



Directives and Guidelines : 001-199

CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada

CD 002 – Designation of Release Sites Other Than Penitentiaries

CD 003 – Peace Officer Designations

CD 004 – National Standards for the Deployment of Correctional Officers

GL 005-1 – Institutional Management Structure: Roles and Responsibilities

CD 009 – Research

CD 022 – Media Relations

CD 023 – Citizen Advisory Committees

GL 023-1 – Citizen Advisory Committees (CAC) Conflict of Interest Assessment

CD 024 – Management of Correctional Service of Canada Volunteers (*NEW INTERIM POLICY BULLETIN*)

CD 026 - Communications

CD 041 – Incident Investigations

CD 048 – Information Sharing and Provision of Support Services Associated with Coroner's/Medical Examiner's Death Investigations or Inquests/Inquiries

GL 048-1 – Information Sharing and Provision of Support Services Associated with Coroner's/Medical Examiner's Death Investigations or Inquests/Inquiries

CD 060 – Code of Discipline

CD 081 – Offender Complaints and Grievances (*NEW INTERIM POLICY BULLETIN*)

GL 081-1 – Offender Complaint and Grievance Process (*NEW INTERIM POLICY BULLETIN*)

CD 083 – Inmate Committees

CD 084 – Inmates' Access to Legal Assistance and the Police

CD 085 – Correspondence and Telephone Communication

CD 087 – Official Languages



COMMISSIONER'S DIRECTIVE 001

In Effect: 2018-04-23

Due for Review: 2020-04-01

Mission, Values and Ethics Framework of the Correctional Service of Canada

PROGRAM ALIGNMENT

Internal Services

OFFICE(S) OF PRIMARY INTEREST

Policy Sector

ONLINE @

- <http://thehub/En/collections/policy-legislation/CommissionersDirectives/001-cd-eng.pdf>
- <http://lehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/001-cd-fra.pdf>
- <http://www.csc-scc.gc.ca/acts-and-regulations/001-cd-en.shtml>
- <http://www.csc-scc.gc.ca/lois-et-reglements/001-cd-fr.shtml>

AUTHORITIES

- [*Corrections and Conditional Release Act* \(CCRA\), section 4](#)
- [*Public Servants Disclosure Protection Act*](#)
- [*Values and Ethics Code for the Public Sector*](#)
- Treasury Board [*Policy on Conflict of Interest and Post-Employment*](#)

PURPOSE

- To support the integration of the Mission and of the Values and Ethics Framework into the daily activities of all persons who work at the Correctional Service of Canada or are involved in CSC's activities
- To promote an ethical organizational culture characterized by a diverse workforce, healthy workplaces and professional excellence

APPLICATION

Applies to all persons who work at CSC or are involved in CSC's activities, in their interactions with offenders, colleagues, contractors, volunteers, partners, stakeholders, victims and the public

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MISSION, VALUES AND ETHICS FRAMEWORK

CSC Mission and Commitment

1. The Correctional Service of Canada's (CSC) Values and Ethics Framework provides a common understanding of CSC's shared beliefs and expected standards of behaviour in achieving its Mission.

Our Mission: *The Correctional Service of Canada, as part of the criminal justice system and respecting the rule of law, contributes to public safety by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.*

Our Commitment: *We, CSC employees and those working with us, recognize the importance of accomplishing our Mission within a framework of values, policy and legislation. We use shared, reciprocal values to guide our behaviour, decision making, and discretionary judgement. These shared values are useful in day-to-day work within CSC and with all partners and stakeholders. In living these values, we demonstrate our commitment to personal and professional integrity and to working together to shape a harassment free organizational culture aligned with these same values.*

We are proud of our work and accomplishments, and of the spirit of collegiality and cooperation in which we achieve them. We believe in the human capacity for positive change and recognize that relationships are at the core of our work. Through our relationships, we contribute in diverse and significant ways to Changing Lives and Protecting Canadians and Victims.

CSC Values Statement

2. The [CSC Values Statement](#) guides behaviour, decision making and discretionary judgement in the Service. CSC staff are expected to demonstrate the following shared, reciprocal values in all of their interactions with offenders, colleagues (peers, subordinates and superiors), partners, stakeholders and the public:

Respect: *Respectful behaviours honour the rationality and dignity of persons – their ability to choose their own path, within lawful order, to a meaningful life. A good test of respectful behaviour is treating others as we would like to be treated.*

Fairness: *A complex value in both theory and practice, fairness involves balancing conflicting interests, and exercising impartiality, objectivity, equality, and equity in interpersonal relationships. Similar to respect, a good test for fairness is to treat others as you would like to be treated.*

Professionalism: *Professionalism is a commitment to abide by high ethical standards of behaviour as well as relevant group standards, and to develop and apply specialized knowledge for the public good. Professionalism is anchored in a commitment to integrity – a commitment to uphold our values in even the most difficult circumstances.*

Inclusiveness: *Inclusiveness is a commitment to welcoming, proactively accommodating and learning from cultural, spiritual, and generational differences, individual challenges, and novel points of view.*

Accountability: *Accountability involves the notion of being willing and able to explain, answer to and justify the appropriateness of actions and decisions. Accountability is applicable to everyone within CSC. Accountability is also about accepting and ensuring responsibility – providing necessary support, feedback, and oversight.*

Public Sector Values and Ethics

3. The [CSC Values Statement](#) aligns with, and supports the Public Sector values. Acceptance of the [Values and Ethics Code for the Public Sector](#) and adherence to the expected behaviours constitute a condition of employment for all CSC employees.

CSC'S COMMITMENT TO DIVERSITY

4. CSC recognizes the Government of Canada's commitment to the full implementation of [Gender-Based Analysis Plus](#) and strives to ensure that the development, implementation and evaluation of policies, programs and initiatives include the consideration of their differential impacts on diverse groups of people as included in the *Canadian Human Rights Act* (CHRA) and other relevant legislation.

5. For clarity, the masculine has been used in the French text in CSC policy documents as the neutral gender, and will be interpreted as inclusive of gender identity and gender expression of federal corrections service providers, stakeholders and offenders.

Statements of Intent

6. CSC has adopted the following statements of intent to highlight its actions and commitment to inclusion among all groups with which it has contact.

Staff, stakeholders, contractors – *CSC is committed to developing and maintaining a strong and diverse workforce that reflects the wider Canadian community we serve. We are dedicated to ensuring that the Service functions in an inclusive fashion, valuing the merits and strengths of all employees and partners. Through the application of diversity analysis, CSC commits to recognizing and responding to the differences that make us unique individuals.*

Volunteers and visitors – *CSC is also committed to diversity and inclusiveness amongst the several thousand volunteers and visitors who assist and support offenders with program delivery and various initiatives that support the successful reintegration of offenders.*

Offenders – *CSC is committed to its mandate, Mission and values and with public safety as its paramount goal, the Service strives to ensure that its offender policies, programs, practices and decisions respect and respond to diversity considerations relative to its complex offender population.*

Victims – *CSC is committed to its role in providing services to Canadians who are victims of crime. CSC will continue to improve information sharing and awareness building among victims and Canadian citizens. The Service strives to consider diversity in delivering victim services to Canadians.*

RESPONSIBILITIES AND PROCEDURES

7. All members of the Executive Committee will:
 - a. promote ethical decision making
 - b. promote and model values-based behaviour
 - c. support healthy workplaces and professional excellence
 - d. apply [Gender-Based Analysis Plus](#) to all management decisions.
8. All members of the Regional Management Committee will:
 - a. promote ethical decision making

- b. promote and model values-based behaviour
 - c. consider the ethical implications of their decisions
 - d. develop and implement activities that support a robust ethical organizational culture.
9. The Assistant Commissioner, Policy, will:
- a. ensure that CSC policy is consistent with the [CSC Values Statement](#) and the [Values and Ethics Code for the Public Sector](#), and supports diversity considerations
 - b. support the consistent application of the Values and Ethics Framework throughout CSC.
10. The Assistant Commissioner, Human Resource Management, will:
- a. ensure that the CSC [Code of Discipline](#) and [Standards of Professional Conduct](#) are consistent with the [Values and Ethics Code for the Public Sector](#) and the [CSC Values Statement](#)
 - b. ensure, in collaboration with the Assistant Commissioner, Policy, that awareness and training on values and ethics are provided to CSC managers and staff
 - c. ensure strategies are developed to attract and retain a staff complement that reflects the diversity of the Canadian population.
11. The Director General, Values, Integrity and Conflict Management:
- a. will ensure the ongoing development of programs to raise awareness, promote values-based behaviours and support ethical decision making in CSC
 - b. will support all levels of the organization in fostering a productive workplace environment, particularly with respect to conflict management
 - c. is the Commissioner's designated Senior Officer responsible to promote integrity within CSC's workplace by giving employees the opportunity to disclose wrongdoing as defined in the [Public Servants Disclosure Protection Act](#) through CSC's Office of Internal Disclosure.
12. Director Generals at National Headquarters and all Assistant Deputy Commissioners will support the Director General, Values, Integrity and Conflict Management, through visible ethical leadership in the implementation of programs and initiatives to promote values and ethics in their respective region/branch.

13. All executives, managers and supervisors will:

- a. provide direction and leadership on the integration of values and ethics into the everyday functioning of their area of responsibility
- b. use the [CSC Values Statement](#) as a guidepost in their behaviour, decision making and discretionary judgement
- c. promote healthy workplaces through values-based behaviours
- d. strive to ensure the application of [Gender-Based Analysis Plus](#) to all new or modified initiatives to ensure respect for diversity
- e. provide employees with access to the following and engage them in a dialogue about:
 - i. [CSC Values Statement](#)
 - ii. [Standards of Professional Conduct](#) and [Code of Discipline](#)
 - iii. [Values and Ethics Code for the Public Sector](#)
 - iv. Treasury Board [Policy on Conflict of Interest and Post-Employment](#)
- f. act, in regular circumstances, as first line of communication for staff bringing forward concerns and complaints that relate to values and ethics
- g. respond in a timely manner to concerns or complaints related to values and ethics.

14. All staff will:

- a. promote healthy, inclusive and respectful workplaces through their values-based behaviours
- b. use the [CSC Values Statement](#) as a guidepost in their behaviour, decision making and discretionary judgement
- c. ensure conflict is resolved at the lowest level and consider the use of the services of the Office of Conflict Management when required to contribute to workplace wellness
- d. bring forward instances of inappropriate/unethical behaviour and/or wrongdoing by any CSC staff member, contractor, stakeholder or volunteer, including management, to either their supervisor, [CSC's Office of Internal Disclosure](#) or the [Office of the Public Sector Integrity Commissioner of Canada](#).

15. All contractors, stakeholders and volunteers will:

- a. promote healthy, inclusive and respectful workplaces through their values-based behaviours
- b. use the [CSC Values Statement](#) as a guidepost in their behaviour, decision making and discretionary judgement
- c. ensure conflict is resolved at the lowest level and consider the use of the services of the Office of Conflict Management when required to contribute to workplace wellness
- d. bring forward instances of inappropriate/unethical behaviour and/or wrongdoing by any CSC staff member, contractor, stakeholder or volunteer, including management, to the [Office of the Public Sector Integrity Commissioner of Canada](#).

16. The performance management and performance evaluation programs will be used to assess the integration of the [CSC Values Statement](#) and all employees' contributions to a healthy and ethically sound workplace.

NATIONAL ADVISORY COMMITTEE ON ETHICS

17. CSC's National Advisory Committee on Ethics will provide advice and guidance to:

- a. the Commissioner on:
 - i. issues related to organizational values and ethics, including awareness building
 - ii. significant matters where a particular action, policy or direction might conflict with CSC's Values and Ethics Framework
- b. the Regional Management Committees on issues related to values and ethics.

SUPPORT SERVICES AND MEASURES

18. CSC's Office of Values and Ethics will:

- a. promote a values-based workplace by increasing awareness of the [CSC Values Statement](#), the [Values and Ethics Code for the Public Sector](#) and the Treasury Board [Policy on Conflict of Interest and Post-Employment](#) through awareness activities and consultations
- b. provide information and guidance to employees on conflict of interest and political activities, including candidacy
- c. promote and support ongoing dialogue concerning values and ethics within the correctional environment.

19. CSC's [Office of Conflict Management](#) will provide a range of services to assist the organization in preventing and better managing or resolving conflicts in the workplace:
- a. consultation
 - b. facilitated discussion
 - c. mediation
 - d. conflict management coaching
 - e. group processes
 - f. training and awareness sessions.
20. CSC's Office of Internal Disclosure will:
- a. provide information to employees about making disclosures related to wrongdoing in the workplace, as defined by the [Public Servants Disclosure Protection Act](#), and other possible redress mechanisms
 - b. receive disclosures from employees, assess the information and follow-up as required
 - c. protect the identity of employees involved in the disclosure process, including those making disclosures, witnesses and those alleged to be responsible for wrongdoings, and ensure the confidentiality of the information collected
 - d. convene investigations, as appropriate, in relation to allegations of wrongdoing in the workplace
 - e. report publicly all founded cases of wrongdoing.
21. The National Employment Equity and Diversity Committee will provide the diversity lens to CSC's policy, programs and human resources to promote an inclusive workplace.

ENQUIRIES

22. Office of Values and Ethics

Email: [GEN-NHQ Values and Ethics/Valeurs et éthique](#)

23. Office of Conflict Management

Email: [GEN-NHQ OCM-BGC](#)

24. Office of Internal Disclosure

The Hub: [Office of Internal Disclosure](#)

Email: [GEN-NHQ Internal Disclosure – Divulcation interne](#)

25. National Employment Equity and Diversity Committee

Email: [Gen-Nat-EEDC@CSC-SCC.GC.CA](#)

26. Strategic Policy Division

National Headquarters

Email: [Gen-NHQPolicy-Politi@csc-scc.gc.ca](#)

Interim Commissioner,

Original signed by:

Anne Kelly

ANNEX A**CROSS-REFERENCES**

[CD 060 – Code of Discipline](#)

CSC [Guide for Reporting Wrongdoing](#)

[Action Plan on Gender-Based Analysis \(2016-2020\)](#) – published by Status of Women Canada

Treasury Board [Policy on Harassment Prevention and Resolution](#)



COMMISSIONER'S DIRECTIVE 002

In Effect: 2018-06-25

Due for Review: 2020-06-01

Designation of Release Sites Other Than Penitentiaries

PROGRAM ALIGNMENT

Correctional Interventions

OFFICE(S) OF PRIMARY INTEREST

Correctional Operations and Programs Sector

ONLINE @

- <http://thehub/En/collections/policy-legislation/CommissionersDirectives/002-cd-eng.pdf>
- <http://lehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/002-cd-fra.pdf>
- <http://www.csc-scc.gc.ca/acts-and-regulations/002-cd-en.shtml>
- <http://www.csc-scc.gc.ca/lois-et-reglements/002-cd-fr.shtml>

AUTHORITIES

- [*Corrections and Conditional Release Act \(CCRA\)*, sections 92 and 93](#)

PURPOSE

- To identify processes required to designate sites other than penitentiaries from which offenders may be released

APPLICATION

Applies to staff responsible for designating places, other than penitentiaries, from which offenders may be released

CONTENTS

SECTIONS

1 – 3

[Responsibilities](#)

4

[Enquiries](#)

Annex A

[Cross-References](#)

RESPONSIBILITIES

1. Regional Deputy Commissioners will ensure that agreements are in place with police detachments to release offenders, where required.
2. When an offender's conditional release has been revoked, terminated or interrupted, they can be released from a provincial institution without being returned to a penitentiary.

3. In these cases, the Area Director or designate (of the parole office responsible for the offender) will:
 - a. confirm with the Chief, Sentence Management, that the offender is eligible to be released and on what type of release
 - b. advise the Director of the provincial institution in writing of their authority to release the offender.

ENQUIRIES

4. Strategic Policy Division
National Headquarters
Email: Gen-NHQPpolicy-Politi@csc-scc.gc.ca

Interim Commissioner,

Original signed by:

Anne Kelly

ANNEX A

CROSS-REFERENCES

[CD 703 – Sentence Management](#)

[CD 712 – Case Preparation and Pre-Release Framework](#)

[CD 715 – Community Supervision Framework](#)



COMMISSIONER'S DIRECTIVE DIRECTIVE DU COMMISSAIRE

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PEACE OFFICER DESIGNATIONS

DÉSIGNATION DES AGENTS DE LA PAIX

POLICY OBJECTIVE

1. To ensure the safe, secure and humane custody and control of offenders by designating appropriate members of the Service as peace officers.

PEACE OFFICERS

2. Members designated as peace officers are:
 - a. Members employed in a penitentiary other than a Community Correctional Centre;
 - b. Members employed in a Community Correctional Centre in managerial and/or operational capacities (this includes superintendents, case management officers, and correctional officers but excludes members whose duties are clerical or secretarial in nature);
 - c. Members employed in parole offices in managerial and/or operational capacities (this includes district directors, area managers, section supervisors and parole officers but excludes members whose duties are clerical or secretarial in nature);
 - d. Deputy Commissioners of regions and members assigned to Regional Headquarters in a managerial and/or operational capacity;

OBJECTIF DE LA POLITIQUE

1. Assurer la garde et le contrôle des délinquants dans des conditions sûres, sécuritaires et humanitaires en désignant agents de la paix les membres appropriés du Service.

AGENTS DE LA PAIX

2. Les membres désignés comme étant des agents de la paix sont:
 - a. les membres employés dans un pénitencier à l'exception de ceux qui travaillent dans un centre correctionnel communautaire;
 - b. les membres employés dans un centre correctionnel communautaire dont les fonctions sont de nature administrative et (ou) opérationnelle (ceci comprend les responsables du centre, les agents de gestion des cas et les agents correctionnels mais exclut les membres qui occupent des postes de secrétaire ou de commis à l'écriture);
 - c. les membres employés dans les bureaux de libération conditionnelle dont les fonctions sont de nature administrative et (ou) opérationnelle (ceci comprend les directeurs de district, les responsables de secteur, les surveillants et les agents de libération conditionnelle mais exclut les membres qui occupent des postes de secrétaire ou de commis à l'écriture);
 - d. les sous-commissaires des régions et les membres affectés aux Administrations régionales, et dont les fonctions sont de nature administrative ou opérationnelle;

- e. Members temporarily assigned to functions mentioned in paragraphs a. to d. while they are so assigned;
 - f. Members assigned to the Correctional Programs and Operations Sector at National Headquarters other than such members whose duties are clerical or secretarial in nature;
 - g. Directors of Correctional Staff Colleges;
 - h. Instructors responsible for training in security functions;
 - i. Members responsible for the supervision of members referred to in paragraph h.
3. A summary of the powers, authority, protection and privileges that a peace officer has by law is attached at Annex "A".

Acting Commissioner,

- e. les membres affectés temporairement aux fonctions mentionnées dans les paragraphes a. à d. pendant la période de leur affectation;
 - f. les membres affectés au secteur des Programmes et opérations correctionnels à l'Administration centrale, à l'exception des membres qui occupent des postes de secrétaire ou de commis à l'écriture;
 - g. les directeurs des collèges du personnel de correction;
 - h. les instructeurs responsables de la formation relative aux fonctions de sécurité;
 - i. les membres chargés de la surveillance des membres mentionnés au paragraphe h.
3. Un résumé des pouvoirs, de l'autorité, de la protection et des privilèges que la loi confère à un agent de la paix se trouve à l'annexe «A».

Le Commissaire intérimaire,

Willie Gibbs



POWERS, AUTHORITY, PROTECTION AND PRIVILEGES OF PEACE OFFICERS

The following summary is intended as information for the Service personnel whom the Commissioner has designated as peace officers under section 10 of the Corrections and Conditional Release Act. It is not an exhaustive enumeration of the Criminal Code provisions dealing with peace officers, but rather focuses on those elements that would have particular relevance to the correctional setting. Furthermore, the aim has been to provide an "overview" and not an extensive legal analysis of the provisions in question.

Use of Force

- A peace officer is allowed to use force when carrying out an arrest, with or without warrant, to prevent someone from escaping. [subs. 25(4) of the Criminal Code]
- A peace officer may use as much force as he believes necessary in suppressing a riot. [s. 32 of the Criminal Code]
- A general power is given to peace officers to use the necessary force in doing what they are required or authorized to do; the possibility of using force is therefore open to a peace officer performing his duties, even if the particular provision of the Code under which he is acting does not give him such power. [subs. 25(1)b of the Criminal Code]

The power of arrest

- The Code allows any person to arrest without a warrant a person whom he finds committing an indictable offence, or a person who he believes to have committed such offence and to be escaping from lawful arrest. However, a peace officer, in addition to someone he finds committing an indictable offence, may arrest someone who he believes that a warrant of committal or arrest is in force in the territorial jurisdiction where he finds the person. His general powers respecting arrests are therefore much greater than those of ordinary citizens even though such powers are subject to certain exceptions. [s. 495 of the Criminal Code]

POUVOIRS, AUTORITÉ, PROTECTION ET PRIVILÈGES DES AGENTS DE LA PAIX

Le résumé qui suit est destiné à informer les membres du personnel du Service que le commissaire a désignés comme étant des agents de la paix en vertu de l'article 10 de la Loi sur le système correctionnel et la mise en liberté sous condition. Il ne s'agit pas d'une énumération exhaustive des dispositions du Code criminel concernant les agents de la paix, mais plutôt d'un exposé des éléments qui toucheraient particulièrement le milieu correctionnel. Par ailleurs, on a tenté de fournir un aperçu général et non une analyse juridique approfondie des dispositions visées.

Utilisation de la force

- Un agent de la paix est fondé à employer la force pour empêcher une personne de s'échapper lorsqu'il procède à une arrestation avec ou sans mandat. [par. 25(4) du Code criminel]
- Un agent de la paix est fondé à employer la force qu'il croit nécessaire pour réprimer une émeute. [art. 32 du Code criminel]
- Un pouvoir général est reconnu aux agents de la paix quant à l'utilisation de la force nécessaire dans l'exécution de ce qui leur est enjoint ou permis de faire; l'agent de la paix peut donc toujours utiliser la force dans l'exécution de ses fonctions, même si la disposition particulière en vertu de laquelle il agit ne le prévoit pas expressément. [par. 25(1)b du Code criminel]

Pouvoir d'arrestation

- Le Code permet à toute personne d'arrêter sans mandat un individu qu'elle trouve en train de commettre un acte criminel, ou un individu qui d'après elle, a commis une infraction criminelle et est en train de fuir une arrestation légale. Par contre, un agent de la paix peut également arrêter, outre un individu qu'il trouve en train de commettre un acte criminel, une personne qui, d'après ce qu'il croit, a commis ou est sur le point de commettre une telle infraction, ou une personne contre laquelle il croit qu'un mandat d'arrestation ou de dépôt est exécutoire dans les limites de la juridiction territoriale dans laquelle il la trouve.



POWERS, AUTHORITY, PROTECTION AND PRIVILEGES OF PEACE OFFICERS

- A peace officer may also arrest without warrant an accused who he believes has violated or is about to violate a summons, appearance notice promise to appear, or who has committed an indictable offence after the coming into force of any such order or promise. [subs. 524(2) of the Criminal Code]
- A peace officer is justified in arresting any person whom he finds committing a breach of the peace or who is about to join or renew the breach of the peace. He is also justified in receiving into custody any person given into his charge as having been involved in a breach of the peace. [s. 31 of the Criminal Code]

The Criminal Code provides for the arresting powers of peace officers in many other situations; however, the above-mentioned are those which would more likely be of use in the present context.

