housing assignment;
4. Orientation; and
5. Provision of mattresses.

**6VAC15-40-730. Telephone calls during the booking process.**

Written policy, procedure, and practice shall specify that newly admitted inmates who are physically capable are permitted to complete at least two ~~local or long distance~~ telephone calls during the booking process. Reasonable accommodations shall be made for non-English speaking inmates, as well as hearing impaired and visually impaired inmates.

**BLRJ Discussion:**

This regulation mirrors 6VAC15-40-1270 regarding detainees. Can these regulations be merged to reflect both inmates and detainees.

**6VAC15-40-740. Requirements for linens and towels.**

Written policy, procedure, and practice shall provide that a record is kept to show that clean linens and towels are supplied once a week, a clean change of clothing is provided twice ~~per~~ a week, and inmates shall be held accountable for their use.

**6VAC15-40-750. Issuance of special and protective clothing.**

The facility shall provide ~~for the issuance of~~ special and protective clothing to inmates assigned to food services, farm, sanitation, mechanical services, and other special work functions.

**6VAC15-40-760. Bathing ~~showering~~.**

There shall be sufficient hot and cold water for ~~bathing~~ showering. Each inmate shall be allowed to ~~bathe~~ shower twice a week.

**6VAC15-40-770. Provision of hygiene items.**

The facility shall provide soap, a toothbrush, and toothpaste or toothpowder to each inmate upon admission to the general population. Feminine hygiene items, including sanitary napkins and tampons, shall be provided upon request to each female inmate without charge. Notwithstanding security considerations, shaving equipment, including a mirror and razor, and haircuts shall be made available, and the hygiene needs of all inmates shall be met.

**Work Group Recommendation:**

Prior to distribution of razors officers/deputies shall inspect each razor to ensure they are not damaged. During distribution razors, officer/deputies shall log every inmate that receives a razor utilizing a razor distribution log.

During collection of razors, officers/deputies shall inspect each razor to ensure they are not damaged and have not been manipulated. Officers/deputies shall account for every razor that was distributed by checking/marking off each inmate on the distribution log as they hand in their razor.

**BLRJ Staff Recommendation to Minimize Duplication and Enhance Flow:**

Officers/deputies shall inspect all razors for damage or manipulation and shall log the issuance and return of each razor. Each inmate receiving a razor shall be recorded on the razor distribution log at the time of issuance, and the same log shall be used to account for all razors upon collection.

**6VAC15-40-780. Items inmates may retain.**

Written policy and procedures shall state what items ~~the inmates~~ may retain in ~~his~~ their possession.

**6VAC15-40-790. Inventory of cash and personal property.**

A written itemized inventory of cash and personal property of each inmate shall be made at the time of initial booking. A copy signed by both staff and inmate shall be furnished to the inmate. Computerized officer identification shall not substitute for a signature.

**6VAC15-40-800. Accounting of inmate expenditures and receipts of money.**

Inmates' personal funds held by the facility are controlled by accepted accounting procedures. The facility shall provide the inmate with a copy of ~~his~~ an itemized account upon reasonable request.