Firearms, restricted and prohibited weapons, ammunitions

- Section 92 of the Criminal Code provides that designated classes of peace officers are not guilty of any Criminal Code offence regarding restricted and prohibited weapons by reason only that they have such weapons in their possession for the purpose of their duties or employment. As subsection 17(a) of the Restricted Weapons and Firearms Regulations designates prison officers as a "class" for these purposes, they benefit from the Criminal Code protection in this respect. [s. 92 of the Criminal Code]

POUVOIRS, AUTORITÉ, PROTECTION ET PRIVILÈGES DES AGENTS DE LA PAIX

Ses pouvoirs généraux en matière d'arrestation sont donc beaucoup plus étendus que ceux d'un citoyen ordinaire, même si lesdits pouvoirs sont sujets à certaines exceptions. [art. 495 du Code criminel]

- Si un agent de la paix croit qu'un prévenu a violé ou est sur le point de violer une sommation, une citation à comparaître, ou une promesse de comparaître, ou qu'il a commis un acte criminel après avoir fait l'objet d'une telle mesure, il peut arrêter ce prévenu sans mandat. [par. 524(2) du Code criminel]
- Un agent de la paix est fondé à arrêter toute personne qu'il trouve en train de commettre une violation de la paix ou qu'il croit sur le point d'y prendre part ou de la renouveler. Il est également fondé à recevoir en sa garde un individu qui lui est livré comme ayant pris part à une violation de la paix. [art. 31 du Code criminel]

Le Code criminel prévoit que les agents de la paix ont un pouvoir d'arrestation dans plusieurs autres situations; néanmoins, les pouvoirs mentionnés ci-haut sont les plus pertinents dans le présent contexte.

Arme à feu, arme prohibée ou à utilisation restreinte, munitions

- L'article 92 du Code criminel prévoit que les catégories désignées d'agents de la paix ne sont coupables d'aucune infraction du Code criminel concernant les armes prohibées ou à utilisation restreinte du seul fait qu'ils soient trouvés en possession d'une telle arme pour les fins de leurs fonctions ou emploi. Puisque le paragraphe 17a) du Règlement sur le contrôle des armes à autorisation restreinte et des armes à feu désigne les fonctionnaires des prisons comme étant une «classe» pour ces fins, ils bénéficient de la protection du Code criminel à ce niveau. [art. 92 du Code criminel]



POWERS, AUTHORITY, PROTECTION AND PRIVILEGES OF PEACE OFFICERS

- If a peace officer believes that an offence respecting firearms, restricted or prohibited weapons, or ammunitions is or has been committed, he may search without warrant a person, vehicle or place (except a dwelling house) and seize such objects in relation to which such offence has been or is being committed. [s. 101 of the Criminal Code]
- A peace officer may further seize without warrant a prohibited weapon found in the possession of someone not authorized to have such weapon, a restricted weapon if the person having it cannot produce a registration or permit for the possession of such weapon, or any firearm found in the possession of someone under sixteen years old who cannot produce the permit under which he may lawfully possess a firearm. [s. 102 of the Criminal Code]

Responsibilities of peace officers

Being given extensive powers, peace officers are compelled to exercise such powers lawfully. They must act on reasonable grounds, without abuse of their powers; furthermore, the power to act is in some instances coupled with an obligation to act, and peace officers can be held criminally responsible for a failure to intervene in certain situations. The following are concrete applications of the peace officers' responsibilities:

- Like any other person, a peace officer who is authorized to use force in a given situation is criminally responsible for any excess thereof. [s. 26 of the Criminal Code]
- A peace officer who fails, without a reasonable excuse, to take all reasonable steps to suppress a riot is liable to imprisonment for two years. [s. 69 of the Criminal Code]

POUVOIRS, AUTORITÉ, PROTECTION ET PRIVILÈGES DES AGENTS DE LA PAIX

- Si un agent de la paix croit qu'une infraction relative aux armes à feu, armes prohibées ou à utilisation restreinte, ou munitions est ou a été commise, il peut fouiller sans mandat toute personne, tout véhicule ou tout lieu (sauf une maison d'habitation) et saisir toute chose au sujet de laquelle il croit que ladite infraction est ou a été commise. [art. 101 du Code criminel]
- Un agent de la paix peut également saisir sans mandat une arme prohibée trouvée en la possession d'une personne qui n'est pas autorisée à en posséder une, une arme à autorisation restreinte si la personne qui la détient ne peut présenter le certificat d'enregistrement ou permis en vertu duquel elle est autorisée à la détenir, ou toute arme à feu trouvée en la possession d'une personne âgée de moins de seize ans qui ne peut lui présenter le permis en vertu duquel elle peut avoir une telle arme en sa possession. [art. 102 du Code criminel]

Responsabilités des agents de la paix

Étant investis de pouvoir étendus, les agents de la paix ont le devoir de les exercer légalement. Ils doivent agir sur la base de motifs raisonnables, sans abuser de leurs pouvoirs; par ailleurs, le pouvoir de poser un geste est parfois jumelé à un devoir d'agir, et les agents de la paix peuvent être tenus criminellement responsables s'ils n'interviennent pas dans certaines situations. Les exemples qui suivent constituent des applications concrètes de la responsabilité des agents de la paix:

- Comme toute personne, un agent de la paix qui est autorisé à utiliser la force dans une situation donnée est criminellement responsable de tout excès de force. [art. 26 du Code criminel]
- Un agent de la paix qui, sans excuse raisonnable, ne prend pas toutes les mesures raisonnables pour réprimer une émeute est passible d'un emprisonnement de deux ans. [art. 69 du Code criminel]



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POWERS, AUTHORITY, PROTECTION AND PRIVILEGES OF PEACE OFFICERS

- Like any other person, a peace officer who fails to perform a legal duty, thereby permitting a person whom he has in lawful custody to escape, is liable to imprisonment for two years. [subs. 146(b) of the Criminal Code]
- A peace officer or an employee of a prison who wilfully permits someone to escape from lawful custody is liable to imprisonment for five years. [s. 147 of the Criminal Code]

POUVOIRS, AUTORITÉ, PROTECTION ET PRIVILÈGES DES AGENTS DE LA PAIX

- Comme toute autre personne, un agent de la paix qui permet à une personne légalement confiée à sa garde de s'évader, en omettant d'accomplir un devoir légal, est passible d'un emprisonnement de deux ans. [par. 146(b) du Code criminel]
- Un agent de la paix ou un fonctionnaire d'une prison qui permet volontairement à quelqu'un de s'évader d'une garde légale est passible d'un emprisonnement de cinq ans. [art. 147 du Code criminel]



COMMISSIONER'S DIRECTIVE 004

In Effect: 2017-05-29

Due for Review: 2019-05-01

National Standards for the Deployment of Correctional Officers

PROGRAM ALIGNMENT	Custody
OFFICE(S) OF PRIMARY INTEREST	Correctional Operations and Programs Sector
ONLINE @	• http://infonet/cds/cds/004-cd-eng.pdf • http://infonet/cds/cds/004-cd-fra.pdf • http://www.csc-scc.gc.ca/acts-and-regulations/004-cd-eng.shtml • http://www.csc-scc.gc.ca/lois-et-reglements/004-cd-fra.shtml
AUTHORITIES	• <i>Corrections and Conditional Release Act</i> (CCRA) • <i>Canada Labour Code, Part II</i>
PURPOSE	• To enhance the security of the public, staff and inmates by implementing national standards for the efficient deployment of Correctional Officers at each level of security and type of facility • To achieve consistent levels of safety and security while ensuring effective dynamic interaction and interventions with inmates
APPLICATION	Applies to all staff working in institutions, excluding Community Correctional Centres

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1 – 4	Responsibilities
5 – 8	Application of the Standards
9	Exceptions to the Standards
10	Threat Risk Assessment
11	Job Hazard Analysis
12	Enquiries
Annex A	Cross-References and Definitions

RESPONSIBILITIES

1. The Assistant Commissioner, Correctional Operations and Programs, will oversee the management of this policy and Standards on Deployment of CX (hereafter referred to as the “Standards”).
2. Regional Deputy Commissioners will direct the timely and judicious implementation of the Standards.
3. The Assistant Deputy Commissioners, Integrated Services, will be responsible for:
 - a. the actual implementation of these Standards and monitoring of compliance
 - b. submitting in business case format to the Assistant Commissioner, Correctional Operations and Programs, requests for reviews of exceptions or policy changes.
4. Institutional Heads will apply the Standards at their institutions, as dictated by the [Site Deployment Levels](#), and will ensure that Post Orders are developed for each security post using the generic templates. Institutional Heads are also responsible for communications with staff, local Workplace Health and Safety Committee, unions and other stakeholders.

APPLICATION OF THE STANDARDS

5. The Deployment Standards will be applied to all security activities and institutions. Site-specific results will be documented and maintained by the Security Branch at National Headquarters.
6. Institutional practices will comply with operational adjustment policies identified in the Standards. Each site must have a documented Operational Adjustment Plan, which will be reviewed on an annual basis, or sooner, if changes are required. This document will identify which security activities can be adjusted in accordance with the Standards. Consultation will occur with the local Workplace Health and Safety Committee on the initial Operational Adjustment Plan and any changes being considered. The form [Operational Adjustment – Risk Assessment Tool](#) (CSC/SCC 1295) must be completed as identified in the Standards.
7. Data from the Site Deployment Levels will be used to establish the national resource indicators which are recorded as full-time equivalent counts and salary budget allocations.
8. Circumstances may arise which result in the need to review Site Deployment Levels. For example:
 - a. new or expanded institutions
 - b. physical design changes at an institution
 - c. national policy changes
 - d. health and safety matters

- e. changes in the security classification of part or all of an institution.

For these and other possible scenarios, a rigorous review process is required to manage exceptions and subsequent variances to the Standards.

EXCEPTIONS TO THE STANDARDS

- 9. Requests for exceptions are not to be submitted until and unless all available adjustments to operational routines are considered and documented. Thereafter, Institutional Heads seeking variances to the Standards must submit to the Assistant Deputy Commissioner, Integrated Services, a “business case” in support of these requests. Business cases must clearly identify whether the issue is related to administrative workload or due to a security risk at the site. If supported by the Regional Deputy Commissioner, the “business case” would be sent to the Assistant Commissioner, Correctional Operations and Programs, for review.

THREAT RISK ASSESSMENT

- 10. In situations where a formal review of an operational environment is required, the team will normally be composed of a management representative from the national, regional and institutional levels.

JOB HAZARD ANALYSIS

- 11. To comply with the *Canada Labour Code*, a Hazard Prevention Program must be established in consultation with the policy committee (National Health and Safety Policy Committee) comprised of management and employee representatives.

ENQUIRIES

- 12. Strategic Policy Division
National Headquarters
Email: Gen-NHQPpolicy-Politi@CSC-SCC.GC.CA

Commissioner,

Original signed by:

Don Head

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 254 – Occupational Safety and Health and Return to Work Programs](#)

[GL 254-1 – Occupational Safety and Health Program](#)

[CD 560 – Dynamic Security](#)

[CD 706 – Classification of Institutions](#)

DEFINITIONS

Correctional Officer: is used generically to refer to CSC staff performing CX-type functions in institutions, including Primary Workers in women's institutions.

National Generic Post Orders: define the primary duty set for Correctional Officer security activities at all institutions.

Operational adjustment: relates to situations whereby the complement of security staff is reduced for a full or partial shift.

Site Deployment Levels: the document of record which itemizes and quantifies the approved application of the Standards for each institution.

Standards on Deployment of CX: define the security human resource requirements and operational guidelines by institutional type to support the safe operations of institutions.



GUIDELINES

005-1

LIGNES DIRECTRICES

INSTITUTIONAL MANAGEMENT STRUCTURE: Roles and Responsibilities

STRUCTURE DE GESTION DES ÉTABLISSEMENTS : rôles et responsabilités

Issued under the authority of the
Senior Deputy Commissioner

Publiées en vertu de l'autorité
du sous-commissaire principal

2008-06-30

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INSTITUTIONAL MANAGEMENT STRUCTURE: Roles and Responsibilities

STRUCTURE DE GESTION DES ÉTABLISSEMENTS : rôles et responsabilités

OBJECTIVE

1. To define authorities, roles and responsibilities within the institutional management structure.

CROSS-REFERENCE

2. [Commissioner's Directive 700 – Correctional Interventions](#)

GOAL

3. The fundamental goal in sharing roles and responsibilities is to meet the following challenges:
 - a. providing appropriate support and supervision to the intervention function to enhance offender monitoring through programs and case management;
 - b. providing appropriate support and supervision to the operational function to enhance safety by preventing and managing effectively security incidents; and
 - c. facilitating open and ongoing cooperation between the intervention and operational functions to ensure an efficient exchange of information and effective decisions, and to avoid the creation of silos.

STRATEGIC OBJECTIVES

4. The purpose of this framework is to :
 - a. ensure the appropriate integration of activities within the intervention function (e.g. case management, programs, psychology);

OBJECTIF

1. Définir les pouvoirs, les rôles et les responsabilités dans le cadre de la structure de gestion des établissements.

RENOI

2. Directive du commissaire 700 – Interventions correctionnelles

BUT

3. Le but fondamental de la répartition des rôles et des responsabilités est de relever les défis suivants :
 - a. assurer le soutien et l'encadrement appropriés de la fonction d'intervention afin de renforcer le suivi des délinquants par le biais des programmes et de la gestion des cas;
 - b. assurer le soutien et l'encadrement appropriés de la fonction d'opérations afin de renforcer la sécurité en prévenant et gérant efficacement les incidents de sécurité;
 - c. favoriser une collaboration ouverte et continue entre les fonctions d'opérations et d'intervention afin d'assurer un échange efficace d'information et la prise de décisions efficaces et d'éviter la création de silos (c.-à-d. le cloisonnement).

OBJECTIFS STRATÉGIQUES

4. Le présent cadre de fonctionnement vise à :
 - a. assurer une intégration appropriée des activités menées dans le cadre de la fonction d'intervention (gestion des cas, programmes, services de psychologie);



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- b. ensure high quality decisions and interventions for offenders through a professional supervision structure;
- c. ensure that a sufficient number of excluded managers are present in institutions during peak periods;
- d. establish internal decision review processes consistent with the structure;
- e. establish a clear division of roles and responsibilities in the management of correctional operations; and
- f. maintain open and ongoing cooperation between intervention and operational managers.

OPERATING FRAMEWORK

5. The roles and responsibilities in the management structure are defined in the following annexes:
 - **Annex A:** Roles and Responsibilities (Management of Institutions, Management of Operations and Management of Interventions)
 - **Annex B:** Responsibility Matrix – Operations
 - **Annex C:** Responsibility Matrix – Interventions
 - **Annex D:** Acronyms.

PRINCIPLES

6. Unless otherwise directed by the Warden through Standing Orders, responsibilities, roles and authorities are defined in the attached documents.
7. When a role is assigned to a “designated person”, the Warden will formalize the designation through the Standing Orders.

- b. assurer des décisions et des interventions de qualité pour les délinquants au moyen d'une structure de supervision professionnelle;
- c. assurer la présence d'un nombre suffisant de gestionnaires exclus dans l'établissement durant les temps forts;
- d. établir des processus internes d'examen des décisions, qui cadrent avec la structure;
- e. établir une division claire des rôles et responsabilités dans la gestion des opérations correctionnelles;
- f. maintenir une collaboration ouverte et continue entre les gestionnaires des interventions et ceux des opérations.

CADRE DE FONCTIONNEMENT

5. Les rôles et les responsabilités compris dans la structure de gestion sont définis dans les annexes suivantes :
 - **Annexe A :** Rôles et responsabilités (gestion des établissements, gestion des opérations et gestion des interventions)
 - **Annexe B :** Matrice des responsabilités – Opérations
 - **Annexe C :** Matrice des responsabilités – Interventions
 - **Annexe D :** Acronymes.

PRINCIPES

6. À moins de directives contraires émises par le directeur de l'établissement dans un ordre permanent, les responsabilités, les rôles et les pouvoirs sont définis dans les documents en annexe.
7. Lorsqu'un rôle est assigné à une « personne désignée », le directeur de l'établissement procède à cette désignation au moyen d'un ordre permanent.



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- | | |
|---|---|
| <p>8. If a position does not exist in an institution, responsibilities are automatically assigned to the next highest position in the organizational chart.</p> <p>9. The roles and responsibilities defined in these Guidelines reflect the revised structure and supersede previous policy documents.</p> <p>10. Agreements of services and auxiliary agreements between Health Services and the operational units serve to define the framework and protocol to govern their relationship.</p> | <p>8. Si un poste n'existe pas dans un établissement, les responsabilités sont automatiquement assignées au poste immédiatement supérieur selon l'organigramme.</p> <p>9. Les rôles et les responsabilités définis dans les présentes lignes directrices reflètent la structure révisée et remplacent les documents de politique précédents.</p> <p>10. Les ententes de services et ententes auxiliaires signées entre les Services de santé et les unités opérationnelles servent à définir le cadre de travail et le protocole qui régissent leurs relations.</p> |
|---|---|

Signed by Don Head / Signé par Don Head

Senior Deputy Commissioner / Sous-commissaire principal



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ROLES AND RESPONSIBILITIES

Deputy Warden (DW)

The Deputy Warden position has the authority and accountability for operations, interventions and security intelligence in the institution and is considered the second in command. He or she transmits executive decisions and ensures that they are implemented. He or she replaces the Warden in the event of absence or inability to act. In addition to case management responsibilities, operations management and spiritual services (Aboriginal spirituality and chaplaincy), this function combines all responsibilities involving program management and offender activities. Finally, the Deputy Warden is responsible for security intelligence in the institution. In the area of intervention, he or she approves case management and program planning and the review of security classifications (same level). In the area of operations, he or she approves all work schedules, Post Orders, the institutional routine, contingency plans and any interception (correspondence or telephone), except for privileged correspondents.

The following positions report directly to the Deputy Warden:

- Assistant Warden, Operations;
- Manager, Operations;
- Assistant Warden, Interventions; and
- Security Intelligence Officer.

Assistant Warden, Operations (AWO) or Manager, Operations (MO)

The Assistant Warden, Operations (or Manager, Operations) is responsible for all security operations within the institution. This individual is responsible for: managing institutional operations (e.g. planning, budget, human resources); proposing local policies involving institutional routine, offender movement and counts, management of discipline and search plans; reviewing the contingency plan periodically and recommending its update; coordinating the Institutional Emergency Response Team and segregation unit if applicable; preparing Post Orders and related Standing Orders, and ensuring deployment practices. This individual is also responsible for ensuring the secure and efficient

RÔLES ET RESPONSABILITÉS

Sous-directeur (SD)

Le sous-directeur détient l'autorité et la responsabilité à l'égard des opérations, des interventions et des renseignements de sécurité au sein de l'établissement et est considéré comme deuxième dans la chaîne de commandement. Il transmet les décisions de la direction et veille à leur mise en application. Il remplace le directeur de l'établissement en cas d'absence ou d'incapacité d'agir. Outre les responsabilités en matière de gestion des cas, de gestion des opérations et de gestion des services spirituels (spiritualité autochtone et aumônerie), cette fonction comprend toutes les responsabilités concernant la gestion des programmes et les activités des délinquants. Enfin, le sous-directeur est responsable de tout ce qui a trait aux renseignements de sécurité dans l'établissement. Dans le domaine des interventions, il approuve la planification de la gestion des cas et des programmes et l'examen des cotes de sécurité (même cote). Dans le domaine des opérations, il approuve tous les horaires de travail, les consignes de poste, la routine de l'établissement, les plans d'urgence ainsi que toute interception (correspondance et appels téléphoniques), sauf lorsqu'il s'agit de correspondants privilégiés.

Les postes suivants relèvent directement du sous-directeur :

- directeur adjoint, Opérations;
- gestionnaire, Opérations;
- directeur adjoint, Interventions;
- agent de renseignements de sécurité.

Directeur adjoint, Opérations (DAO) ou gestionnaire, Opérations (GO)

Le directeur adjoint, Opérations (ou le gestionnaire, Opérations) est responsable de toutes les opérations de sécurité au sein de l'établissement. Il est responsable des fonctions suivantes : gérer les opérations de l'établissement (p. ex., planification, budget, ressources humaines); proposer les politiques locales concernant la routine de l'établissement, les déplacements et les dénombrements des délinquants, la gestion de la discipline et les plans de fouille; revoir périodiquement le plan d'urgence et en recommander la mise à jour; coordonner l'Équipe pénitentiaire d'intervention en cas d'urgence et l'unité d'isolement, s'il y a lieu; formuler les consignes de poste et les ordres permanents connexes,



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management of institutional security devices and equipment. He or she also ensures that situational reports are completed in accordance with existing standards. The AWO (or MO) may attend and/or chair the Segregation Review Board for case review at 60 days and beyond. The incumbent of this position supervises all Correctional Managers and is functionally linked with the Regional Administrator, Security.

Correctional Manager (CM)

This individual is essentially responsible for the daily operations in the institution. The Correctional Manager may be assigned to different posts within the institution: CM, Operational Desk (in charge of the institution); CM, Unit or Sector (in charge of operations in a unit or sector of the institution); CM, Operations (responsible, in medium and maximum-security institutions, of some centralized activities); or CM Scheduling and Deployment (developing and maintaining work schedules, deployment of personnel). In one or more of their assigned rotational posts, and as members of the Operations Management Committee, Correctional Managers assume responsibility for operational planning, financial management, staffing and personnel management, and decisions affecting offenders (e.g. disciplinary court, visits, segregation, inmate movement). Each CM will normally supervise a group of Correctional Officers (I and II).

A Correctional Manager must be scheduled to work on a 24-hour basis in all types of institutions (excluding Grierson Institution and the CCCs). A second Correctional Manager must be scheduled to work the evening shift in all maximum-security institutions and in all medium and multi-level security institutions with an inmate population over 300. In the event of an absence, the decision to replace the second Correctional Manager is based on an assessment of institutional climate.

In medium and maximum-security institutions, the main duties of each CM post can be summarized as follows:

et établir les pratiques de déploiement. Il est également responsable d'assurer la gestion sécuritaire et efficace des dispositifs et du matériel de sécurité de l'établissement. De plus, il s'assure que les rapports de situation sont rédigés en conformité avec les normes établies. Il peut présider le Comité d'examen des cas d'isolement après 60 jours ou plus, ou y prendre part. Le titulaire de ce poste supervise tous les gestionnaires correctionnels et a des liens fonctionnels avec l'administrateur régional, Sécurité.

Gestionnaire correctionnel (GC)

Le gestionnaire correctionnel est essentiellement responsable des opérations quotidiennes dans l'établissement. Il peut être affecté à différents postes au sein de l'établissement : GC du bureau opérationnel (responsable de l'établissement); GC d'une unité ou d'un secteur (responsable des opérations dans une unité ou un secteur de l'établissement); GC des opérations (responsable, dans les établissements à sécurité moyenne ou maximale, de certaines activités centralisées); GC des horaires et du déploiement (responsable de l'établissement des horaires de travail et du déploiement du personnel). Dans l'un ou l'autre des postes auxquels ils sont affectés par rotation et en tant que membres du Comité de gestion des opérations, les gestionnaires correctionnels assument la responsabilité de la planification des opérations, de la gestion financière, de la dotation et la gestion du personnel et de la prise de décisions concernant les délinquants (p. ex., tribunal disciplinaire, visites, placements en isolement et déplacements des détenus). Chaque GC supervise normalement un groupe d'agents de correction (I et II).

Dans tous les types d'établissements (sauf l'établissement Grierson et les CCC), un gestionnaire correctionnel doit être de service 24 heures sur 24. Dans tous les établissements à sécurité maximale et dans tous les établissements à sécurité moyenne ou à niveaux multiples comptant plus de 300 détenus, un deuxième gestionnaire correctionnel doit être de service pendant le quart du soir. En cas d'absence, la décision de remplacer ou non le deuxième gestionnaire correctionnel doit être fondée sur une évaluation du climat au sein de l'établissement.

Dans les établissements à sécurité moyenne ou maximale, les principales fonctions de chaque poste de GC peuvent être résumées comme suit :



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CM(d) – Operational Desk:

- In charge of the institution
- Roll call, daily deployment and call-back (in accordance with the institution's established rules)
- Routine and non-routine offender movement
- Management of offender counts and patrols
- Authorization for placement in segregation and cell extraction
- Threat and Risk Assessment for unplanned escorts
- Approval of special searches (e.g. visitor, vehicle, employee)
- Management of searches (at institutional level)
- In charge of crisis management awaiting the arrival of the crisis manager
- Assignment of tasks (including to multi-function officers)
- Authorization of overtime and allowances
- Briefing escorts
- Notification to victims outside normal working hours

CM(u) – Unit or Sector:

- In charge of unit operations and deployment within unit or sector
- Oversees specialized programs (e.g. intensive support units, Pathways)
- Attends or may occasionally chair the Segregation Review Board (i.e. reviews for less than 60 days)
- Coordinates sector searches
- Claims against the Crown
- Offender movements within unit or sector
- Cell changes
- Offender assignments to Correctional Officers II or Primary Workers
- Quality control of CO II/PW and CO I work in the unit or sector
- Threat and Risk Assessment of planned escorts

** Assigned to the CM(d) in other types of institution.*

CM(o) – Operations (operations and budget management in the following areas):

GC (b) – Bureau opérationnel :

- Responsable de l'établissement
- Appels nominaux, déploiement quotidien et rappels au travail (selon les règles établies dans l'établissement)
- Déplacements prévus et non prévus des délinquants
- Gestion des dénombrements et des patrouilles
- Autorisation des placements en isolement et des extractions de cellule
- Évaluation de la menace et des risques en vue des escortes non planifiées
- Approbation des fouilles spéciales (p. ex., visiteurs, véhicules, employés)
- Gestion des fouilles (au niveau de l'établissement)
- Gestion des situations d'urgence en attendant l'arrivée du gestionnaire des situations d'urgence
- Répartition des tâches (y compris celles des agents à fonctions multiples)
- Autorisation du temps supplémentaire et des indemnités
- Séance d'information aux escortes.
- Notification aux victimes en dehors des heures normales de travail

GC (u) – Unité ou secteur :

- Responsable des opérations et du déploiement à l'intérieur de l'unité ou du secteur
- Supervision de programmes spéciaux (p. ex., unité de soutien intensif et Sentiers autochtones)
- Faire partie du Comité d'examen des cas d'isolement (moins de 60 jours) et parfois le présider
- Coordination des fouilles du secteur
- Réclamations contre la Couronne
- Déplacements des délinquants à l'intérieur de l'unité ou du secteur
- Changements de cellule
- Assignation des délinquants aux agents de correction II ou aux intervenants de première ligne
- Contrôle de la qualité du travail des AC II ou IPL et des AC I dans l'unité ou le secteur
- Évaluation de la menace et des risques en vue des escortes planifiées

** Les responsabilités sont assignées au GC (b) dans les autres types d'établissement.*

GC (o) – Opérations (gestion des opérations et du budget dans les domaines suivants) :



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- Security devices and equipment (e.g. policies, maintenance, training, inspection, control)
- Key and tool control
- Detection program (contraband smuggling control)
- Urinalysis Program
- Offenders' personal property
- Coordinates the activities of the Operations Management Committee

** Assigned to CM or Manager, Operations as portfolios in other types of institution.*

CM(s&d) – Scheduling and Deployment:

- Develops a human resource plan for the correctional staff that includes a renewal strategy as well as required abilities, skill set and training
- Prepares documentation regarding human resource utilization
- Develops and updates schedules
- Plans and coordinates routine and non-routine deployment activities (emergencies, escorts, special activities)
- Plans and coordinates training activities
- Coordinates annual leave allotment
- Develops operational adjustment plans and practices
- Coordinates and participates in risk assessments pertaining to security activities and deployment practices

** Assigned to CM(d) in other types of institution.*

CM as designated by the Warden:

- Offender discipline (major disciplinary court: assessor; minor disciplinary court: chair)
- Visits and correspondence (including chairing the Visits Committee)
- Reviews and analyzes uses of force

Assistant Warden, Interventions (AWI)

The Assistant Warden, Interventions is responsible for managing all professional correctional interventions in

- Dispositifs et matériel de sécurité (p. ex., politiques, entretien, formation, inspection, contrôle)
- Contrôle des clés et des outils
- Programme de détection (contrôle de l'introduction d'objets interdits)
- Programme d'analyse d'urine
- Effets personnels des délinquants
- Coordination des activités du Comité de gestion des opérations

** Les responsabilités sont assignées au GC ou au gestionnaire, Opérations, en tant que portefeuilles dans les autres types d'établissement.*

GC (h et d) – Horaires et déploiement :

- Élaboration d'un plan de ressources humaines pour le personnel correctionnel comportant une stratégie de renouvellement et précisant les habiletés, les compétences et la formation requises
- Préparation de documents concernant l'utilisation des ressources humaines
- Établissement et mise à jour des horaires de travail
- Planification et coordination du déploiement en fonction des activités prévues et non prévues (urgences, escortes, activités spéciales)
- Planification et coordination des activités de formation
- Coordination des vacances annuelles
- Élaboration des plans et des pratiques d'ajustements opérationnels
- Coordination des évaluations des risques ayant trait aux activités de sécurité et aux pratiques de déploiement, et participation à celles-ci

** Les responsabilités sont assignées au GC (b) dans les autres types d'établissement.*

GC désigné par le directeur de l'établissement :

- Discipline des délinquants (tribunal disciplinaire pour infractions graves : assesseur; tribunal disciplinaire pour infractions mineures : président)
- Visites et correspondance (y compris la présidence du Comité des visites)
- Examen et analyse du recours à la force

Directeur adjoint, Interventions (DAI)

Le directeur adjoint, Interventions, est responsable de la gestion de toutes les interventions correctionnelles



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the institution (i.e. human, financial and material resources related to programs, case management, psychology, education, volunteers' activities, chaplaincy and Aboriginal spiritual activities). He or she determines the needs, resources and operating procedures, recommends internal local procedures, and ensures the integrity of practices and compliance with policies. The AWI has the authority to approve the prioritization and implementation of activities and programs for offenders. He or she chairs the Segregation Review Board for case review at 60 days and beyond. He or she provides links with correctional authorities in the community. He or she chairs the Intervention Management Team (IMT) and provides functional links with the Regional Administrator, Programs and Reintegration and shares all relevant information with the Manager, Programs, Manager, Assessment and Interventions, and Psychologists.

Manager, Assessment and Intervention (MAI)

The Manager, Assessment and Intervention, is responsible for the administration of case management and sentence management duties in the institution. On an average ratio of 1 to 6 (in order to have a second MAI the ratio is now 0 to 7.1), this individual supervises the Parole Officers and may supervise a Sentence Manager and administrative support staff. Aboriginal liaison services report to the MAI. The incumbent supervises case management activities (assignment of cases to Parole Officers, assessment, monitoring) and conducts quality control of documents completed and submitted for decision to senior management or the National Parole Board. He or she also provides professional supervision of Parole Officers, assists them in developing intervention strategies with offenders and determines the most appropriate intervention. He or she participates in or chairs the Correctional Intervention Board (described below). The MAI brings institutional case management practices and programs and release strategies in line, in cooperation with community managers. The MAI participates in or chairs the Segregation Review Board (reviews of less than 60 days). The MAI receives and refers restorative justice requests (one designated MAI per institution).

professionnelles au sein de l'établissement (c.-à-d. les ressources humaines, financières et matérielles relatives aux programmes, à la gestion des cas, aux services de psychologie, à l'éducation, aux activités des bénévoles, à l'aumônerie et aux activités spirituelles autochtones). Il établit les besoins, les ressources et les procédures opérationnelles, recommande les procédures locales internes et s'assure de l'intégrité des pratiques et de la conformité aux politiques. Il est habilité à approuver les priorités et la mise en place des activités et des programmes destinés aux délinquants. Il préside le Comité d'examen des cas d'isolement de 60 jours ou plus. Il assure la liaison avec les autorités correctionnelles dans la collectivité. Il préside l'équipe de gestion des interventions et assure la liaison fonctionnelle avec l'administrateur régional, Programmes et réinsertion sociale, et communique tous les renseignements pertinents au gestionnaire des programmes, au gestionnaire, Évaluations et interventions, et aux psychologues.

Gestionnaire, Évaluation et interventions (GEI)

Le gestionnaire, Évaluation et interventions, est responsable de l'administration des fonctions de gestion des cas et de gestion des peines dans l'établissement. Dans un rapport moyen de 1:6 (pour avoir un deuxième GEI le ratio est maintenant de 0:7,1), cette personne supervise les agents de libération conditionnelle et peut superviser un gestionnaire des peines ainsi qu'un personnel de soutien administratif. Les services de liaison autochtone relèvent du GEI. Le titulaire de ce poste supervise les activités de gestion des cas (assignation des cas aux agents de libération conditionnelle, évaluation, suivi) et contrôle la qualité des documents rédigés devant être soumis à la décision de cadres supérieurs ou de la Commission nationale des libérations conditionnelles. Il assure aussi la supervision professionnelle des agents de libération conditionnelle, les aide à élaborer des stratégies d'intervention auprès des délinquants et détermine quelles interventions conviennent le mieux. Il préside le Comité d'intervention correctionnelle (décrit ci-dessous) ou y prend part. Il veille à l'harmonisation des pratiques de gestion des cas, des programmes et des stratégies de mise en liberté de l'établissement, en collaboration avec les gestionnaires des services correctionnels communautaires. Il préside le Comité d'examen des cas d'isolement (moins de 60 jours) ou y prend part. Le GEI reçoit et transmet les demandes relatives à la justice réparatrice (un GEI désigné par établissement).



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Manager, Programs (MP)

The Manager, Programs is responsible for managing programs (i.e. financial management, needs planning, supervising program facilitators, including Psychologists assigned to program delivery, and ensuring program availability), and social activities for offenders (volunteers and socio-cultural activities) and making decisions on offender pay and work assignments. He or she manages contracts with educational service providers and monitors all activities related to the Inmate Committee. He or she participates in or chairs the Correctional Intervention Board.

Manager, Intensive Intervention Strategy (MIIIS)

The Manager, Intensive Intervention Strategy is responsible for the implementation and management of the National Intensive Intervention Strategy in a women's institution. He or she has a line responsibility for Behavioural Counsellors and functional responsibility for a multidisciplinary team composed of Primary Workers, Nurses, Psychologists, Parole Officers and others.

MANAGEMENT OF THE INSTITUTION

To ensure proper planning, strategic management of correctional operations, integration of operations and interventions, and ongoing flow of information, four components will be critical.

Institutional Management Team

Membership includes the Warden, Deputy Warden, all Assistant Wardens or equivalents, the Operational Manager CORCAN and the Chief Health Care. The Institutional Management Team is responsible for planning, organizing, directing and analysing the performance of all institutional activities. The meetings are for operational planning (i.e. adoption of contingency plan, search plan, operation strategies), the organization of work (e.g. review of internal policies, allocations, ongoing analysis and adoption of budget; human resources planning, Post Orders), management of operations (e.g. strategic discussions, Standing Orders, service orders) and performance analysis (Management Control Framework, overtime, budget, reintegration programs). Smaller institutions may have a limited

Gestionnaire de programmes (GP)

Le gestionnaire de programmes est responsable de la gestion des programmes (c.-à-d. gestion financière, planification des besoins, supervision des intervenants de programmes, y compris les psychologues chargés de la prestation de programmes, et disponibilité des programmes), de la gestion des activités sociales des délinquants (bénévoles et activités socioculturelles) et de la prise de décisions concernant la rémunération des délinquants et leur affectation à un travail. Il gère les contrats avec les fournisseurs de services d'éducation et assure le suivi de toutes les activités reliées au Comité des détenus. Il préside le Comité d'intervention correctionnelle ou y prend part.

Gestionnaire, Stratégie d'intervention intensive (GSII)

Le gestionnaire, Stratégie d'intervention intensive, est responsable de la mise en œuvre et de la gestion de la Stratégie nationale d'intervention intensive dans un établissement pour femmes. Il exerce une autorité hiérarchique sur les conseillers en comportement et une autorité fonctionnelle sur une équipe interdisciplinaire composée, entre autres, d'intervenants de première ligne, d'infirmières, de psychologues et d'agents de libération conditionnelle.

GESTION DE L'ÉTABLISSEMENT

Quatre composantes sont jugées essentielles pour assurer une bonne planification, une gestion stratégique des opérations correctionnelles, l'intégration des opérations et des interventions et le flux continu de l'information.

Équipe de gestion de l'établissement

L'équipe de gestion de l'établissement est formée du directeur de l'établissement, du sous-directeur, de tous les directeurs adjoints ou titulaires de postes équivalents, du directeur adjoint, CORCAN et du chef des Services de santé. Elle est responsable de la planification, de l'organisation, de la direction et de l'analyse du rendement dans tous les domaines d'activité de l'établissement. Ses réunions servent à planifier les opérations (adoption du plan d'urgence, du plan de fouille, des stratégies opérationnelles), à organiser le travail (examen des politiques internes, allocations budgétaires, analyse continue et adoption du budget, planification des ressources humaines, consignes de poste), à diriger les opérations (discussions stratégiques, ordres permanents, ordres de service) et à analyser le



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number of managers reporting directly to the Deputy Warden.

In some circumstances (e.g. Regional Management Committee debriefing, discussion or communication on operating strategies), the meetings can be enlarged and include other institutional managers.

Population Management

Population management is critical at local, regional and national levels. At the local level, this refers to an ongoing analysis of offender profiles, security intelligence and offender movements (i.e. internally between units or ranges, and transfers between institutions). The management of criminal gang affiliations/disaffiliations and management of incompatibles are also critical elements. Many individuals contribute to population management. An Institutional Strategic Intelligence Committee should be put in place to provide coordination of this function through a senior manager.

Institutional Strategic Intelligence Committee (ISIC)

This committee generally consists of the Warden, Deputy Warden (DW), Assistant Warden, Operations, Assistant Warden, Interventions and Security Intelligence Officer (SIO). In smaller institutions, it would be the DW, the Manager, Operations and the SIO. The ISIC is responsible for reviewing the outcome of the analysis of security information collected by the SIO and assessing the risks and impacts on the institution, operations and personnel. At the end of the meeting, the Warden may give instructions regarding operations (e.g. searches, intelligence gathering, and restrictions of offender movements, segregation of certain offenders) and case management (Assessment for Decision: suspension / restriction of absences, transfer). The Committee meets as required and is chaired by the Warden. The Manager, Assessment and Intervention may present the most contentious cases of requests for transfers to the Committee for discussion.

rendement (Outils de surveillance de la gestion, temps supplémentaire, budget, programmes de réinsertion sociale). Les établissements de petite taille peuvent compter un nombre restreint de gestionnaires relevant directement du sous-directeur.

Dans certaines circonstances (p. ex., comptes rendus au Comité régional de gestion, discussions ou communications concernant les stratégies opérationnelles), la participation à la réunion peut être élargie et inclure d'autres gestionnaires de l'établissement.

Gestion de la population

La gestion de la population carcérale est d'importance critique aux niveaux local, régional et national. Au niveau local, elle comprend l'analyse continue du profil des délinquants, des renseignements de sécurité et des déplacements des délinquants (à l'interne, entre les unités et les rangées, et les transfèrements d'un établissement à un autre). La gestion des affiliations et désaffiliations aux gangs criminels et la gestion des délinquants incompatibles sont aussi très importantes. Un grand nombre de personnes contribuent à la gestion de la population carcérale. Chaque établissement devrait mettre sur pied un Comité de renseignements stratégiques dans le but d'assurer la coordination de cette fonction par un gestionnaire supérieur.

Comité de renseignements stratégiques de l'établissement (CRSE)

Ce comité se compose généralement du directeur de l'établissement, du sous-directeur (SD), du directeur adjoint, Opérations, du directeur adjoint, Interventions, et de l'agent de renseignements de sécurité (ARS). Dans les petits établissements, il se compose du SD, du gestionnaire, Opérations, et de l'ARS. Le CRSE est chargé d'examiner les résultats de l'analyse des renseignements de sécurité recueillis par l'ARS et d'évaluer les risques et les répercussions sur l'établissement, les opérations et le personnel. À l'issue de la réunion, le directeur de l'établissement peut donner des directives concernant les opérations (p. ex., fouilles, collecte de renseignements, limitation des déplacements des délinquants, placement en isolement de certains délinquants) et la gestion des cas (Évaluation en vue d'une décision : suspension ou restriction des sorties, transfèrement). Le Comité, qui est présidé par le directeur de l'établissement, se réunit selon les besoins. Le gestionnaire, Évaluation et interventions, peut



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From time to time, the Committee extends its analysis to a complete review of the institution's population: population profile (e.g. gang, mental health, length of sentence, special needs and ethnic profile), movement and administrative segregation, and security incidents, as well as trends in these areas. As part of its work, the Committee could review the institution's operational practices and how they contribute to the administrative segregation situation.

The Committee shares its findings with the Institutional Management Team and the Regional Strategic Intelligence Committee (where applicable).

Daily Briefings

Every morning, there is a meeting to review operational concerns, including incidents over the last 24 hours (or weekend), and to provide specific direction for the day's operations. Security incidents, the latest security intelligence entries, cases placed in segregation, human resource utilization and other non-routine activities are reviewed. These briefings can entail specific instructions on the day's operations, as well as activities to the case management teams.

The Assistant Wardens (or Manager, Operations) are in charge of conveying specific directions. Shift briefings focus on operational situations that require special attention and any non-routine activities that are planned. It is important that units continue to include as many managers (e.g. Correctional Manager and Manager, Assessment and Intervention) as possible so that they can jointly plan the unit's operations on a daily basis.

This practice may be crucial for maintaining the relationship and cooperation between security operations and interventions at the unit level, but it will be complemented with the Sector Management Team.

présenter au Comité, aux fins de discussion, les demandes de transfèrement les plus problématiques.

De temps à autre, le Comité effectue une analyse approfondie de la population de l'établissement : profil de la population (p. ex., gang, santé mentale, durée des peines, besoins particuliers, profil ethnique), déplacements et isolement préventif, incidents de sécurité et tendances dans ces domaines. Dans le cadre de son travail, le Comité peut examiner les pratiques opérationnelles de l'établissement et leurs répercussions sur l'isolement préventif.

Le Comité fait part de ses constatations à l'équipe de gestion de l'établissement et au Comité régional de renseignements stratégiques (lorsqu'il y a lieu).

Briefings quotidiens

Tous les matins, une réunion a lieu pour examiner les préoccupations d'ordre opérationnel, y compris les incidents survenus au cours des dernières 24 heures (ou de la fin de semaine) et orienter de façon concrète les opérations de la journée. On y revoit les incidents de sécurité, les renseignements de sécurité récemment consignés, les placements en isolement, l'utilisation des ressources humaines de même que les activités non courantes. Dans le cadre de ces réunions, des instructions précises peuvent être formulées pour les opérations de la journée et les équipes de gestion des cas.

Les directeurs adjoints (ou gestionnaires, Opérations) sont chargés de transmettre des directives précises. Les briefings de changement de quart portent principalement sur les situations opérationnelles nécessitant une attention spéciale et sur toute activité non courante qui est prévue. Il est important que les unités continuent d'y inclure le plus grand nombre possible de gestionnaires (p. ex., gestionnaire correctionnel et gestionnaire, Évaluation et interventions), afin qu'ils puissent planifier conjointement les opérations quotidiennes de l'unité.

Cette pratique, qui est essentielle au maintien des relations et de la collaboration entre les responsables des opérations de sécurité et des interventions au sein de l'unité, est par ailleurs renforcée par le travail de l'équipe de gestion du secteur.



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Sector Management Team

As offenders live in one unit and as Correctional Managers are assigned by unit or sector (more than one unit), it is important for each sector to be assigned at least one Manager, Assessment and Intervention. This allows the CM and MAI, as a team, to address operational and case management issues together.

Correctional Managers and Managers, Assessment and Intervention meet on a regular basis (at least every two weeks) to discuss and analyze common issues, such as population management problems at the unit level (drugs, debts, movements, affiliations, segregation, discipline) and systemic case management issues (e.g. interaction between offenders, Correctional Officers II or Primary Workers and Parole Officers and their contribution to case management). Any specific problem regarding an offender must be referred to the Case Management Team. In minimum-security institutions, the Manager, Operations should be involved in the Sector Management Team.

MANAGEMENT OF OPERATIONS

The Responsibility Matrix – Operations (Annex B) provides a detailed picture of all operational aspects. This section provides a broader picture of operations management.

Planning

An important component in any operation is planning, which includes performance agreements (i.e. objectives), institutional routine, search plan, contingency plan, human resources, budget allocation (including overtime), Post Orders and Standing Orders. Regular follow-up in these areas, including a review of the Management Control Framework and corporate results, is essential.

These are the responsibilities of the Assistant Warden, Operations or Manager, Operations with the support of the Operations Management Team.

Équipe de gestion du secteur

Comme les délinquants vivent dans une unité et que les gestionnaires correctionnels sont affectés à une unité ou un secteur (plus d'une unité), il est important qu'au moins un gestionnaire, Évaluation et interventions, soit affecté à chaque secteur afin de permettre aux GC et GEI de s'attaquer conjointement aux problèmes opérationnels et de gestion des cas.

Les gestionnaires correctionnels et le gestionnaire, Évaluation et interventions, se réunissent régulièrement (au moins toutes les deux semaines) pour discuter et faire l'analyse de préoccupations communes, telles que les problèmes de gestion de la population dans l'unité (drogues, dettes, déplacements, affiliations, isolement, discipline) et les problèmes systémiques de gestion des cas (p. ex., interaction entre les délinquants, les agents de correction II ou intervenants de première ligne et les agents de libération conditionnelle, et leur contribution à la gestion des cas). Tout problème particulier concernant un délinquant doit être renvoyé à l'équipe de gestion des cas. Dans les établissements à sécurité minimale, le gestionnaire, Opérations devrait faire partie de l'équipe de gestion du secteur.

GESTION DES OPÉRATIONS

La matrice des responsabilités – Opérations (annexe B) fournit un portrait détaillé de tous les aspects des opérations. La présente section donne un aperçu général de la gestion des opérations.

Planification

Une composante importante de toute opération est sa planification, qui comprend les ententes de rendement (c.-à-d. les objectifs de rendement), la routine de l'établissement, le plan de fouille, le plan d'urgence, les ressources humaines, les allocations budgétaires (y compris le temps supplémentaire), les consignes de poste et les ordres permanents. Il est essentiel d'assurer un suivi régulier de toutes ces activités, notamment par l'examen des Outils de surveillance de la gestion et des résultats corporatifs.

Ces responsabilités incombent au directeur adjoint, Opérations, ou au gestionnaire, Opérations, qui est appuyé par l'équipe de gestion des opérations.



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Operations Management Team (OMT)

Consisting of an Assistant Warden, Operations or a Manager, Operations and available Correctional Managers (deployment, operations and unit), this team supports the Assistant Warden, Operations or Manager, Operations in planning operations, developing search plans and the institutional routine, ensuring the operationalization of national and regional policies, and periodically reviewing Post Orders and Standing Orders related to operations and contingency plans. The team also reviews human resources planning, deployment, vacations and overtime, and develops intervention strategies on this basis. The Deputy Warden will attend the team's meeting from time to time as needed.

The team meets as required, with at least one annual meeting (bringing together all Correctional Managers) focused on planning (e.g. search plan, routine and commitments). Meetings are coordinated by a Correctional Manager.

Day-to-Day Operations

General Deployment

The Correctional Manager, Schedule and Deployment (or another identified CM) coordinates schedules on the basis of activities planned (including health services) and absences, and advises on operational adjustment options. The schedule will take into consideration annual leave, training, long-term leave and other planned absences. For each shift, the Correctional Manager, Operational Desk coordinates unplanned absences and operational adjustments, prepares the roll call and deploys staff to security activities. He or she authorizes overtime and allowances. Deployment is based on the general routine and other planned activities for the day (e.g. escorts, movements, etc.).

Priorities and Daily Routine

To set priorities, there is a need to look at strategic and critical information, planned activities, needs regarding health services and changes in the environment (including regional and national priorities). To help in this responsibility, the daily briefing is the most appropriate forum.

Équipe de gestion des opérations (EGO)

L'équipe de gestion des opérations, qui se compose du directeur adjoint ou du gestionnaire, Opérations, et des gestionnaires correctionnels disponibles (déploiement, opérations et unité), aide le directeur adjoint, Opérations, ou le gestionnaire, Opérations, à planifier les opérations, à élaborer les plans de fouille, à établir la routine de l'établissement, à assurer l'opérationnalisation des politiques nationales et régionales, et à revoir périodiquement les consignes de poste et les ordres permanents ayant trait aux opérations et aux plans d'urgence. L'équipe examine également la planification des ressources humaines, le déploiement, les vacances et le temps supplémentaire, et élabore des stratégies d'intervention en conséquence. Le sous-directeur assistera aux réunions de l'équipe de temps à autre, selon les besoins.

L'équipe se réunit selon les besoins, mais tient au moins une réunion annuelle (regroupant tous les gestionnaires correctionnels) qui est centrée sur la planification (plan de fouille, routine, engagements). La coordination des réunions est assurée par un gestionnaire correctionnel.

Opérations quotidiennes

Déploiement général

Le gestionnaire correctionnel, Horaires et déploiement, (ou un autre GC désigné) coordonne les horaires en fonction des activités planifiées (incluant les services de santé) et des absences, et donne son avis sur les ajustements opérationnels possibles. L'horaire doit tenir compte des congés annuels, de la formation, des congés de longue durée et des autres absences prévues. Pour chaque quart de travail, le gestionnaire correctionnel, Bureau opérationnel, coordonne les absences imprévues et les ajustements opérationnels, prépare l'appel nominal et déploie le personnel en fonction des activités de sécurité. Il autorise le temps supplémentaire et les indemnités. Le déploiement est fondé sur la routine normale et les autres activités prévues de la journée (escortes, déplacements, etc.).

Priorités et routine quotidienne

Pour établir les priorités, il est nécessaire d'examiner les informations stratégiques et critiques, les activités planifiées, les besoins concernant les services de santé ainsi que les changements dans l'environnement (y compris les priorités régionales et nationales). Le briefing quotidien est le cadre le plus approprié pour effectuer



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Following the briefing, there may be adjustments to the final deployment of staff for the day to offset factors raised during the meeting (normally limited to tasks performed by multifunction officers).

Situation Management

Most staff activities pertain to managing situations with offenders. This includes conflict resolution (between offenders), personal property issues, unplanned movements, contraband and unauthorized items, illegal activities, and aggressive or non-compliant behaviour. Handling these situations is the responsibility of the Correctional Manager, Unit/Sector and will be managed in conjunction with Correctional Officers.

For any planned use of force, the Correctional Manager, Unit/Sector will coordinate the intervention with the Warden, who will give the final approval. In the absence of the Warden (or designated Crisis Manager), the Correctional Manager, Operational Desk, as officer in charge and acting Crisis Manager, will initiate the intervention.

Centralized Management of Specific Operations

Some operations are managed from a central point in the institution: management of security equipment, Urinalysis Program, visits and correspondence, discipline and segregation. These operations may be under the responsibility of the Correctional Manager, Operations or a CM designated by the Warden.

Security Equipment

CSC operates through manuals, Commissioner Directives and Guidelines that outline requirements regarding the management of security equipment (e.g. firearms, ammunition, chemical agents, handcuffs, keys, vests). The responsibility of the Correctional Manager, Operations (or equivalent) is to ensure the proper acquisition, maintenance and distribution of the security equipment in a safe and timely manner.

cette tâche.

Après le briefing, des ajustements peuvent être apportés dans le déploiement final du personnel pour la journée afin de répondre aux questions soulevées au cours de la réunion (qui touchent normalement les tâches dévolues aux agents à fonctions multiples).

Gestion des situations

La plupart des activités du personnel visent à gérer des situations concernant les délinquants (résolution de conflits entre les délinquants, problèmes ayant trait aux effets personnels, déplacements non prévus, objets interdits et objets non autorisés, activités illégales, comportements agressifs ou réfractaires, etc.). Ces situations sont du ressort du gestionnaire correctionnel, Unité ou secteur, et sont gérées en collaboration avec les agents de correction.

Dans le cas d'un recours à la force planifié, le gestionnaire correctionnel, Unité ou secteur, coordonne l'intervention avec le directeur de l'établissement, qui prend la décision finale. En l'absence du directeur (ou du gestionnaire des situations d'urgence désigné), le gestionnaire correctionnel, Bureau opérationnel, en tant que responsable et gestionnaire intérimaire des situations d'urgence, déclenche l'intervention.

Gestion centralisée d'opérations précises

Certaines opérations sont gérées d'un point central dans l'établissement, comme la gestion du matériel de sécurité, du programme d'analyse d'urine, des visites et de la correspondance, de la discipline et de l'isolement. Ces opérations peuvent incomber au gestionnaire correctionnel, Opérations, ou à un GC désigné par le directeur de l'établissement.

Matériel de sécurité

Le SCC fonctionne avec des manuels, des directives du commissaire et des lignes directrices qui définissent les exigences relatives à la gestion du matériel de sécurité (p. ex., armes à feu, munitions, agents chimiques, menottes, clés, vestes de protection). Le gestionnaire correctionnel, Opérations, ou le titulaire d'un poste équivalent, doit s'assurer que l'acquisition, l'entretien et la distribution du matériel de sécurité se font dans les règles, de manière sécuritaire et en temps utile.



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Urinalysis Program

The Correctional Manager, Operations (in medium and maximum-security institutions) or the Correctional Manager or Manager, Operations (in other institutions) is responsible for the program as a whole, including random sampling (subparagraph 54(b)), or as a condition of participation in a program (subparagraph 54(c)). He or she also authorizes sampling on the basis of reasonable grounds (subparagraph 54(a) or section 55) or establishes a frequency for a release program (section 55).

Visits and Correspondence

Management of the program is the responsibility of a Correctional Manager as designated by the Warden. Authority for interception rests with the Deputy Warden (except for privileged correspondents) and authority to allow special visits rests with the Assistant Warden, Operations or Manager, Operations. Any other decisions regarding visits are made by the Visits Board, which also makes recommendations for special visits.

Visits Review Board

Chaired by a Correctional Manager, the Visits Board consists of at least a Correctional Officer, Visits and Correspondence. The Security Intelligence Officer would be ad hoc member in some cases. The Visits Board makes decisions involving approval/suspension for regular visits and private family visits.

Discipline

The management of discipline is also under the responsibility of the Correctional Manager, Operations. This includes management of the disciplinary courts and entries into the Offender Management System (OMS). Every staff member must produce offence reports, but the charge is generally the responsibility of a Correctional Manager.

Disciplinary Courts

The major disciplinary court is chaired by an Independent Chairperson, supported by an assessor designated by the Warden.

Programme d'analyse d'urine

Le gestionnaire correctionnel, Opérations, dans les établissements à sécurité moyenne ou maximale, ou le gestionnaire correctionnel ou gestionnaire, Opérations, dans les autres établissements, est responsable de l'ensemble du programme, y compris la prise d'échantillons au hasard (alinéa 54b)) ou comme condition de participation à un programme (alinéa 54c)). De plus, il autorise les prises d'échantillons en présence de motifs raisonnables (alinéa 54a) ou article 55) ou en établit la fréquence dans le cas d'un programme de mise en liberté (article 55).

Visites et correspondance

La gestion du programme incombe au gestionnaire correctionnel désigné par le directeur de l'établissement. Le pouvoir d'effectuer une interception appartient au sous-directeur (sauf dans le cas des correspondants privilégiés), alors que le pouvoir d'autoriser une visite spéciale appartient au directeur adjoint, Opérations, ou au gestionnaire, Opérations. Toutes les autres décisions concernant les visites sont prises par le Comité des visites, qui formule aussi des recommandations concernant les visites spéciales.

Comité des visites

Le Comité des visites est présidé par un gestionnaire correctionnel et comprend au moins un agent de correction, Visites et correspondance. L'agent des renseignements de sécurité en est un membre ad hoc dans certains cas. Le Comité des visites rend des décisions concernant les autorisations et les suspensions de visites régulières et de visites familiales privées.

Discipline

La gestion de la discipline (incluant la gestion des tribunaux disciplinaires et les enregistrements dans le Système de gestion des délinquants) relève aussi du gestionnaire correctionnel, Opérations. Chaque membre du personnel doit établir des rapports d'infraction disciplinaire, mais les mises en accusation relèvent normalement d'un gestionnaire correctionnel.

Tribunaux disciplinaires

Le tribunal disciplinaire pour infractions graves est présidé par un président indépendant, qui est appuyé par un assesseur désigné par le directeur de l'établissement.



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The minor disciplinary court can occur institutionally or by unit, based on the Warden's decision. To respect the duty to act fairly, the Correctional Manager who makes the decision on the offender's charge cannot chair the minor disciplinary court. The Correctional Manager acting as Chair is designated by the Warden.

Segregation

Management of the Segregation Unit is the responsibility of the Assistant Warden, Operations or Manager, Operations. This includes making sure a daily visit is done at the unit, ensuring access to daily activities, shower, services, etc. The Segregation Review Board is chaired by the Manager, Assessment and Intervention or equivalent for reviews of cases of less than 60 days and by the Assistant Warden, Interventions or equivalent for the review of cases of 60 days and beyond.

Segregation Review Board

Chaired by the Manager, Assessment and Intervention or equivalent (Correctional Manager) (for cases of less than 60 days) or by the Assistant Warden, Interventions or equivalent (Assistant Warden, Operations or Manager, Operations) (for cases of 60 days and subsequent reviews) and comprising one Correctional Manager, one Manager, Assessment and Intervention and the assigned Parole Officer, the Board reviews all cases of administrative segregation (voluntary or involuntary) at intervals established by regulatory and policy requirements, evaluates all alternatives, recommends the measures to be taken, and submits everything to the Warden for decision.

MANAGEMENT OF INTERVENTIONS

The Responsibility Matrix – Interventions (Annex C) provides a detailed picture of all intervention aspects. This section provides a broader picture of the management of interventions.

Planning

As with operations, an essential component of interventions is planning in such areas as: offender

Le tribunal disciplinaire pour infractions mineures peut être tenu par établissement ou par unité, selon la décision du directeur de l'établissement. Pour respecter le devoir d'agir équitablement, le gestionnaire correctionnel qui décide de la mise en accusation du délinquant ne peut présider le tribunal disciplinaire. Le gestionnaire correctionnel qui préside le tribunal est désigné par le directeur de l'établissement.

Isolement

La gestion de l'unité d'isolement incombe au directeur adjoint, Opérations, ou au gestionnaire, Opérations. À cette fin, il visite l'unité quotidiennement, s'assurant que les détenus y ont accès aux activités quotidiennes, aux douches, aux services, etc. Le Comité d'examen des cas d'isolement est présidé par le gestionnaire, Évaluation et interventions, ou le titulaire d'un poste équivalent, pour les cas de moins de 60 jours, et par le directeur adjoint, Interventions, ou le titulaire d'un poste équivalent, pour les cas de 60 jours ou plus.

Comité d'examen des cas d'isolement

Le Comité d'examen des cas d'isolement est présidé par le gestionnaire, Évaluation et interventions, ou le titulaire d'un poste équivalent (gestionnaire correctionnel) (cas de moins de 60 jours) ou par le directeur adjoint, Interventions, ou le titulaire d'un poste équivalent (directeur adjoint, Opérations, ou gestionnaire, Opérations) (cas de 60 jours ou plus). Un gestionnaire correctionnel, un gestionnaire, Évaluation et interventions, et l'agent de libération conditionnel chargé du cas y siègent également. Le Comité examine tous les cas d'isolement préventif (sollicité ou non sollicité) aux intervalles prescrits par le règlement ou les politiques, évalue toutes les solutions de rechange, recommande les mesures à prendre et soumet tous les cas à la décision du directeur de l'établissement.

GESTION DES INTERVENTIONS

La matrice des responsabilités – Interventions (annexe C) fournit un portrait détaillé de tous les aspects des interventions. La présente section donne un aperçu général de la gestion des interventions.

Planification

Comme dans le cas des opérations, un élément essentiel des interventions est la planification, notamment dans les



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activities, program availability, schooling, offender employment and pay, reintegration activities, human resources, performance objectives, budget allocation and preparation of Standing Orders. Follow-up on all activities, including a review of Management Control Framework and corporate results, is an essential component of the process.

These are the responsibilities of the Assistant Warden, Interventions, with the support of the Intervention Management Team. In smaller institutions that do not have this position, these responsibilities are assigned to the Deputy Warden.

Intervention Management Team

Consisting of the Assistant Warden, Interventions, Manager, Assessment and Intervention, Manager, Programs, Chief Psychologist, as well as the Chaplain and Elder as ad hoc members if needed, the Intervention Management Team provides support to the Assistant Warden, Interventions in performance planning and management for case management (i.e. intervention, case preparation), programs (i.e. availability, relevance and program delivery) and other professional activities. The team assesses the needs of the institution's population on an annual basis and ensures programs designed to meet these needs are available. It also develops and approves a list of possible assignments to the institution (e.g. programs, jobs, school) and case prioritization procedures for programs. The team periodically reviews performance (in monitoring cases, compliance with standards), evaluates and recommends approval of special activities, and provides follow-up to decisions related to the Inmate Committee. It develops strategies concerning offender employment.

The team meets as required, including at least one annual meeting that focuses on planning (programs, special activities, policies on offender employment, strategy for professional development of staff).

Case Management

Directed by the Manager, Assessment and Intervention, all activities related to case management are described in CD 700. This includes ongoing assessment of risks and needs, orientation and referral to specialized

domaines suivants : activités des délinquants, disponibilité des programmes, formation scolaire, travail et rémunération des délinquants, activités de réinsertion sociale, ressources humaines, objectifs de rendement, allocations budgétaires et rédaction d'ordres permanents. Il est essentiel d'assurer un suivi de toutes ces activités, y compris l'examen des Outils de surveillance de la gestion et des résultats corporatifs.

Ces responsabilités incombent au directeur adjoint, Interventions, qui est appuyé par l'équipe de gestion des interventions. Dans les petits établissements où ce poste n'existe pas, les responsabilités sont assumées par le sous-directeur.

Équipe de gestion des interventions

L'équipe de gestion des interventions, qui est composée du directeur adjoint, Interventions, du gestionnaire, Évaluation et interventions, du gestionnaire des programmes et du psychologue principal (ainsi que de l'aumônier et de l'Aîné en tant que membres ad hoc, au besoin), aide le directeur adjoint, Interventions, à planifier et à gérer le rendement relatif à la gestion des cas (interventions, préparation des cas), aux programmes (disponibilité, pertinence et prestation des programmes) et à d'autres activités professionnelles. L'équipe évalue annuellement les besoins de la population de l'établissement et s'assure que des programmes conçus pour répondre à ces besoins sont disponibles. Elle élabore et approuve la liste des affectations possibles à l'établissement (programmes, emplois, école) ainsi que les modalités de priorisation des cas pour les programmes. En outre, elle examine périodiquement le rendement (suivi des cas, conformité aux normes), évalue des activités spéciales et recommande leur approbation, et assure le suivi des décisions ayant trait au Comité des détenus. Elle élabore aussi des stratégies relativement à l'emploi des délinquants.

L'équipe se réunit selon les besoins, mais tient au moins une réunion annuelle centrée sur la planification (programmes, activités spéciales, politiques sur l'emploi des délinquants, stratégie de perfectionnement professionnel du personnel).

Gestion des cas

Toutes les activités liées à la gestion des cas sont dirigées par le gestionnaire, Évaluation et interventions, et sont décrites dans la DC 700. Ces activités comprennent l'évaluation continue des risques et des



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services (e.g. programs, Elders, psychology and health services), targeted intervention by the Parole Officer, and Assessment for Decision.

One major responsibility of the Manager, Assessment and Intervention is to provide professional supervision to Parole Officers. This means providing the Parole Officer with support and advice, challenging assessments and intervention strategies, being actively involved in case conferences, and providing or fostering professional development. The Case Management Team and Correctional Intervention Board are part of the continuum of professional supervision from the Parole Officer through the Manager, Assessment and Intervention.

Offender case management is the responsibility of the Parole Officer, but the Case Management Team supports the Parole Officer.

Case Management Team

Consisting of the Parole Officer, Correctional Officer II or Primary Worker and Manager, Assessment and Intervention, and as ad hoc members, the Correctional Manager, the Psychologist, Program Officer, Aboriginal Liaison Officer and Security Intelligence Officer, the Case Management Team remains the offender's primary intervention unit. The team determines the intervention strategy for the offender and conducts ongoing progress monitoring, case discussions concerning behavioural problems (e.g. discipline, drug use, relations with other offenders, lack of progress, intelligence requiring a re-assessment of risk), referrals to programs and special services (e.g. psychology, Aboriginal spirituality, methadone) and reviews for decision (e.g. visit, transfer, perimeter clearance, escorted temporary absence, unescorted temporary absence, work release, day release, full parole, statutory release). Once the case is reviewed and the various points of view have been represented in the reports, the offender's case can then be submitted directly to the decision-making authority (Warden or delegated individual, Commissioner or National Parole Board (NPB)).

besoins, l'orientation et l'aiguillage des délinquants vers des services spécialisés (p. ex., programmes, Aînés, services de psychologie et services de santé), les interventions ciblées par l'agent de libération conditionnelle, et l'Évaluation en vue d'une décision.

L'une des principales responsabilités du gestionnaire, Évaluation et interventions, est d'assurer la supervision professionnelle des agents de libération conditionnelle. À cette fin, il donne à l'agent de libération conditionnelle un soutien et des avis, discute de ses évaluations et stratégies d'intervention, participe activement aux conférences de cas et assure ou favorise son perfectionnement professionnel. L'équipe de gestion des cas ainsi que le Comité d'intervention correctionnelle font partie du continuum de supervision professionnelle allant de l'agent de libération conditionnelle au gestionnaire, Évaluation et interventions.

La gestion de chaque cas de délinquant demeure la responsabilité de l'agent de libération conditionnelle, mais l'équipe de gestion des cas est là pour l'appuyer.

Équipe de gestion des cas

Composée de l'agent de libération conditionnelle, de l'agent de correction II ou l'intervenant de première ligne, du gestionnaire, Évaluation et interventions, et, à titre de membres ad hoc, du gestionnaire correctionnel, du psychologue, de l'agent de programmes, de l'agent de liaison autochtone et de l'agent des renseignements de sécurité, l'équipe de gestion des cas demeure l'unité d'intervention primaire auprès du délinquant. Elle détermine la stratégie d'intervention auprès du délinquant, procède à l'évaluation continue de ses progrès, discute de ses problèmes de comportement (p. ex., discipline, consommation de drogue, relation avec les autres délinquants, absence de progrès, renseignements entraînant une réévaluation du risque), l'aiguille vers des programmes et des services spécialisés (psychologie, spiritualité autochtone, méthadone) et examine le cas en vue d'une décision (p. ex., visite, transfèrement, travail à l'extérieur du périmètre, permission de sortir avec escorte, permission de sortir sans escorte, placement à l'extérieur, semi-liberté, libération conditionnelle totale, libération d'office). Une fois que l'examen du cas est terminé et que les différents points de vue sont consignés dans les rapports, le cas du délinquant peut être présenté directement au décideur (directeur de l'établissement ou son délégué, commissaire ou CNLC).



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The Case Management Team meets at intervals determined by policies, events or the pressing need for analysis or decision on a specific case.

To support the Case Management Team and review problem cases for decision, orientation, referral or development of strategic intervention, or to agree on an integrated approach for the offender, the Correctional Intervention Board can play a critical role in the integration of all intervention activities. Here is a broader description of its role.

Correctional Intervention Board

Chaired alternately by the Manager, Assessment and Intervention and the Manager, Programs, the Board may request participation by any staff member who may contribute to the discussion or decision (such as the Parole Officer, Program Officer, other Parole Officers, Correctional Officer II or Primary Worker, Correctional Manager, Psychologist, Aboriginal Liaison Officer or other). Depending on the size of the institution, there may be more than one Board. A half-day meeting per week could be held, where the cases to be reviewed or discussed could be prioritized.

The Board will approve assignments to correctional and educational programs. It will proceed to case discussions regarding problematic cases, decision review for complex cases and referral for detention. To be effective, cases to be reviewed or discussed should be properly selected.

Unless there is a disagreement or an appeal, there will be no need to convene a Board to make a decision on offender pay, or work assignment or reassignment. Decisions in those areas will be made by the Manager, Programs.

Psychology

There are three types of psychological services provided: interventions based on risk and need factors (psychological monitoring); psychological assessments for decision purposes by CSC (e.g. placement, security classification) or NPB (e.g. parole, detention); and interventions for mental health support. For mental

L'équipe de gestion des cas se réunit à la fréquence dictée par les politiques, les événements ou le besoin pressant d'une analyse ou d'une décision.

Le Comité d'intervention correctionnelle peut jouer un rôle fondamental dans l'intégration de toutes les activités d'intervention afin d'appuyer l'équipe de gestion des cas et d'examiner les cas problématiques en vue d'une décision, de l'aiguillage du délinquant ou de l'élaboration d'une stratégie d'intervention, ou pour s'entendre sur une approche intégrée à adopter auprès du délinquant. Voici une description plus détaillée de son rôle.

Comité d'intervention correctionnelle

Présidé à tour de rôle par le gestionnaire, Évaluation et interventions, et le gestionnaire de programmes, le Comité peut demander la participation de tout membre du personnel qui peut contribuer à la discussion ou la décision (p. ex., l'agent de libération conditionnelle, l'agent de programmes, d'autres agents de libération conditionnelle, l'agent de correction II ou l'intervenant de première ligne, le gestionnaire correctionnel, le psychologue ou l'agent de liaison autochtone). Selon la taille de l'établissement, il peut y avoir plus d'un comité. Le Comité pourrait tenir chaque semaine une réunion d'une demi-journée et établir l'ordre de priorité des cas à examiner.

Le Comité approuve les affectations des délinquants aux programmes correctionnels ou d'éducation. Il discute des cas problématiques et examine les décisions concernant les cas complexes et les cas à renvoyer en vue d'un examen du maintien en incarcération. Par souci d'efficacité, les cas soumis au Comité devraient être sélectionnés de façon judicieuse.

À moins d'un désaccord ou d'un appel, il n'est pas nécessaire de convoquer le Comité pour prendre des décisions concernant la rémunération des délinquants ou leur affectation ou réaffectation à un travail. Ces décisions sont prises par le gestionnaire des programmes.

Services de psychologie

Trois types de services de psychologie sont fournis : des interventions axées sur les facteurs de risque et les besoins (suivi psychologique); des évaluations psychologiques en vue d'une décision par le SCC (p. ex. placement, cote de sécurité) ou par la CNLC (p. ex., mise en liberté, maintien en incarcération); des interventions



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health issues, the Psychologist will be supported by the Mental Health Team.

Mental Health Team

The Mental Health Team consists of the Psychologist, Nurse, Manager, Assessment and Intervention, Parole Officer and, if necessary, the Psychiatrist and other ad hoc members. The functions of the team include identifying the needs and services required, prioritizing mental health services, and monitoring and documenting the clinical progress of individual offenders on a monthly basis.

Programs and Activities

This area, led by the Program Manager, includes various types of activities, such as program delivery, schooling, library, offender activities (social, cultural, physical), work assignments (employment and employability), offender pay, social programs and the coordination of volunteer activities. The Program Manager also coordinates activities related to the Inmate Committee.

Spiritual Services

Reporting directly to the Assistant Warden, Interventions, spiritual services include chaplaincy and Aboriginal spirituality services.

de soutien en matière de santé mentale. Dans le cas de problèmes de santé mentale, le psychologue est appuyé par l'équipe de santé mentale.

Équipe de santé mentale

L'équipe de santé mentale se compose du psychologue, d'un infirmier, du gestionnaire, Évaluation et interventions, de l'agent de libération conditionnelle et, au besoin, du psychiatre et d'autres membres ad hoc. Ses fonctions sont notamment les suivantes : déterminer les besoins et les services requis, établir l'ordre de priorité des services de santé mentale ainsi que procéder chaque mois au suivi et à la consignation des progrès cliniques des délinquants.

Programmes et activités

Ce secteur, qui est dirigé par le gestionnaire de programmes, regroupe différents types d'activités, par exemple : la prestation de programmes, la formation scolaire, la bibliothèque, les activités des délinquants (sociales, culturelles et physiques), les affectations au travail (emploi et employabilité), la rémunération des délinquants, les programmes sociaux et la coordination des activités bénévoles. Le gestionnaire de programmes coordonne aussi les activités reliées au Comité des détenus.

Services spirituels

Les services spirituels relèvent directement du directeur adjoint, Interventions, et comprennent l'aumônerie et les services de spiritualité autochtone.



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RESPONSIBILITY MATRIX – OPERATIONS

RESPONSIBILITIES	MALE MEDIUM MAXIMUM	MALE MINIMUM	WOMEN'S INSTITUTIONS
Security management			
Planning - Institutional routine - Search plan - National and regional policy operationalization	AWO	MO	AWO
Review of Standing Orders	CM(o)	CM	CM
Approval of Standing Orders	WARDEN	WARDEN	WARDEN
Review of Post Orders	CM(o)	CM	CM
Approval of Post Orders	DW	DW	DW
Operations budget management	AWO	MO	AWO
Overtime and allowances authorization	CM(d)	CM	CM
Contingency plan – Approval	DW	DW	DW
Development – Update	CM(o)	CM	CM
Staff training – Monitoring	CM(o)	MO	CM
Simulation planning	AWO	MO	AWO
IERT – Management	AWO	-	AWO
Management Control Framework – All except for intelligence management	AWO	MO	AWO
Static security			
<i>Control of access to institutions</i>			
Management	AWO	MO	AWO
Authorization – Official visitors, volunteers	CM+	CM+	CM+
Admission and Discharge – Program	CM(o)	CM	CM
Identification cards – Program	CM(o)	CM	CM
Identification cards – Investigations and issuing	SIO	SIO	SIO
<i>Main Communications Control Post (MCCP)</i>			
Management	CM(o)	-	AWO
<i>Searches (including lonscan)</i>			
Program	AWO	MO	AWO
Search plan – Preparation	CM(o)	CM	CM
Search plan – Approval	WARDEN	WARDEN	WARDEN
Special search – Institution – Approval	WARDEN	WARDEN	WARDEN
Special search – Visitor, vehicle, employee – Approval	CM(d)	CM	CM



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RESPONSIBILITIES	MALE MEDIUM MAXIMUM	MALE MINIMUM	WOMEN'S INSTITUTIONS
<i>Equipment control</i>			
Inmates' personal property – Program	CM(o)	CM	CM
Personal property – Disposal	WARDEN	WARDEN	WARDEN
Security equipment – Program	CM(o)	MO	AWO
Firearms			
Management	CM(o)	-	-
Emergency distribution	CM	-	-
Restricted objects			
Management – Contractors	AWMS	AWMS	AWMS
Management – Internal	CM(o)	CM	CM
Key control			
Management	CM(o)	CM	CM
Issuing and destruction	SMO	CM or CO II	CM or PW
Log	CM(d)	CM	CM
Hazardous materials – Program management	AWMS	AWMS	AWMS
Dynamic security (active)			
<i>Visits and correspondence</i>			
Correspondence control	AWO	MO	AWO
Interception – Authorization	DW	DW	DW
Interception – Privileged correspondents	WARDEN	WARDEN	WARDEN
Telephone program	AWO	MO	AWO
Access to telephones	CO	CO	PW
Interception – Request	CM(u)	CM	CM
Interception – Log	SIO	SIO	SIO
Interception – Authorization	DW	DW	DW
Inmate Visit Program	CM	CM	CM
Visits Review Board – Chair	CM	CM	CM
Authorization for visits	VRB	VRB	VRB
Immediate suspension of visits	CO(v&c)	CO(v&c)	PW(v&c)
Suspension of visits	VRB	VRB	VRB
Special visit authorization	AWO	MO	AWO
<i>Inmate counts and security patrols</i>			
Management	CM(d)	CM	CM
<i>Inmate movement</i>			
Institutional routine and schedule – Approval	DW	DW	DW
Daily routine	CM(d)	CM	CM
Management of general movement	CM(d)	CM	CM
Cell changes	CM(u)	CM	CM
Modifications to log – Cell changes (OMS)	CM(d)	CM	CM
<i>Urinalysis Program</i>			
Program management	CM(o)	MO	CM
Authorization under subparagraph 54(a)	CM(o)	MO	CM
Determination – Section 55	CM(o)	MO	CM
<i>ETA escorts</i>			
Risk and threat assessment	CM(u)	CM	CM
Risk and threat assessment – Unplanned evenings	CM(d)	CM	CM
Weapons authorization	WARDEN	-	-



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RESPONSIBILITIES	MALE MEDIUM MAXIMUM	MALE MINIMUM	WOMEN'S INSTITUTIONS
<i>Inmate discipline</i>			
Informal resolution	ALL	ALL	ALL
Offence report	ALL	ALL	ALL
Charge	CM	CM	CM
Major court			
Management	CM(o)	CM	CM
Assessor	CM	CM	CM
Chair	Independent Chair	Independent Chair	Independent Chair
Placement in disciplinary segregation	Chair	Chair	Chair
Cancellation of sentence – Compassionate grounds	WARDEN	WARDEN	WARDEN
Minor court			
Management	CM(o)	CM	CM
Chair	CM	CM	CM
Security intelligence			
Management of security intelligence program	DW	DW	DW
<i>Recording and reporting incidents</i>			
Preparing observation reports	ALL	ALL	ALL
Incident report	SIO	SIO	SIO
Situation report – Preparing	AWO	MO	AWO
Situation report – Signing	WARDEN	WARDEN	WARDEN
<i>Recording security intelligence</i>			
Observation reports	ALL	ALL	ALL
Security intelligence report	SIO	SIO	SIO
Establishing reliability of information	SIO	SIO	SIO
Periodic analysis of security intelligence	SIO	SIO	SIO
<i>Identification – Management of criminal gangs</i>			
Identification of affiliated inmates	SIO	SIO	SIO
Identification of disaffiliated inmates	SIO	SIO	SIO
Identification of new criminal gangs	SIO	SIO	SIO
Approval of identifications	WARDEN	WARDEN	WARDEN
Quarterly analysis of intelligence	SIO	SIO	SIO
<i>Protection of crime scenes/preserving evidence</i>			
Identification of a person in charge in the institution	WARDEN	WARDEN	WARDEN
Protection of crime scenes (usual)	SIO	SIO	SIO
Protection of evidence (usual)	SIO	SIO	SIO
Immediate assistance – Medical emergency	CO	CO	PW
Notification to medical services	CM(d)	CM	CM
<i>Management of seized objects</i>			
Designation of control officers	DW	DW	DW
Contraband control officer (return, confiscation, disposal of items) (usual)	SIO	SIO	SIO
Unauthorized items control officer (usual)	CO(a&d)	CO(a&d)	PW(a&d)
<i>Preventive Security file handling</i>			
Control of Preventive Security files	SIO	SIO	SIO
Countersignature of security intelligence reports	WARDEN / DW	WARDEN / DW	WARDEN / DW
Periodic analysis of reliability/relevance of information	SIO	SIO	SIO



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RESPONSIBILITIES	MALE MEDIUM MAXIMUM	MALE MINIMUM	WOMEN'S INSTITUTIONS
<i>Handling incompatible inmates</i>			
Observation reports	ALL	ALL	ALL
Program coordination	SIO	SIO	SIO
Identification of incompatible inmates	SIO/PO	SIO/PO	SIO/PO
Annual review	SIO	SIO	SIO
Review upon transfer or discharge	SIO/PO	SIO/PO	SIO/PO
<i>Use/authorization of video surveillance</i>			
Authorization – Use of hidden video camera	COMM	COMM	COMM
Authorization – Use of unhidden video camera	WARDEN	WARDEN	WARDEN
Management Control Framework – Security intelligence	DW	DW	DW
Security incidents			
<i>Use of force</i>			
Planned use of force – SMEAC	IERT	IERT	IERT
Planned use of force – Authorization	WARDEN / CM(d)	WARDEN / CM	WARDEN / CM
Planned use of force – Execution	IERT	IERT	IERT
Control of reports following incident	CM(d)	CM	CM
Verification – Control of videos	CM(o)	CM	CM
Transmission to RHQ/NHQ – Decision	WAR	WAR	WAR
Review of videos	CM+	CM+	CM+
Restraint 4 extremities	WARDEN	WARDEN	WARDEN
72-hour review	MHT	MHT	MHT
<i>Personal portable alarms</i>			
Program management	CM(o)	CM	CM
<i>Restraint equipment</i>			
Program	CM(o)	CM	CM
Inventory	SMO	CM	CM
Authorization – Restraint equipment for use within institution	CM(u)	CM	CM
Authorization – Restrain equipment for suicidal offender (in consultation with physician)	WARDEN	WARDEN	WARDEN
Other authorization or notifications after emergency use	CM(d)	CM	CM
<i>Chemical agents</i>			
Program	CM(o)	CM	CM
Inventory	SMO	CM	CM
Authorization – Planned use	CM(d)	CM	CM
<i>Firearms</i>			
Authorization – Planned use	Crisis Manager	Crisis Manager	-



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MATRICE DES RESPONSABILITÉS – OPÉRATIONS

RESPONSABILITÉS	SÉCURITÉ MOYENNE MAXIMALE	SÉCURITÉ MINIMALE	ÉTABLISSEMENTS POUR FEMMES
Gestion de la sécurité			
Planification - Routine de l'établissement - Plan de fouille - Opérationnalisation des politiques nationales et régionales	DAO	GO	DAO
Examen des ordres permanents	GC (o)	GC	GC
Approbation des ordres permanents	DIR	DIR	DIR
Examen des consignes de poste	GC (o)	GC	GC
Approbation des consignes de poste	SD	SD	SD
Gestion du budget des opérations	DAO	GO	DAO
Autorisation du temps supplémentaire et des indemnités	GC (b)	GC	GC
Plan d'urgence – Approbation	SD	SD	SD
Élaboration – Mise à jour	GC (o)	GC	GC
Formation du personnel – Suivi	GC (o)	GO	GC
Planification des simulations	DAO	GO	DAO
EPIU – Gestion	DAO	-	DAO
Outils de surveillance de la gestion – Tous sauf ceux concernant la gestion des renseignements de sécurité	DAO	GO	DAO
Sécurité statique			
<i>Contrôle de l'accès à l'établissement</i>			
Gestion	DAO	GO	DAO
Autorisation des visiteurs officiels et bénévoles	GC+	GC+	GC+
Admission et libération – Programme	GC (o)	GC	GC
Cartes d'identité – Programme	GC (o)	GC	GC
Cartes d'identité – Enquêtes et délivrance des cartes	ARS	ARS	ARS
<i>Poste principal de contrôle des communications (PPCC)</i>			
Gestion	GC (o)	-	DAO
<i>Fouilles (y compris Ionscan)</i>			
Programme	DAO	GO	DAO
Plan de fouille – Élaboration	GC (o)	GC	GC
Plan de fouille – Approbation	DIR	DIR	DIR
Fouille spéciale – Établissement – Approbation	DIR	DIR	DIR
Fouille spéciale – Visiteur, véhicule, employé – Approbation	GC (b)	GC	GC



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RESPONSABILITÉS	SÉCURITÉ MOYENNE MAXIMALE	SÉCURITÉ MINIMALE	ÉTABLISSEMENTS POUR FEMMES
<i>Contrôle du matériel</i>			
Effets personnels des détenus – Programme	GC (o)	GC	GC
Effets personnels – Aliénation	DIR	DIR	DIR
Matériel de sécurité – Programme	GC (o)	GO	DAO
Armes à feu			
Gestion	GC (o)	-	-
Distribution en cas d'urgence	GC	-	-
Objets à autorisation restreinte			
Gestion – Entrepreneurs	DASG	DASG	DASG
Gestion – Interne	GC (o)	GC	GC
Contrôle des clés			
Gestion	GC (o)	GC	GC
Remise et destruction	PEES	GC ou AC II	GC ou IPL
Registre	GC (b)	GC	GC
Matières dangereuses – Gestion du programme	DASG	DASG	DASG
Sécurité dynamique (active)			
<i>Visites et correspondance</i>			
Contrôle de la correspondance	DAO	GO	DAO
Interception – Autorisation	SD	SD	SD
Interception – Correspondants privilégiés	DIR	DIR	DIR
Appels téléphoniques – Programme	DAO	GO	DAO
Accès aux téléphones	AC	AC	IPL
Interception – Demande	GC (u)	GC	GC
Interception – Registre	ARS	ARS	ARS
Interception – Autorisation	SD	SD	SD
Programme de visite des détenus	GC	GC	GC
Comité des visites – Présidence	GC	GC	GC
Autorisation des visites	CV	CV	CV
Suspension immédiate des visites	AC (V et C)	AC (V et C)	IPL (V et C)
Suspension des visites	CV	CV	CV
Autorisation des visites spéciales	DAO	GO	DAO
<i>Dénombrements et patrouilles</i>			
Gestion	GC (b)	GC	GC
<i>Déplacements des détenus</i>			
Routine et horaire de l'établissement – Approbation	SD	SD	SD
Horaire journalier	GC (b)	GC	GC
Gestion des déplacements généraux	GC (b)	GC	GC
Changements de cellule	GC (u)	GC	GC
Modifications au registre – Changements de cellule (SGD)	GC (b)	GC	GC
<i>Programme d'analyse d'urine</i>			
Gestion du programme	GC (o)	GO	GC
Autorisation en vertu de l'alinéa 54a)	GC (o)	GO	GC
Décision en application de l'article 55	GC (o)	GO	GC
<i>Escortes PSAE</i>			
Évaluation de la menace et du risque	GC (u)	GC	GC
Évaluation de la menace et du risque – Non planifiées (soirs)	GC (b)	GC	GC
Autorisation de port d'armes	DIR	-	-



GUIDELINES – LIGNES DIRECTRICES

RESPONSABILITÉS	SÉCURITÉ MOYENNE MAXIMALE	SÉCURITÉ MINIMALE	ÉTABLISSEMENTS POUR FEMMES
<i>Discipline des détenus</i>			
Règlement informel	TOUS	TOUS	TOUS
Rapport d'infraction	TOUS	TOUS	TOUS
Mise en accusation	GC	GC	GC
<i>Tribunal disciplinaire pour infractions graves</i>			
Gestion	GC (o)	GC	GC
Assesseur	GC	GC	GC
Présidence	Président indépendant	Président indépendant	Président indépendant
Placement en isolement disciplinaire	Président	Président	Président
Annulation de la peine – Raisons humanitaires	DIR	DIR	DIR
<i>Tribunal disciplinaire pour infractions mineures</i>			
Gestion	GC (o)	GC	GC
Présidence	GC	GC	GC
Renseignements de sécurité			
Gestion du programme de renseignements de sécurité	SD	SD	SD
<i>Consignation et signalement des incidents</i>			
Rédaction de rapports d'observation	TOUS	TOUS	TOUS
Rapport d'incident	ARS	ARS	ARS
Rapport de situation – Rédaction	DAO	GO	DAO
Rapport de situation – Signature	DIR	DIR	DIR
<i>Consignation des renseignements de sécurité</i>			
Rapports d'observation	TOUS	TOUS	TOUS
Rapport de renseignements de sécurité	ARS	ARS	ARS
Établissement de la fiabilité de l'information	ARS	ARS	ARS
Analyse périodique des renseignements de sécurité	ARS	ARS	ARS
<i>Identification – Gestion des gangs criminels</i>			
Identification des détenus affiliés	ARS	ARS	ARS
Identification des détenus désaffiliés	ARS	ARS	ARS
Identification des nouveaux gangs criminels	ARS	ARS	ARS
Approbation des identifications	DIR	DIR	DIR
Analyse trimestrielle des renseignements	ARS	ARS	ARS
<i>Protection des lieux de crime et préservation des preuves</i>			
Désignation d'une personne responsable à l'établissement	DIR	DIR	DIR
Préservation des lieux du crime (normalement)	ARS	ARS	ARS
Préservation des éléments de preuve (normalement)	ARS	ARS	ARS
Assistance immédiate – Urgence médicale	AC	AC	IPL
Avis aux services médicaux	GC (b)	GC	GC
<i>Gestion des objets saisis</i>			
Désignation des agents de contrôle	SD	SD	SD
Agent de contrôle des objets interdits (remise, confiscation, aliénation des objets) (normalement)	ARS	ARS	ARS
Agent de contrôle des objets non autorisés (normalement)	AC (A et L)	AC (A et L)	IPL (A et L)
<i>Gestion des dossiers de sécurité préventive</i>			
Contrôle des dossiers de sécurité préventive	ARS	ARS	ARS
Contresignature des Rapports de renseignements de sécurité	DIR/SD	DIR/SD	DIR/SD
Analyse périodique de la fiabilité et pertinence de l'information	ARS	ARS	ARS



GUIDELINES – LIGNES DIRECTRICES

RESPONSABILITÉS	SÉCURITÉ MOYENNE MAXIMALE	SÉCURITÉ MINIMALE	ÉTABLISSEMENTS POUR FEMMES
<i>Gestion des détenus incompatibles</i>			
Rapports d'observation	TOUS	TOUS	TOUS
Coordination du programme	ARS	ARS	ARS
Identification des détenus incompatibles	ARS / ALC	ARS / ALC	ARS / ALC
Examen annuel	ARS	ARS	ARS
Examen lors du transfèrement ou de la mise en liberté	ARS / ALC	ARS / ALC	ARS / ALC
<i>Utilisation et autorisation de la vidéosurveillance</i>			
Autorisation – Utilisation d'une caméra vidéo dissimulée	COMM	COMM	COMM
Autorisation – Utilisation d'une caméra vidéo non dissimulée	DIR	DIR	DIR
Outils de surveillance de la gestion – Renseignements de sécurité	SD	SD	SD
Incidents de sécurité			
<i>Recours à la force</i>			
Recours à la force planifié – SMEAC	EPIU	EPIU	EPIU
Recours à la force planifié – Autorisation	DIR / GC (b)	DIR / GC	DIR / GC
Recours à la force planifié – Exécution	EPIU	EPIU	EPIU
Contrôle des rapports à la suite de l'incident	GC (b)	GC	GC
Vérification – Contrôle des bandes vidéo	GC (o)	GC	GC
Transmission à l'AR/AC – Décision	DIR	DIR	DIR
Examen des bandes vidéo	GC+	GC+	GC+
Contrainte aux quatre extrémités	DIR	DIR	DIR
Examen dans les 72 heures	ESM	ESM	ESM
<i>Dispositifs d'alarme personnelle</i>			
Gestion du programme	GC (o)	GC	GC
<i>Matériel de contrainte</i>			
Programme	GC (o)	GC	GC
Stock	PEES	GC	GC
Autorisation – Contrainte à l'intérieur de l'établissement	GC (u)	GC	GC
Autorisation – Contrainte pour un détenu suicidaire (consultation du médecin)	DIR	DIR	DIR
Autres autorisations ou avis après utilisation urgente	GC (b)	GC	GC
<i>Agents chimiques</i>			
Programme	GC (o)	GC	GC
Stock	PEES	GC	GC
Autorisation – Usage planifié	GC (b)	GC	GC
<i>Armes à feu</i>			
Autorisation – Usage planifié	Gestionnaire de situations d'urgence	Gestionnaire de situations d'urgence	-



GUIDELINES – LIGNES DIRECTRICES

RESPONSIBILITY MATRIX – INTERVENTIONS

RESPONSIBILITIES	MALE MEDIUM MAXIMUM	MALE MINIMUM	WOMEN'S INSTITUTIONS
GENERAL MANAGEMENT			
Review and update of Standing Orders	AWI	AWI	AWI
Approval of Standing Orders	WARDEN	WARDEN	WARDEN
PROGRAMS	AWI	AWI	AWI
Planning	AWI	AWI	AWI
Management	MP	MP	MP
Assignment to programs	CIB	CIB	CIB
Management Control Framework (MCF)	AWI	AWI	AWI
Social programs	MP	MP	MP
Management	SPO	SPO	SPO
Approval of activities	WARDEN	WARDEN	WARDEN
School			
Planning	AWI	AWI	AWI
Management	Chief Education or MP	MP	MP
Assignment of offenders	CIB	CIB	CIB
Aboriginal programs – Management	AWI	AWI	AWI
Chaplaincy – Management	AWI	AWI	AWI
Inmate pay – Management	MP	MP	MP
Inmate pay – Decisions	MP	MP	MP
Management of library	MP	MP	MP
CASE MANAGEMENT	AWI	AWI	AWI
Planning	AWI	AWI	AWI
IMTi – Chair	AWI	AWI	AWI
Management	MAI	MAI	MAI
Quality control – PO	MAI	MAI	MAI
Quality control – CO II	CM(u)	CM	CM
MCF – Case management	AWI	AWI	AWI
INTAKE			
Decision review – Placement	CMT	N/A	CMT
Notice of transfer and placement decision	WARDEN	WARDEN	WARDEN
MCF – Intake assessment	AWI	AWI	AWI
PROGRESS MONITORING – INSTITUTION			
Case assignment – PO	MAI	MAI	MAI
Case assignment – CO II / PW	CM(u)	CM	CM
Case discussion – Case conference	CMT	CMT	CMT
PFV decision review	CMT	CMT	CMT
PFV decision	VRB	VRB	VRB



GUIDELINES – LIGNES DIRECTRICES

RESPONSIBILITIES	MALE MEDIUM MAXIMUM	MALE MINIMUM	WOMEN'S INSTITUTIONS (Admission SLE)
SEGREGATION			
Administrative segregation program – Accountability	WARDEN	WARDEN	WARDEN
Management of segregation program/unit	AWO	MO	AWO
Segregation denial	WARDEN	WARDEN	WARDEN
Interview with offender in case of denial	AWO	MO	AWO
Placement (weekdays)	WARDEN / CM+	WARDEN / CM+	WARDEN / CM+
Placement in special cell	WARDEN	WARDEN	WARDEN
Placement (evening, nights, weekends)	CM(d)	CM(d)	CM(d)
Weekly visit	WARDEN	WARDEN	WARDEN
Daily visit – Weekdays	CM+	CM+	CM+
Daily visits – Weekends	CM(d)	CM	CM
Review Board	SRB	SRB	SRB
Review Board – Chair (less than 60 days)	MAI	MAI	MAI
Review Board – Chair (60 days and beyond)	AWI	AWI	AWI
End of segregation	WARDEN	WARDEN	WARDEN
MCF – Administrative segregation	DW	DW	DW
TRANSFER			
Notice of recommendation for involuntary transfer	MAI	MAI	MAI
Review before decision	CMT	CMT	CMT
Notice of transfer	WARDEN	WARDEN	WARDEN
Security level – Decision on change of level	WARDEN	WARDEN	WARDEN
Security level – Decision on same level	DW	DW	DW
Transfer – Decision	WARDEN	WARDEN	WARDEN
Coordination of transfers	MAI	MAI	MAI
RELEASES – CSC AUTHORITY			
Perimeter clearance – Review	CMT	CMT	CMT
Perimeter clearance – Decision	WARDEN	WARDEN	WARDEN
TA / WR review	CMT	CMT	CMT
TA / WR decision	WARDEN	WARDEN	WARDEN
CASE PREPARATION – NPB			
Review for APR/DP/FP	CMT	CMT	CMT
SR review – Detention review	CMT / CIB	CMT / CIB	CMT / CIB
LIAISON			
Review/coordination of transfer requests	MAI	MAI	MAI
NPB hearing coordination	MAI	MAI	MAI
Liaison with victim services	MAI	MAI	MAI
Referral – Restorative justice	MAI	MAI	MAI



GUIDELINES – LIGNES DIRECTRICES

RESPONSIBILITIES	MALE MEDIUM MAXIMUM	MALE MINIMUM	WOMEN'S INSTITUTIONS
OTHER			
Admission – ISU and Pathways	CM(u)	CM	CM
Inmate complaints and grievances – Operations Preparation/Response	CM / WARDEN	CM / WARDEN	CM / WARDEN
Inmate complaints and grievances – Interventions Preparation and response	MAI / WARDEN	MAI / WARDEN	MAI / WARDEN
MCF – Grievances and Inmate Fund	AWMS	AWMS	AWMS
Offender wedding – Approval	AWI	AWI	AWI
<i>Evaluation of immediate needs</i>			
Referral in emergencies – Mental health and suicide risk	MAI	MAI	MAI



GUIDELINES – LIGNES DIRECTRICES

MATRICE DES RESPONSABILITÉS – INTERVENTIONS

RESPONSABILITÉS	SÉCURITÉ MOYENNE MAXIMALE	SÉCURITÉ MINIMALE	ÉTABLISSEMENTS POUR FEMMES
GESTION GÉNÉRALE			
Examen et mise à jour des ordres permanents	DAI	DAI	DAI
Approbation des ordres permanents	DIR	DIR	DIR
PROGRAMMES	DAI	DAI	DAI
Planification	DAI	DAI	DAI
Gestion	GP	GP	GP
Affectation aux programmes	CIC	CIC	CIC
Outils de surveillance de la gestion (OSG)	DAI	DAI	DAI
Programmes sociaux	GP	GP	GP
Gestion	APS	APS	APS
Autorisation des activités	DIR	DIR	DIR
École			
Planification	DAI	DAI	DAI
Gestion	Chef, Éduc. ou GP	GP	GP
Affectation des détenus	CIC	CIC	CIC
Programmes autochtones – Gestion	DAI	DAI	DAI
Aumônerie – Gestion	DAI	DAI	DAI
Rémunération des détenus – Gestion	GP	GP	GP
Rémunération des détenus – Décisions	GP	GP	GP
Gestion de la bibliothèque	GP	GP	GP
GESTION DES CAS	DAI	DAI	DAI
Planification	DAI	DAI	DAI
EGI – Présidence	DAI	DAI	DAI
Gestion	GEI	GEI	GEI
Contrôle de la qualité – ALC	GEI	GEI	GEI
Contrôle de la qualité – AC II	GC (u)	GC	GC
OSG – Gestion des cas	DAI	DAI	DAI
ÉVALUATION INITIALE			
Examen en vue d'une décision – Placement	EGC	S.O.	EGC
Avis de transfèrement et décision de placement	DIR	DIR	DIR
OSG – Évaluation initiale	DAI	DAI	DAI
SUIVI DES PROGRÈS – ÉTABLISSEMENT			
Assignation des cas – ALC	GEI	GEI	GEI
Assignation des cas – AC II / IPL	GC (u)	GC	GC
Discussion de cas – Conférence de cas	EGC	EGC	EGC
VFP – Examen en vue d'une décision	EGC	EGC	EGC
VFP – Décision	CV	CV	CV



GUIDELINES – LIGNES DIRECTRICES

RESPONSABILITÉS	SÉCURITÉ MOYENNE MAXIMALE	SÉCURITÉ MINIMALE	ÉTABLISSEMENTS POUR FEMMES (Admission MVS)
ISOLEMENT			
Programme d'isolement préventif – Obligation de rendre compte	DIR	DIR	DIR
Gestion du programme et de l'unité d'isolement	DAO	GO	DAO
Refus d'isolement	DIR	DIR	DIR
Entrevue avec le détenu en cas de refus	DAO	GO	DAO
Placement (en semaine)	DIR / GC+	DIR / GC+	DIR / GC+
Placement en cellule spéciale	DIR	DIR	DIR
Placement (soirs, nuits, fins de semaine)	GC (b)	GC (b)	GC (b)
Visite hebdomadaire	DIR	DIR	DIR
Visite quotidienne – En semaine	GC+	GC+	GC+
Visite quotidienne – Fin de semaine	GC (b)	GC	GC
Comité d'examen	CECI	CECI	CECI
Comité d'examen – Présidence (cas de moins de 60 jours)	GEI	GEI	GEI
Comité d'examen – Présidence (cas de 60 jours ou plus)	DAI	DAI	DAI
Fin de l'isolement	DIR	DIR	DIR
OSG – Isolement préventif	SD	SD	SD
TRANSFÈREMENTS			
Avis de recommandation de transfèrement non sollicité	GEI	GEI	GEI
Examen avant la décision	EGC	EGC	EGC
Avis de transfèrement	DIR	DIR	DIR
Cote de sécurité – Décision de changement de la cote	DIR	DIR	DIR
Cote de sécurité – Décision de maintien de la cote	SD	SD	SD
Transfèrement – Décision	DIR	DIR	DIR
Coordination des transfèlements	GEI	GEI	GEI
MISES EN LIBERTÉ RELEVANT DU SCC			
Autorisation hors périmètre – Examen	EGC	EGC	EGC
Autorisation hors périmètre – Décision	DIR	DIR	DIR
PS/PE – Examen	EGC	EGC	EGC
PS/PE – Décision	DIR	DIR	DIR
PRÉPARATION DE CAS – CNLC			
Examen en vue d'une PEE/SL/LCT	EGC	EGC	EGC
Examen des cas de LO – Examen en vue du maintien en incarcération	EGC / CIC	EGC / CIC	EGC / CIC
LIAISON			
Examen/coordination des demandes de transfèrement	GEI	GEI	GEI
Coordination des audiences de la CNLC	GEI	GEI	GEI
Liaison avec les Services aux victimes	GEI	GEI	GEI
Aiguillage – Justice réparatrice	GEI	GEI	GEI



GUIDELINES – LIGNES DIRECTRICES

RESPONSABILITÉS	SÉCURITÉ MOYENNE MAXIMALE	SÉCURITÉ MINIMALE	ÉTABLISSEMENTS POUR FEMMES
AUTRES			
Admission – USI et Sentiers autochtones	GC (u)	GC	GC
Plaintes et griefs de détenus – Opérations Préparation et réponse	GC / DIR	GC / DIR	GC / DIR
Plaintes et griefs de détenus – Interventions Préparation et réponse	GEI / DIR	GEI / DIR	GEI / DIR
OSG – Griefs et Fonds des détenus	DASG	DASG	DASG
Mariage d'un détenu – Approbation	DAI	DAI	DAI
<i>Évaluation des besoins immédiats</i>			
Aiguillage dans les cas urgents – Santé mentale et risque de suicide	GEI	GEI	GEI



GUIDELINES – LIGNES DIRECTRICES

ACRONYMS

ALO	Aboriginal Liaison Officer
AWI	Assistant Warden, Interventions
AWMS	Assistant Warden, Management Services
AWO	Assistant Warden, Operations
CIB	Correctional Intervention Board
CM(s&d)	Correctional Manager – Scheduling and Deployment
CM(o)	Correctional Manager – Operations
CM(d)	Correctional Manager – Operational Desk
CM(u)	Correctional Manager – Unit/Sector
CMT	Case Management Team
CO	Correctional Officer
CO(a&d)	Correctional Officer, Admission and Discharge
CO(v&c)	Correctional Officer, Visits and Correspondence
COMM	Commissioner
CPO	Correctional Programs Officer
DW	Deputy Warden
IERT	Institutional Emergency Response Team
IMT	Institutional Management Team
IMTi	Intervention Management Team
ISIC	Institutional Strategic Intelligence Committee
ISU	Intensive Support Unit
MAI	Manager, Assessment and Intervention
MCCP	Main Communications Control Post
MHT	Mental Health Team
MIIS	Manager, Intensive Intervention Strategy
MO	Manager, Operations (Min)
MP	Manager, Programs
OMT	Operations Management Team
PB	Program Board
PO	Parole Officer
PW	Primary Worker
RDC	Regional Deputy Commissioner
SIO	Security Intelligence Officer
SMO	Security Maintenance Officer
SMT	Sector Management Team
SPO	Social Programs Officer
SRB	Segregation Review Board
VRB	Visits Review Board
VSO	Victim Services Officer



GUIDELINES – LIGNES DIRECTRICES

ACRONYMES

AC	Agent de correction
AC (A et L)	Agent de correction, Admission et libération
AC (V et C)	Agent de correction, Visites et correspondance
ALA	Agent de liaison autochtone
ALC	Agent de libération conditionnelle
APC	Agent de programmes correctionnels
APS	Agent de programmes sociaux
ARS	Agent de renseignements de sécurité
ASV	Agent de services aux victimes
CECI	Comité d'examen des cas d'isolement
CIC	Comité d'intervention correctionnelle
COMM	Commissaire
CP	Comité des programmes
CRSE	Comité de renseignements stratégiques de l'établissement
CV	Comité des visites
DAI	Directeur adjoint, Interventions
DAO	Directeur adjoint, Opérations
DASG	Directeur adjoint, Services de gestion
DIR	Directeur
EGC	Équipe de gestion des cas
EGE	Équipe de gestion de l'établissement
EGI	Équipe de gestion des interventions
EGO	Équipe de gestion des opérations
EGS	Équipe de gestion du secteur
EPIU	Équipe pénitentiaire d'intervention en cas d'urgence
ESM	Équipe de santé mentale
GC (b)	Gestionnaire correctionnel – Bureau opérationnel
GC (h et d)	Gestionnaire correctionnel – Horaires et déploiement
GC (o)	Gestionnaire correctionnel – Opérations
GC (u)	Gestionnaire correctionnel – Unité ou secteur
GEI	Gestionnaire, Évaluation et interventions
GO	Gestionnaire, Opérations (Min.)
GP	Gestionnaire de programmes
GSII	Gestionnaire, Stratégie d'intervention intensive
IPL	Intervenant de première ligne
PEES	Préposé à l'entretien de l'équipement de sécurité
PPCC	Poste principal de contrôle des communications
SCR	Sous-commissaire régional
SD	Sous-directeur
USI	Unité de soutien intensif



COMMISSIONER'S DIRECTIVE 009

In Effect: 2017-11-20
Due for Review: 2019-11-01

Research

PROGRAM ALIGNMENT

Internal Services

OFFICE(S) OF PRIMARY INTEREST

Policy Sector

ONLINE @

- <http://thehub/En/collections/policy-legislation/CommissionersDirectives/009-cd-eng.pdf>
- <http://lehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/009-cd-fra.pdf>
- <http://www.csc-scc.gc.ca/acts-and-regulations/009-cd-en.shtml>
- <http://www.csc-scc.gc.ca/lois-et-reglements/009-cd-fr.shtml>

AUTHORITIES

- [*Corrections and Conditional Release Act*](#) (CCRA), sections [3](#), [4](#), [5](#) and [88](#)
- [*Corrections and Conditional Release Regulations*](#) (CCRR), section [115](#)
- [*Privacy Act*](#), paragraph [8\(2\)\(i\)](#)
- [*Copyright Act*](#)
- [*Access to Information Act*](#), sections [18](#), [21](#) and [22](#)

PURPOSE

- To ensure that all CSC-related research meets legal, ethical, methodological and scientific standards

APPLICATION

Applies to all researchers, including CSC staff, students, volunteers and contractors

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RESPONSIBILITIES

1. The Executive Committee (EXCOM) of the Correctional Service of Canada (CSC) is responsible for approving the Annual Research Plan.
2. The [EXCOM Sub-Committee for External Research](#) will review and approve external research proposals based on recommendations provided by the National Headquarters (NHQ) External Research Review Committee and assess the anticipated benefits and relevance of the proposed research for CSC.
3. The NHQ External Research Review Committee will:
 - a. review and assess research proposals and make recommendations to the EXCOM Sub-Committee for External Research
 - b. consult with relevant NHQ sectors and regions implicated in proposed research as well as other departments and agencies that may be involved.
4. The Director, Research, will:
 - a. coordinate the development and implementation of the Annual Research Plan and ensure its integrity
 - b. establish a process to review research proposals (see [Annex B](#)), as required
 - c. coordinate the dissemination of research results.

5. The regional research representatives will:
 - a. review research proposals implicating their region
 - b. share information and consult with implicated parties within the region, including the institutions, community residential facilities, and parole offices
 - c. assess the feasibility of projects and give consideration to operational impacts and resource requirements.
6. The sites implicated will facilitate the researchers' access to CSC facilities and provide support as outlined in the approved research proposal.

PROCEDURES

Employee Opinion Survey

7. Employee opinion surveys may be considered public opinion research and are subject to the [Policy on Communications and Federal Identity](#).

Compensation for Participation

8. Inmates participating in research projects will not be compensated. Where participation requires an absence from a program assignment, those hours will be calculated as worked hours.
9. The NHQ External Research Review Committee will review and approve the provision of reasonable compensation for CSC employees and/or offenders under supervision participating in research project in the community.

Medical Research and Experimental Treatment

10. Health-related research for external publication or dissemination is subject to the review and approval process outlined in this policy document.
11. There will be no experimental treatment unless it meets the necessary requirements of [subsection 88\(4\)](#) of the CCRA and [section 115](#) of the CCRR, that provide for a review by a Treatment Demonstration Program Committee that is independent of CSC.
12. In accordance with [section 115](#) of the CCRR, the Treatment Demonstration Program Committee shall be comprised of equal numbers from the community of lay persons and registered health care professionals with expertise related to the [treatment demonstration program](#).
13. An offender may volunteer to participate in a medical research study or a treatment demonstration program, for which an ethics review has taken place, only if they:
 - a. have been diagnosed as having a condition which the study addresses

- b. understand the objective of the study and the anticipated benefits and risks in comparison with the current best treatment or no treatment, as outlined by health care professionals who are registered or licensed in Canada
 - c. understand and accept the methods to be used, including the use of controls, placebos, and randomization
 - d. have signed a consent form which clearly describes the objective of the study, the offender's understanding of their involvement and the implications of their consent. The requirements for this consent are in [subsections 88\(1\), \(2\) and \(3\)](#) of the CCRA and [GL 800-3 – Consent to Health Service Assessment, Treatment and Release of Information](#).
14. The offender's involvement in a medical study or treatment demonstration program will be discontinued if requested by the researcher or the offender.

Informed Consent

15. Where the research involves participants directly, each participant must give their informed and written consent prior to their involvement. The consent form will outline the objective of the study, the limits of confidentiality and any implications of participating in the research. It is the responsibility of the researchers to obtain this consent.
16. Informed consent for any type of research that involves treatment, including medical interventions, is defined in [subsection 88\(2\)](#) of the CCRA.

Submission of Research Proposals

17. Researchers must complete the [Research Application and Undertaking](#) form (CSC/SCC 0954e) and supporting documents, where required, and submit them to NHQ Research Branch for review and approval.
18. Researchers affiliated with a university (including students and university staff) must obtain approval for proposed research projects from their respective university ethics committees prior to submitting a proposal to NHQ Research Branch. This review must be completed in compliance with the [Tri-Council Policy Statement on Ethical Conduct for Research Involving Humans](#).

Approval of Research Proposals

19. Research proposals will be assessed according to the following criteria:
- a. conformity with the [principles](#) of the CCRA and the *Privacy Act*
 - b. contribution to the achievement of the Mission and the priorities of CSC
 - c. compliance with the [Tri-Council Policy Statement on Ethical Conduct for Research Involving Humans](#), including respect of the framework on ethical conduct of [Research Involving the First Nations, Inuit and Métis Peoples of Canada](#)

- d. level of disruption to operational units, including operational resources required during data collection
 - e. quality of the methodology
 - f. qualifications of researchers
 - g. anticipated benefit to CSC
 - h. level of risk, including but not limited to consideration of security threat risks, risks to the research team, offender and their family, staff, institution, victims etc.
20. Approval to conduct research is effective the date the study is approved by CSC and will remain valid for a two year period following this date. Following this two year period, the researcher must request an extension or submit a new proposal.
21. Approval to conduct research may be temporarily suspended for operational reasons or may be withdrawn at any time for violations of standing orders, violations of rules and regulations related to security, and/or for unapproved deviations from the original proposal.
22. Data collected during a research study may only be used for the purposes outlined in the proposal; all subsequent or additional research questions must be submitted through the research proposal review and approval process.

Personal Information

23. Researchers must obtain appropriate security clearance, in accordance with [CD 564-1 – Individual Security Screening](#) prior to receiving access to protected or personal identifying information.
24. Personal identifying information shall only be given to researchers if one of the two following conditions is met:
- a. consent for disclosure from each participant is obtained
 - b. the Commissioner determines that the information can be disclosed based upon the provisions of paragraph 8(2)(j) of the [Privacy Act](#).
25. The *Privacy Act* provides the Research Branch the authority to access personal information and use administrative data without obtaining consent when it is to be used “for the purpose for which the information was obtained or compiled or for a use consistent with that purpose” (paragraph 7(a)), or “for research or statistical purposes if the head of government” is satisfied that [subparagraphs 8\(2\)\(j\)\(i\) and/or \(ii\)](#) are met.
26. There will be no subsequent disclosure of personal identifying information unless the participants have provided their consent or the information has been depersonalized in accordance with the undertaking given by the researcher under paragraph 8(2)(j) of the [Privacy Act](#).

27. In the exceptional circumstance where the use of personal identifiers was unavoidable, the research will be reviewed and vetted by the NHQ Access to Information and Privacy Division.

Publication and Copyright

28. As per the [Copyright Act](#), Her Majesty the Queen in Right of Canada, as represented by the Minister of Public Safety and Emergency Preparedness, is the owner of all intellectual property rights to the work prepared by CSC employees. This applies to all research conducted by employees as part of their official role and responsibilities.
29. In the case of research conducted without direction or control from CSC, the primary researcher owns the intellectual property rights to any thesis, journal articles, conference papers, or other written reports incorporating the results of a study approved by CSC. Any and all rights to materials and data used and provided by the primary researcher are the property of the primary researcher. Any and all rights to materials and data provided by CSC to the primary researcher are the property of CSC and will be returned to CSC at the end of the study.
30. In the case of research conducted under contract or otherwise sponsored by CSC (Memoranda of Understanding, Memoranda of Agreements, sole source contracts, etc.), the written undertaking must identify ownership of intellectual property and specify that all data is to be returned to CSC.
31. Copies of all reports resulting from approved research conducted by contractors, external researchers, or CSC employees shall be forwarded to the NHQ Research Branch for information purposes. Sufficient time (at least six weeks) must be given for their review in advance of any release, publication, presentation or other research dissemination.
32. Any research conducted by CSC employees and/or the use of an employee's CSC affiliation in reporting independent research, including projects approved by the EXCOM Sub-Committee for External Research, must be submitted to the appropriate sector/regional heads for information purposes prior to external distribution. This includes but is not limited to publication in academic journals, conference presentations, book chapters, etc.
33. In the case of research conducted under contract or otherwise sponsored by the CSC Research Branch, sharing of research findings will be managed by the Director, Research.
34. Researchers will make appropriate acknowledgement in all reports of CSC's sponsorship of the research, as well as an appropriate disclaimer that the opinions and conclusions do not necessarily represent those of the Service and/or Public Safety Canada.

ENQUIRIES

35. Strategic Policy Division

National Headquarters

Email: Gen-NHQPpolicy-Politi@CSC-SCC.GC.CA

Commissioner,

Original signed by:

Don Head

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 564-1 – Individual Security Screening](#)

[GL 800-3 – Consent to Health Service Assessment, Treatment and Release of Information](#)

[Tri-Council Policy Statement on Ethical Conduct for Research Involving Humans](#)

[Communications Policy of the Government of Canada](#)

DEFINITIONS

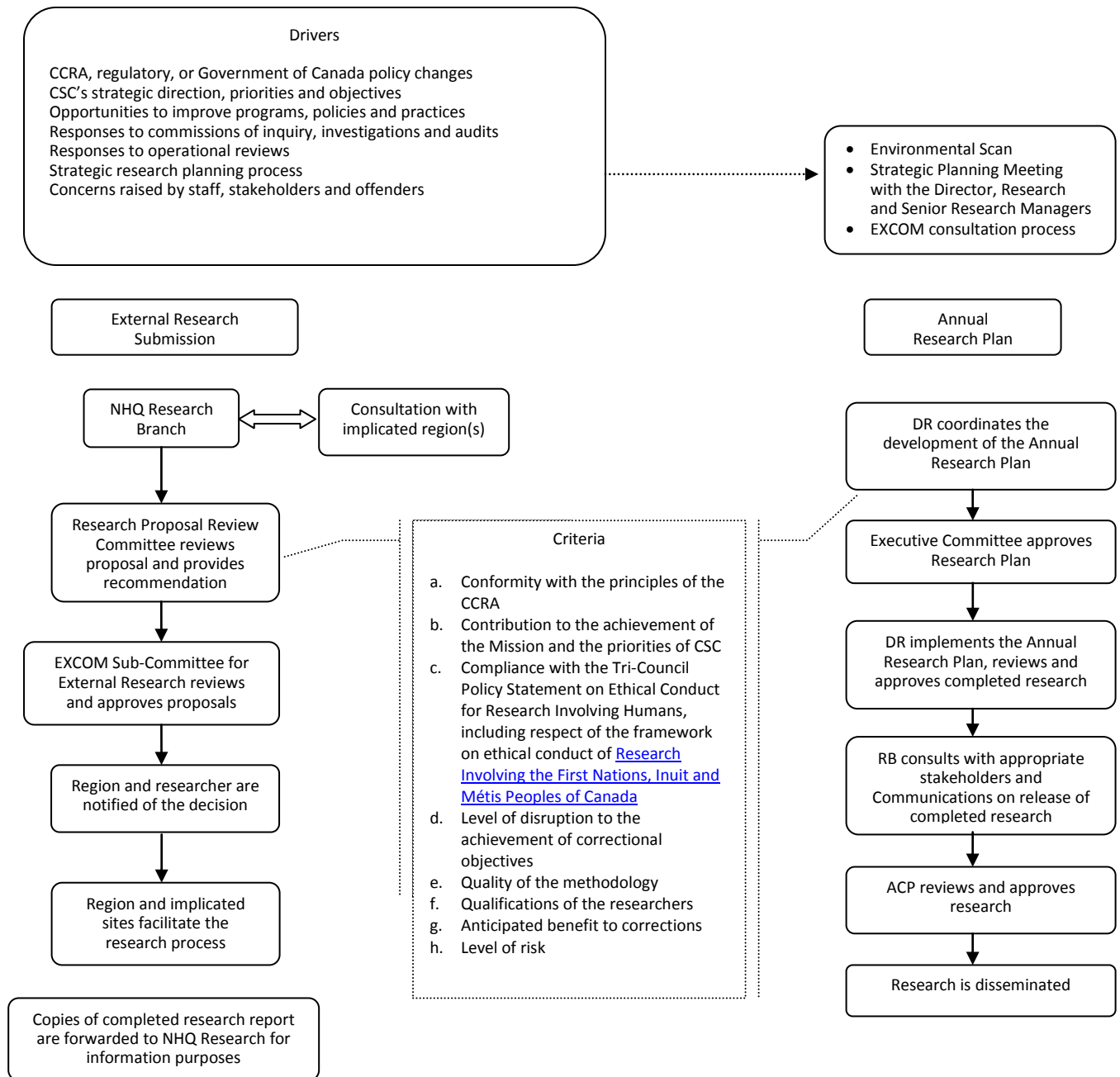
EXCOM Sub-Committee for External Research: a committee comprised of the Senior Deputy Commissioner, the Assistant Commissioner, Policy, and the Director, Research Branch.

NHQ External Research Review Committee: a committee comprised of the Director, Research Branch, Senior Research Managers, and representatives from the Correctional Operations and Programs Sector, Health Services, Women Offender Sector, and the Aboriginal Initiatives Directorate.

Research: the systematic collection and use of data or the controlled investigation into a subject to provide an organized body of knowledge. The collection and/or analysis of CSC data that is required for administrative, operational or organizational purposes is not considered research. The objective of a research activity is to contribute to generalizable knowledge in the area of focus with the intent to share, distribute and/or disseminate findings when appropriate.

Special Access Program: a program managed by Health Canada that has the mandate of making drugs that are not approved for use in Canada available on application by a practitioner. These drugs are used to treat patients with a serious or life-threatening illness when conventional therapies have failed or are unsuitable and may include pharmaceuticals, biological and radiopharmaceutical products.

Treatment Demonstration Program: a clinical trial or pharmaceutical treatment that is not approved for general use in Canada. Such a program is characterized by the use of a scientifically designed experiment in which control groups, randomization and placebos may be present. It may also include drugs obtained under the Special Access Program of Health Canada.

ANNEX B**RESEARCH GOVERNANCE**

CCRA = Corrections and Conditional Release Act
 RDC = Regional Deputy Commissioner
 ACP = Assistant Commissioner, Policy
 DR = Director, Research
 RB = Research Branch
 EXCOM = Executive Committee



COMMISSIONER'S DIRECTIVE 022

In Effect: 2014-01-20

Last Review: 2014-01-20

Due for Review: 2016-01-04

Media Relations

PROGRAM ALIGNMENT

Internal Services

OFFICE(S) OF PRIMARY INTEREST

Communications and Engagement Sector

ONLINE @

- <http://infonet/cds/cds/022-cd-eng.pdf>
- <http://infonet/cds/cds/022-cd-fra.pdf>
- <http://www.csc-scc.gc.ca/text/plcy/cdshtm/022-cd-eng.shtml>
- <http://www.csc-scc.gc.ca/text/plcy/cdshtm/022-cd-fra.shtml>

AUTHORITIES

- [*Corrections and Conditional Release Act*](#) (CCRA), sections [71](#) and [98\(1\)](#)
- [*Corrections and Conditional Release Regulations*](#) (CCRR), sections [90](#) to [95](#)
- [*Privacy Act*](#)
- [*Access to Information Act*](#)
- [*Youth Criminal Justice Act*](#), sections [110](#), [111](#), [113](#), [118](#), [119](#), [121](#), [125](#), [127](#), [128](#), [129](#) and [138](#)
- [*Official Languages Act*](#)
- [*Canadian Charter of Rights and Freedoms*](#), paragraph [2\(b\)](#)

PURPOSE

- To provide guidance on media relations activities, including media interviews, to staff and to offenders under the jurisdiction of the Correctional Service of Canada (CSC)

APPLICATION

Applies to all individuals who are involved in [media](#) relations activities

CONTENTS

SECTIONS

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34	Institutions and Districts
35	Responding to Media Inquiries
36	Responding to Social Media Inquiries
37	Enquiries
Annex A	Cross-References and Definitions
Annex B	Media Project Request Form
Annex C	Consent to be Identified Through the Media Form

RESPONSIBILITIES

1. The Assistant Commissioner, Communications and Engagement, will ensure:
 - a. the activities surrounding media relations comply with the requirements of the [Communications Policy of the Government of Canada](#)
 - b. media relations training is coordinated by National Headquarters (NHQ) and Regional Headquarters (RHQ).

National and Regional Headquarters

2. NHQ and RHQ Communications staff will:
 - a. initiate, coordinate and manage communications with representatives of the media
 - b. provide advice and support to CSC management and staff.
3. Regional Directors, Communications and Executive Services, will ensure:
 - a. all media-related issues originating in the regions are brought to the attention of the RHQ Communications Office, who will then consult or inform the NHQ Communications Office as necessary

- b. all media-related issues originating at RHQ Communications are brought to the attention of NHQ Communications, who will consult, advise and/or follow-up as appropriate.

Designated Spokespersons

4. [Designated spokespersons](#):

- a. are identified by sector heads and RHQ in collaboration with the Assistant Commissioner, Communications and Engagement
- b. are accountable for their communications with the media
- c. must be prepared to describe or explain policies, programs or operations that have been announced or implemented by the government
- d. must discuss only factual information
- e. must not discuss matters that are currently before the courts
- f. must not discuss matters that could jeopardize the safety and security of any institution, staff or offenders and/or could be in breach of applicable privacy legislation
- g. must ensure that all significant media inquiries are brought to the attention of all concerned parties as soon as possible.

5. The persons listed below are designated CSC spokespersons:

- a. Commissioner
- b. Senior Deputy Commissioner
- c. NHQ sector heads
- d. Regional Deputy Commissioners
- e. Regional Assistant Deputy Commissioners
- f. Assistant Commissioner, Communications and Engagement
- g. Regional Directors, Communications and Executive Services
- h. Communications Officers at RHQ and NHQ Media Relations
- i. Institutional Heads and District Directors
- j. any staff member who has been officially designated to respond to media by any of the above-mentioned managers.

Employees and Designated Spokespersons

6. All media calls and requests received in the regions must be immediately reported to the Regional Communications Office who will coordinate the requests.
7. All media calls and requests received by employees at NHQ must be immediately reported to the NHQ Media Relations Office who will coordinate the requests.
8. All employees will respect the [CSC Values Statement](#) and [CD 060 – Code of Discipline](#).

Identification of Staff and Offenders

9. Staff and offenders must provide written consent for the use of their photographs or to be identified for broadcast or publication purposes. This excludes photographs of individuals taken for official CSC records and purposes.
10. The form [Consent to be Identified Through the Media](#) (CSC/SCC 0297), found in [Annex C](#), must be signed, witnessed and dated for every new media request, unless an unlimited release has been signed by an employee. A copy of the completed consent form will be placed in the respective staff or offender's file.
11. Individuals who do not wish to be identified through any medium will be relocated elsewhere for the duration of any activity that might identify them.

PROCEDURES**Disclosable Information**

12. The public will have access to any CSC report or publication that is not restricted by the provisions of the [Youth Criminal Justice Act](#), [Access to Information Act](#) or [Privacy Act](#).
13. Generally, information regarding offenders under the age of 18 cannot be released, in accordance with [section 110](#) of the [Youth Criminal Justice Act](#).

Offender Interviews with the Media

14. Where a media representative requests to speak with an offender either by phone, in person or in written communications to conduct media activities, such as interviews, the media representative is required to inform CSC accordingly. The offender is also responsible for informing his/her Parole Officer of his/her interest in being interviewed by the media.
15. The Institutional Head and/or District Director will give final approval for all media visits and interviews (by telephone or on site) within his/her unit, following mandatory consultation with the Regional Deputy Commissioner.
16. The Regional Deputy Commissioner will ensure that the operational unit head has conducted a full assessment of the potential disruption to the functioning of the operational unit and that the

interview will not jeopardize the security of the operational unit or present a risk to the safety of any person.

17. Following consultation with the Regional Deputy Commissioner, the operational unit head will document the decision in writing and include specific reference to the impact of the interview on the safety of any identified victim or a member of a victim's family.
18. Interviews with offenders may be granted provided the operational unit head has fully assessed and/or determined that:
 - a. the offender's participation in the interview will not negatively impact their participation in relation to their Correctional Plan and will not have an undue negative influence on:
 - i. their behaviour
 - ii. how they conduct themselves and how they demonstrate respect for other persons
 - iii. their ability to obey penitentiary rules and/or respect the conditions governing their conditional release
 - iv. their participation in programs
 - v. the meeting of their court-ordered obligations, including restitution to victims or child support
 - b. the offender has not demonstrated a prior pattern of glorification of the offence
 - c. the interview can be conducted with minimal disruption to the functioning of the operational unit and will not jeopardize the security of the operational unit or present a risk to the safety of any person, including but not limited to staff, other offenders, visitors or a victim or a member of a victim's family
 - d. the media representative has submitted a request (written or oral) to the operational unit head and Regional Media Relations Officer
 - e. the offender has provided his/her written consent prior to the interview.
19. When an interview has been approved and the offender has consented to the interview, the journalist and the offender will be afforded the same entitlements as any other offender and visitor or correspondent under the CCRA and the CCRR.
20. Staff will take measures to ensure that the interview is conducted in a location that:
 - a. will provide privacy to the offender and the journalist, if so requested
 - b. will ensure the safety of the journalist and the offender

- c. will not cause substantial disruption of the operation of the operational unit.
21. For approved telephone interviews, inmates will be provided reasonable access to a telephone to participate in the interview. Any telephone costs associated with the interview will be paid either by the inmate or the media outlet, as predetermined.
22. Inmates will be provided reasonable access to journalists in order to arrange and prepare for interviews.
23. Where it is determined that a proposed interview not be granted:
- a. the inmate will be provided with the information that was considered in the decision to deny the interview or a summary of that information, pursuant to [section 27](#) of the CCRA
 - b. the journalist and the inmate will be provided with reasons, in writing, for the refusal in accordance with [paragraph 91\(2\)\(b\)](#) of the CCRR.
24. Requests made to include a media representative as a contact for an inmate will be assessed by the Institutional Head on a case by case basis in accordance with [CD 559 – Visits](#) and [CD 085 – Correspondence and Telephone Communication](#).
25. A media representative identified as contact for an inmate who wants to publish material from meetings, telephone conversations or correspondence with the inmate, will be required to submit requests for interviews under this directive.

Media Project Requests

26. Media project requests will be submitted in writing. Requestors will complete the Media Project Request Form (see [Annex B](#)) and submit it to CSC NHQ Media Relations or RHQ Media Relations.
27. All such requests will be assessed by CSC before informing the requestor whether the project request can be accommodated.
28. Media project requests include, but are not limited to:
- a. filming for television series or a special features
 - b. cinematographic productions, such as movies
 - c. television and/or radio documentaries
 - d. broadcast or web productions
 - e. blogs and/or [social media](#) projects
 - f. video and/or photographic projects

- g. written projects such as books, written features or series, or any other publications
- h. other entertainment purposes.

News Releases

- 29. **National News Releases** – Nationally distributed news releases must be approved by the Assistant Commissioner, Communications and Engagement, and the Commissioner. They must be made available in both official languages simultaneously.
- 30. **Regional News Releases** – Regional news releases such as **announcements** must be approved by the Regional Deputy Commissioner, or a designate, who will ensure that the Assistant Commissioner, Communications and Engagement, or a designate, has an opportunity to review the release before it is issued. Regional news releases must be made available in both official languages simultaneously.
- 31. Regionally distributed news releases dealing with **security incidents** must be approved by the Regional Deputy Commissioner, the Regional Communication Manager and/or the operational unit head. They must be made available in both official languages simultaneously.
- 32. CSC will collaborate with law enforcement authorities and other CSC partners with respect to incidents in the community.
- 33. In all cases of an offender's death, CSC will inform the next of kin that a news release will be issued within 24 to 48 hours following the death. If more time is required to inform family members, adjustments will be made for the release of the information to the media.

Institutions and Districts

- 34. Institutions or parole offices will normally issue a news release in both official languages simultaneously, should one of the following incidents occur:
 - a. hostage-takings
 - b. large groups of inmates refusing to work or refusing to return to their cells
 - c. major assaults on staff or inmates
 - d. seizures of lethal substances, explosives, firearms
 - e. major seizure of contraband (e.g., drugs and unauthorized items)
 - f. major disturbance causing disruption of institutional routine for the inmate population or day-to-day activities
 - g. any major incident

- h. inmate escapes from maximum, medium and minimum security institutions, including escapes from escorted temporary absences and failure to return from unescorted temporary absences or work releases
- i. the death of an inmate while in CSC custody.

Responding to Media Inquiries

35. The following information concerning offenders currently under sentence and under the jurisdiction of the Service may be released to the media in accordance with [subsection 8\(2\)](#) of the [Privacy Act](#):

- a. the offender's full name (excluding aliases)
- b. the offender's age and date of birth (information to be provided only in the case of unlawfully at large individuals)
- c. the fact that the offender is under federal jurisdiction
- d. the current offence of which the offender was convicted and the court that convicted the offender
- e. the date of commencement and length of the sentence that the offender is serving
- f. the eligibility dates applicable to the offender under the CCRA for temporary absences or conditional release
- g. the offender's statutory release date
- h. the offender's warrant expiry date
- i. other offences for which the offender was convicted (this information will be provided **only** in the case of unlawfully at large individuals). If an offender has received a record suspension for an offence, details of that particular offence will not be disclosed
- j. names of offenders who have been victims of serious assaults where criminal charges have been laid
- k. names of offenders who have been victims of homicide or who have committed suicide. Pursuant to [CD 530 – Death of an Inmate: Notifications and Funeral Arrangements](#), this information will only be released after next of kin have been notified.

Responding to Social Media Inquiries

36. Requests made through [social media](#) sites are to be redirected to NHQ Media Relations or RHQ Media Relations for processing, as with all other media requests.

ENQUIRIES

37. Media Relations
National Headquarters
Telephone: 613-992-7711

Commissioner,

Original Signed by:
Don Head

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 060 – Code of Discipline](#)

[CD 081 – Offender Complaints and Grievances](#)

[CD 085 – Correspondence and Telephone Communication](#)

[CD 530 – Death of an Inmate: Notifications and Funeral Arrangements](#)

[CD 559 – Visits](#)

[CD 567 – Management of Security Incidents](#)

[CD 568-1 – Recording and Reporting of Security Incidents](#)

[CD 701 – Information sharing](#)

[Communications Policy of the Government of Canada](#)

[Statement on Values and Ethics in the Correctional Service of Canada](#)

DEFINITIONS

Designated spokesperson: a person with authority to discuss, be interviewed and/or conduct background briefings on CSC policies, programs and operations with representatives of the media. A list of designated spokespersons can be found in paragraph 5 of this CD.

Media: any individual, group, institution or organization engaged in the business of gathering or transmitting information for publication or broadcast, including print, radio, television broadcasting and electronic/webcasting.

Social media: on-line platforms that allow for participants with distinct social/user profiles to create, share and interact with user-generated content, which can include text, images, video and audio.

ANNEX B**MEDIA PROJECT REQUEST FORM**

Name of organization _____
Contact person _____
Contact number _____
Contact email _____

Objectives of the project**Synopsis of the project**

If possible, provide links to websites that give a perspective on the organization and/or previous projects worked on

1. _____
2. _____
3. _____

List the names, titles or expertise of CSC staff/inmates you would like to interview or film

1. _____
2. _____
3. _____

Date(s) and times of filming (if applicable)

Start date and time _____

End date and time _____

Deadline _____

Other groups/people being interviewed for the project outside of CSC:

1. _____
2. _____
3. _____

Location

- ☐ Institution (please specify) _____
- ☐ Regional Headquarters (please specify) _____
- ☐ Community Correctional Centre (please specify) _____
- ☐ National Headquarters
- ☐ Other _____

Indicate whether your intended use is

- ☐ Commercial
- ☐ Non-commercial

Indicate the anticipated uses of the project

- ☐ TV documentary
- ☐ Other filming or TV requests
- ☐ DVD
- ☐ Web/social media
- ☐ Radio
- ☐ Newspaper
- ☐ Magazine
- ☐ Book
- ☐ Others (please specify) _____

Describe the audience for your proposed use

- ☐ General
- ☐ Children
- ☐ Youths
- ☐ Adults
- ☐ Senior citizens
- ☐ Others (please specify) _____

Broadcast region

- ☐ Local
- ☐ Provincial
- ☐ National
- ☐ International

Indicate the scheduled air date or issue date

____/____/____
YYYY MM DD

☐ Date to be determined

List the equipment required for filming

1. _____
2. _____
3. _____
4. _____
5. _____

Indicate what are the benefits / what is the value of participating in this project

For the requester

1. _____
2. _____
3. _____

For CSC

1. _____
2. _____
3. _____

DISCLAIMER

While efforts will be made by CSC to accommodate the filming/project request, all requests are subject to assessment in accordance with Commissioner's Directive 022 – Media Relations and at any time if conditions cannot be met under CD 022, or if the terms of admission are not respected which could lead to security and operational concerns, access to the institution could be refused/revoked/rescheduled.

Submission of this form is not to be considered as permission to present yourself to any of our institutions or facilities for scouting or pre-filming purposes. Until your project has received formal approval, there should be no attempts to access any facilities or land under the responsibility of the Correctional Service of Canada.

ANNEX C

CONSENT TO BE IDENTIFIED THROUGH THE MEDIA FORM

CONSENT TO BE IDENTIFIED THROUGH THE MEDIA									
I, _____, agree to this interview and hereby consent to the use of my recorded image and/or voice in a film, video recording, photograph for publication and/or radio broadcasting by _____. (media organization) I waive all rights to the recorded materials in perpetuity and assign them irrevocably to _____. (media organization) <table><tr><td>_____</td><td>_____</td></tr><tr><td>(signature)</td><td>(date)</td></tr><tr><td>_____</td><td>_____</td></tr><tr><td>(witness)</td><td>(date)</td></tr></table>		_____	_____	(signature)	(date)	_____	_____	(witness)	(date)
_____	_____								
(signature)	(date)								
_____	_____								
(witness)	(date)								



COMMISSIONER'S DIRECTIVE 023

In Effect: 2013-09-30

Last Review: 2013-09-30

Due for Review: 2015-09-01

Citizen Advisory Committees

PROGRAM ALIGNMENT

Correctional Interventions

OFFICE(S) OF PRIMARY INTEREST

Communications and Engagement Sector

ONLINE @

- <http://infonet/cds/cds/023-cd-eng.pdf>
- <http://infonet/cds/cds/023-cd-fra.pdf>
- <http://www.csc-scc.gc.ca/acts-and-regulations/023-cde-eng.shtml>
- <http://www.csc-scc.gc.ca/lois-et-reglements/023-cde-fra.shtml>

AUTHORITIES

- [*Corrections and Conditional Release Act*](#) (CCRA), paragraphs [4\(b\)](#) and [4\(e\)](#)
- [*Corrections and Conditional Release Regulations*](#) (CCRR), subsections [7\(1\)](#), [\(2\)](#), [\(3\)](#), [\(4\)](#) and [\(5\)](#)

PURPOSE

- To foster positive relationships with the community and enhance the effectiveness of the Correctional Service of Canada by engaging citizens in matters related to the operation of the Service

APPLICATION

Applies to Correctional Service of Canada staff who work with Citizen Advisory Committees as well as to current and prospective Citizen Advisory Committee members

CONTENTS

SECTIONS

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[Committee Structure](#)

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[Responsibilities](#)

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[Local CAC Membership](#)

14 – 15

[Reimbursement of Expenses](#)

16 – 18

[Annual Reports](#)

19

[Enquiries](#)

Annex A	Cross-References and Definitions
Annex B	Authorities Sections

COMMITTEE STRUCTURE

1. There will be three levels of Citizen Advisory Committees (CACs):
 - a. a local Citizen Advisory Committee for each Correctional Service of Canada (CSC) [operational unit](#) unless where, for reasons of geography or insufficient volunteer resources within a community, a CAC may serve more than one operational unit
 - b. a regional CAC to serve as a regional coordinating body for local CACs
 - c. a National Executive Committee (NEC) to serve as a national coordinating body for regional CACs

RESPONSIBILITIES

2. The Assistant Commissioner, Communications and Engagement Sector, will:
 - a. approve the organization of NEC meetings and national conferences and provide the administrative support and facilities necessary for these meetings
 - b. ensure CACs are consulted/informed on matters related to the operation of the Service, including programs, policies and plans
 - c. identify staff members at National Headquarters to provide support to the NEC and to maintain a strong relationship with them
 - d. ensure the establishment and maintenance of guidelines related to CAC operations, which must be followed, as well as other resource material
3. Regional Deputy Commissioners (RDCs) will:
 - a. approve all CAC membership appointments or cancellations based on recommendations of the Operational Unit Head in consultation with the local and/or regional CAC Chairperson
 - b. cancel a CAC member's appointment if the member's activities, relationship or situation are inconsistent with the criteria outlined in the "Local CAC Membership" section below
 - c. consider the appointment or re-appointment of members to the CAC only after a conflict of interest assessment has been completed pursuant to [GL 023-1 – Citizen Advisory Committees \(CAC\) Conflict of Interest Assessment](#) and next steps determined

- d. ensure that each [operational unit](#) within their region is represented by a local CAC
 - e. ensure CACs are consulted on all matters regarding regional correctional operations, programs, policies and plans
 - f. approve the organization of regional CAC meetings and conferences and ensure administrative support and facilities are provided for these meetings
 - g. identify staff members at Regional Headquarters to support local staff tasked with supporting CACs and maintaining a strong relationship with them
 - h. ensure orientation training for new CAC members is in place and encourage the participation of members in various learning activities
 - i. refer to the Commissioner any disagreements referred by the Operational Unit Head in relation to the execution of roles and responsibilities of CACs that cannot be resolved at a regional level
4. Operational Unit Heads will:
- a. work with the local CAC Chair to recruit new members and to recommend membership appointments and cancellations to the RDC
 - b. identify staff members to provide support to the local CAC and to maintain a strong relationship with it
 - c. provide general and site-specific orientation training to new members and encourage member participation in various learning activities
 - d. conduct a conflict of interest assessment of all CAC members at the time of application or renewal using the Assessment Tool in [GL 023-1 – Citizen Advisory Committees \(CAC\) Conflict of Interest Assessment](#)
 - e. attend local CAC meetings on a regular basis and provide administrative support and facilities for these meetings
 - f. after consultation with the local or regional CAC Chair, refer to the RDC any disagreements concerning the execution of roles and responsibilities of CACs
 - g. grant temporary leaves of absence to CAC members, as volunteers, for compassionate and humanitarian reasons
5. Citizen Advisory Committees will:
- a. provide advice to the Service with respect to correctional operations, programs, policies and correctional plans

- b. act as impartial observers and provide feedback to the Service on its day-to-day activities and operations
 - c. liaise with CSC staff, offenders and representatives from various organizations, including criminal justice, advocacy groups and the community, to address correctional issues
 - d. establish clear objectives, updated annually, in collaboration with CSC Operational Unit Heads, and undertake activities that will support these objectives. Objectives will reflect the level of volunteer interest, the nature of the operational unit, and other relevant factors
6. CAC members will abide by the [CAC Mission](#), the principles and provisions outlined in [GL 023-1 – Citizen Advisory Committees \(CAC\) Conflict of Interest Assessment](#), and the CAC Resource Manual.

LOCAL CAC MEMBERSHIP

- 7. A local CAC will normally have five to 10 members. If a CAC consists of fewer than three members, the operational unit will work with the chairperson to recruit new members.
- 8. The Committee's membership will, to the extent possible, reflect the demographic composition of the community as well as the operational unit's offender population (i.e., ethnicity, gender, age, language, etc.).
- 9. Current CSC employees, offenders, and those deemed to be in non-manageable conflict of interest situations (see [GL 023-1 – Citizen Advisory Committees \(CAC\) Conflict of Interest Assessment](#)) are not eligible to serve as CAC members.
- 10. Membership may be cancelled if the potential for a conflict of interest is identified or if the CAC member acts contrary to the [CAC Mission](#) or the [CSC Mission](#).
- 11. No local, regional or national CAC may have more than one former CSC employee.
- 12. A CAC member may not sit on more than one local committee at a time.
- 13. Appointments and re-appointments are for a three-year period.

REIMBURSEMENT OF EXPENSES

- 14. Reimbursement of authorized travel and accommodation expenses for CAC members will be in accordance with the National Joint Council [Travel Directive](#). At the local level, mileage expenses incurred to attend authorized monthly meetings and those incurred as a result of a specific request to attend and observe an incident can be reimbursed by the Operational Unit Head, in accordance with the National Joint Council Travel Directive.
- 15. Expenses incurred for regionally approved meetings will be authorized in advance and reimbursed by the Regional Deputy Commissioner. Expenses incurred for nationally approved meetings will be

authorized in advance by the Assistant Commissioner, Communications and Engagement, and reimbursed by the Director, Citizen Engagement.

ANNUAL REPORTS

16. Each local CAC will prepare an annual report, outlining its activities and accomplishments, which will be presented to the Operational Unit Head and the CAC Regional Chair.
17. Each Regional Chair will prepare an annual report which will be presented to the Regional Deputy Commissioner and to the NEC.
18. The National Executive Committee (NEC) of CACs will provide an annual report to the Commissioner which will be made publicly available.

ENQUIRIES

19. Strategic Policy Division
National Headquarters
Email: Gen-NHQPolicy-Politi@csc-scc.gc.ca

Commissioner,

Original Signed:
Don Head

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 001 – Mission of the Correctional Service of Canada](#)

[CD 600 – Management of Emergencies](#)

[CD 775 – Volunteers and Volunteer Activities](#)

[Citizen Advisory Committees' Resource Manual](#)

Treasury Board [National Joint Council Travel Directive](#)

[Mission of Citizen Advisory Committees](#)

DEFINITIONS

National Executive Committee (NEC) of Citizen Advisory Committees (CACs): a committee consisting of the National Chairperson, Vice-Chairperson and the Chairperson or a designate of every region. It also includes a non-voting representative of the CSC, who serves as Co-Chairperson at NEC meetings.

Operational unit: an institution, district or area parole office, or Community Correctional Centre.

ANNEX B**AUTHORITIES SECTIONS**

[Corrections and Conditional Release Act](#) (CCRA), paragraphs [4\(b\)](#) and [4\(e\)](#)

[4.](#) The principles that guide the Service in achieving the purpose referred to in section 3 are as follows:

(b) the Service enhances its effectiveness and openness through the timely exchange of relevant information with victims, offenders and other components of the criminal justice system and through communication about its correctional policies and programs to victims, offenders and the public;

(e) the Service facilitates the involvement of members of the public in matters relating to the operations of the Service;

[Corrections and Conditional Release Regulations](#) (CCRR), subsections [7 \(1\), \(2\), \(3\), \(4\) and \(5\)](#)

[7.](#) (1) An institutional head or a person responsible for a parole office may, in accordance with this section, set up a Citizen Advisory Committee that consists of members of the community in which the penitentiary or parole office is situated to promote and facilitate the involvement of members of the community in the operation of the Service.

(2) An institutional head or a person responsible for a parole office shall ensure that the Citizen Advisory Committee is representative of the community in which the penitentiary or parole office, as the case may be, is situated.

(3) No staff member or offender may be appointed to a Citizen Advisory Committee.

(4) A Citizen Advisory Committee

(a) may advise an institutional head or a person responsible for a parole office on any matter within the institutional head's or person's jurisdiction; and

(b) shall make itself available for discussions and consultations with the public, offenders, staff members and Service management.

(5) The institutional head or a person responsible for a parole office shall ensure that the members of the Citizen Advisory Committee that relates to the penitentiary or parole office have reasonable access, for the purpose of carrying out the functions of the Committee, to

(a) every part of the penitentiary or parole office;

(b) every staff member of the penitentiary or parole office;

(c) any offender in the penitentiary or under the supervision of the parole office; and

(d) any hearing, conducted under this Part or Part I of the Act, respecting an offender in the penitentiary or under the supervision of the parole office, if the offender consents to the access.



GUIDELINES 023-1

In Effect: 2013-09-30

Last Review: 2013-09-30

Due for Review: 2015-09-01

Citizen Advisory Committees (CAC) Conflict of Interest Assessment

PROGRAM ALIGNMENT	Correctional Interventions
OFFICE(S) OF PRIMARY INTEREST	Communications and Engagement Sector
ONLINE @	• http://infonet/cds/cds/023-1-gl-eng.pdf • http://infonet/cds/cds/023-1-gl-fra.pdf • http://www.csc-scc.gc.ca/acts-and-regulations/023-1-gl-eng.shtml • http://www.csc-scc.gc.ca/text/plcy/cdshtm/023-1-gl-fra.shtml
AUTHORITIES	• <u>Corrections and Conditional Release Act</u> (CCRA), subsection <u>7(3)</u>
PURPOSE	• To preserve public and offender confidence in the Correctional Service of Canada and their trust in the integrity and impartiality of Citizen Advisory Committees • To screen current and prospective Citizen Advisory Committee members for conflict of interest situations, whether actual or potential • To provide direction for the management of conflict of interest situations
APPLICATION	Applies to Correctional Service of Canada staff who work with Citizen Advisory Committees as well as to current and prospective Citizen Advisory Committee members

CONTENTS

SECTIONS	
1	<u>Principles</u>
2 – 8	<u>Assessment Tool</u>
3 – 6	<u>Contractual Activities with CSC</u>
7	<u>Non-Contractual CSC Activities Which Need to Be Assessed</u>
8	<u>Community Activities Which Need to Be Assessed</u>

9 – 11	<u>Managing Conflict of Interest Situations</u>
Annex A	<u>Cross-References and Definitions</u>
Annex B	<u>Authorities Section</u>
Annex C	<u>CSC Assessment Tool for CAC Conflict of Interest</u>

PRINCIPLES

1. Citizen Advisory Committee (CAC) members:

- a. must perform their duties and arrange their private affairs in such a manner that public confidence and trust in the integrity and impartiality of CACs is maintained and enhanced
- b. have an obligation to act in a manner that will bear the closest public scrutiny, an obligation that is not necessarily fully discharged by simply acting within the letter of the law
- c. will not have private interests, other than those permitted pursuant to these Guidelines, that would be affected particularly or significantly by CAC activities in which they participate
- d. on appointment to a CAC, and thereafter, will arrange their private affairs in a manner that will prevent real, potential or apparent conflicts of interest from arising. If such a conflict does arise between the private interests of a member and the CAC duties and responsibilities of that member, the conflict will be disclosed to the Operational Unit Head and resolved in favour of the public interest
- e. will not solicit or accept transfers of economic benefit, other than incidental gifts, customary hospitality or other benefits of nominal value, unless the transfer is pursuant to an enforceable contract or property right of the member
- f. will not step out of their CAC roles to personally assist offenders or other persons in their dealings with the Service or the Parole Board of Canada where this would result in real or apparent preferential treatment to any person
- g. will not knowingly disclose to an unauthorized person, take advantage of, or benefit from, information that is obtained in the course of their CAC duties and responsibilities and that is not available to the public
- h. will not directly or indirectly use, or allow the use of, government property of any kind for anything other than for officially approved activities
- i. will not act, after they leave a CAC, in such a manner as to take improper advantage of their previous membership

- j. must not accord preferential treatment in relation to any CAC matter to family members or friends, or to organizations in which the member, family members, or friends have an interest
- k. must take care to avoid being placed, or appearing to be placed, under obligation to any person or organization that might benefit from special consideration by the member

ASSESSMENT TOOL

- 2. The assessment tool (attached at Annex C) will assist in making decisions regarding situations that may place a CAC member in real, potential or apparent conflict of interest in relation to the categories of activities listed in the following sections.

Contractual Activities with Correctional Service of Canada

- 3. CAC members cannot participate on a board of investigation as community members.
- 4. The following activities indicate the presence of a non-manageable conflict of interest:
 - a. a CAC member who is the owner of a company that contracts with Correctional Service of Canada (CSC)
 - b. any other arrangement whereby a CAC member would receive remuneration directly or indirectly from CSC
- 5. Situations which need to be assessed to determine the level of manageability may include a CAC member who:
 - a. holds a subcontract with a company, organization or individual which has a contract with CSC
 - b. is part of the board of directors of a company or organization which contracts with CSC
 - c. makes representation for a company, organization or individual which holds a contract with CSC, or
 - d. works for a company, organization or individual which holds a contract with CSC
- 6. While there may not be a direct contracting relationship, it is important to consider whether a person in this situation could be, or could be seen to be, impartial in providing advice to CSC on its operations, given their relationship with a CSC contractor.

Non-Contractual CSC Activities Which Need to Be Assessed

- 7. Non-contractual activities include, but are not limited to:
 - a. program delivery
 - b. non-security escorts
 - c. volunteer activities directly with offenders

- d. visits with offenders at another operational site

Community Activities Which Need to Be Assessed

- 8. Community activities include, but are not limited to, the following activities performed by CAC members either in a voluntary capacity or in the course of their employment within the community:
 - a. business owner (e.g. commercial services)
 - b. volunteer services (non CSC)
 - c. government elected officials
 - d. police services

MANAGING CONFLICT OF INTEREST SITUATIONS.

- 9. Should a conflict of interest be identified, an assessment of the situation will be completed by the Operational Unit Head and local CAC Chair or delegate to determine the manageability of the conflict.
- 10. The assessment should include the scope of the relationship, media interest, and the potential for legal challenge. Practical questions should also be considered, such as, whether the conflict can be effectively managed by:
 - a. asking the member to avoid or withdraw from the specific activities, relationships or situations that place the member in a real, potential, or apparent conflict of interest relative to his or her CAC duties and responsibilities, or
 - b. asking the member to temporarily withdraw themselves from their CAC activities or to temporarily suspend their membership until such time as the circumstances resulting in the conflict of interest are resolved
- 11. A recommendation regarding the strategy to manage the conflict must be included in the assessment which will be sent to the Regional Deputy Commissioner.

Acting Assistant Commissioner,
Communications and Engagement,

Original Signed by:
Bev Arseneault

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 023 – Citizen Advisory Committees](#)

[CD 041 – Incident Investigations](#)

[Citizen Advisory Committees' Resource Manual – Chapter 2, CAC Conflict of Interest Guidelines](#)

DEFINITIONS

Conflict of interest: a situation, relationship or activity that places a current or prospective CAC member in a real, potential or apparent conflict between their personal interests and their CAC membership duties and responsibilities.

Contract: an agreement enforceable by law, which creates an obligation to do or not do a particular thing. A contract can include an arrangement between CSC and a person, persons, or entity that provides goods or services to CSC for which the person, persons, or entity receive remuneration. The arrangement may be of any form (verbal*, written, or other). For a contract to be valid and legally enforceable, there must be: (1) capacity to contract; (2) intention to contract; (3) mutuality of agreement; (4) consideration, (5) legality of purpose and sufficient certainty of terms.

**CSC should not enter into verbal contracts of any kind as they do not offer any legal protection to the Crown.*

Manageable conflict of interest: a risk associated with a conflict of interest which has been deemed as acceptable and controllable, and for which a conflict management strategy can be identified.

Non-contractual and community activities: activities that are not part of the responsibilities of CACs as defined in [Commissioner's Directive 023 – Citizen Advisory Committees](#). This includes, but is not limited to, program delivery, non-security escorts, or the provision of items or services to offenders or staff either in a voluntary capacity or in the course of their employment within the community.

Non-manageable conflict of interest: a risk associated with a conflict of interest which lends itself to compromise the interests of the CAC to an extent that is unacceptable and/or uncontrollable.

ANNEX B**AUTHORITIES SECTION****AUTHORITIES SECTION**

[*Corrections and Conditional Release Regulations*](#), subsection [7\(3\)](#)

[Citizen Advisory Committees](#)

[\(3\)](#) No staff member or offender may be appointed to a Citizen Advisory Committee.

ANNEX C**CSC ASSESSMENT TOOL FOR CAC CONFLICT OF INTEREST**

Type of Appointment: New Appointment ☐ Renewal ☐

Name of Applicant (current or prospective member): _____

Application / Membership Renewal Date: _____

Operational Unit: _____

Completed by: _____ Date: _____

Please refer to Commissioner's Directive 023 and the Guidelines on Citizen Advisory Committees (CAC) Conflict of Interest Assessment for instructions and definitions.

STEP 1 – Disclose

STEP 2 – Assess

STEP 3 – Manage

STEP 1 – Disclose: TO BE COMPLETED BY APPLICANT.

The provision of this information will assist in identifying conflict of interest situations. If the response to any question is "YES", please provide the nature, duration and scope of activity in the "Details" column.

If space is insufficient, please use additional paper and attach it to this document.

ACTIVITY	YES	NO	DETAILS
1. <u>CONTRACTUAL ACTIVITIES WITH CSC</u>			
Does the applicant work for, or hold a subcontract with, an organization, company, or individual which has a contract with CSC?	☐	☐	
Is the applicant involved in any bidding or negotiation activities with CSC?	☐	☐	
Is the applicant part of a board of directors of a company which contracts with CSC?	☐	☐	
Is the applicant involved in a CSC investigation and/or Board of Investigation?	☐	☐	
Is the applicant involved in any other activities not described above that constitute contractual activities?	☐	☐	

ACTIVITY	YES	NO	DETAILS
2. <u>NON-CONTRACTUAL ACTIVITIES</u> Is the applicant involved in any non-contractual activities such as: • Program delivery • Non-security escorts • Volunteer activities directly with offenders • Visits with offenders • Other (specify) _____ Is the applicant providing any goods or services to offenders or staff members? Is the applicant soliciting services from or for offenders or staff members? Is the applicant soliciting or accepting transfers of economic benefit, other than incidental gifts, customary hospitality, or other benefits of nominal value? Is the applicant personally assisting offenders or other persons in their dealings with CSC or the Parole Board of Canada (PBC)?	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	
3. <u>COMMUNITY ACTIVITIES</u> Is the applicant involved in activities, either in a voluntary capacity or in the course of his/her employment within the community, which may pose a conflict of interest? • Business owner (commercial services) • Volunteer services (non CSC) • Elected officials • Police • Other (specify) _____	☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐	

ACTIVITY	YES	NO	DETAILS
4. <u>RELATIONSHIPS</u> Does the applicant have any personal or financial relationships with persons identified below? • CSC staff members • CSC contractors or their employees or sub-contractors • Offenders or their families • External CSC stakeholders • Any other person(s) with a vested interest in the operations of CSC • CAC members at that site	☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐	
5. <u>STATUS DISCLOSURE</u> Is the applicant: • A former CSC staff member (one per CAC is permitted) • A former CAC member (provide location, duration and reason for departure)	☐ ☐	☐ ☐	

Applicant Signature

Date

STEP 2 – Assess: TO BE COMPLETED BY OPERATIONAL UNIT HEAD AND LOCAL CHAIR.

Questions to determine whether the conflict of interest is manageable or non-manageable based on information provided in the “Details” column above.

1. **Would the applicant’s disclosed activity (described above) compromise his/her obligation or duty to the CAC? (Could it raise questions of bias or impropriety?)**
2. **Would the applicant have access to information that would benefit him/her (provide an unfair advantage) in his/her disclosed activity?**
3. **Does the applicant have the ability to influence or alter the outcome of decisions (made by either the CAC or an outside organization) to his/her benefit or that of other parties?**
4. **If the circumstances were made fully public, how would a reasonable person interpret/judge the situation?**
5. **What is the degree of incentive for the applicant to compromise the interests of the CAC?**

Findings

- ☐ No conflict
- ☐ Non-manageable conflict – the risk associated with the conflict of interest lends itself to compromise the interests of the CAC to an extent that is unacceptable or uncontrollable
- ☐ Manageable conflict – the risk associated with the conflict of interest has been identified as acceptable and controllable. You must identify the strategy that will be used for the management of the conflict in Step 3.

STEP 3 – Manage: TO BE COMPLETED BY OPERATIONAL UNIT HEAD AND LOCAL CHAIR.**Conflict of Interest Management Strategy**

Identify the strategy which will be used to manage all conflicts deemed manageable. Risk must be identified as acceptable and controllable.

1. What mechanisms can be implemented to prevent/reduce conflict of interest likelihood and impact?

Examples:

- Disclose
- Divest / cease from disclosed activities that pose conflicts
- Monitoring – periodic updates on status

RECOMMENDATION

Operational Unit Head Signature

Date

CAC Chair Signature

Date

Regional CAC Coordinator Review – Comments:

Date:

Signature:



COMMISSIONER'S DIRECTIVE 024

In Effect: 2018-07-23

Due for Review: 2020-07-01

Management of Correctional Service of Canada Volunteers

PROGRAM ALIGNMENT	Community Engagement
OFFICE(S) OF PRIMARY INTEREST	Communications and Engagement Sector
ONLINE @	• http://thehub/En/collections/policy-legislation/CommissionersDirectives/024-cd-eng.pdf • http://lehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/024-cd-fra.pdf • http://www.csc-scc.gc.ca/acts-and-regulations/024-cd-en.shtml • http://www.csc-scc.gc.ca/lois-et-reglements/024-cd-fr.shtml
AUTHORITIES	• <u>Corrections and Conditional Release Act</u> (CCRA), sections <u>71(1)</u> and <u>4(e)</u>
PURPOSE	• To provide national direction for the management of Correctional Service of Canada volunteers
APPLICATION	Applies to all individuals who are involved in the management of Correctional Service of Canada volunteers

CONTENTS

SECTIONS	
1 – 6	<u>Volunteers</u>
7 – 26	<u>Responsibilities and Procedures</u>
12 – 21	<u>Suspension or Termination of Volunteer Status</u>
22	<u>Identification Cards</u>
23 – 24	<u>Security</u>
25	<u>Non-Security Escort Volunteers</u>
26	<u>Insurance and Indemnification</u>

27	Enquiries
Annex A	Cross-References and Definitions
Annex B	Age of Majority

VOLUNTEERS

1. A volunteer is an individual who gives time to an organization without remuneration. For the purpose of this policy, a Correctional Service of Canada (CSC) volunteer is an individual who gives time without remuneration to risk-assessed, approved and supervised CSC volunteer activities and:
 - a. has completed the [Volunteer Application and Information](#) form (CSC/SCC 0740)
 - b. is of the age of majority in the province where they volunteer (see [Annex B](#))
 - c. has a valid reliability status per [Commissioner's Directive \(CD\) 564-1 – Individual Security Screening](#). Per [CD 564-5 – Access to the Canadian Police Information Centre \(CPIC\)](#), all CSC volunteers will be required to have and maintain a valid security screening at the Reliability Status level. Specifically, this process will be phased in over two (2) years. As CPIC clearances expire, volunteers must be security screened at the reliability status level
 - d. is registered as a volunteer in CSC's volunteer resource management database
 - e. has completed CSC's [national volunteer orientation](#), and where required, CSC-approved training
 - f. has been issued a CSC identification card.
2. Volunteers managed through an organization other than CSC, as well as CSC contractors, can become CSC volunteers if they meet the requirements outlined above.
3. Individuals who give their time at a CSC operational unit without remuneration, but do not meet the requirements for a CSC volunteer outlined above are considered visitors and subject to [CD 559 – Visits](#).
4. [Citizen Advisory Committee](#) (CAC) members must comply with the directives outlined in [CD 023 – Citizen Advisory Committees](#).
5. A student completing a practicum/placement is not considered a volunteer as they fulfill the educational program requirements under a formal agreement between CSC and the educational institution.
6. CSC staff may volunteer if they have received approval from their [operational unit head](#) or other appropriate Manager if not at an operational site.

RESPONSIBILITIES AND PROCEDURES

7. The Assistant Commissioner, Communications and Engagement, will ensure that a comprehensive national framework for the management of volunteers is in place by:
 - a. developing and maintaining policies relating to the national management of CSC volunteers
 - b. implementing national reporting mechanisms for CSC volunteer activities
 - c. reporting on volunteer activities to the Executive Committee annually
 - d. ensuring that volunteers have a [national volunteer committee](#) and designating a co-chair for the committee
 - e. ensuring that national volunteer resource management software is available
 - f. developing and maintaining orientation tools and material required for CSC's national volunteer orientation
 - g. ensuring volunteers provide services in an environment that is free of discrimination and harassment as defined in the [Canadian Human Rights Act](#) and in the spirit of the Treasury Board [Policy on Harassment Prevention and Resolution](#).
8. The Regional Deputy Commissioner will ensure that an appropriate governance structure is in place to support the coordination of CSC volunteers in the region by:
 - a. ensuring that each operational unit head will risk-assess all volunteer activities prior to their commencement as per [CD 564 – Departmental Security](#)
 - b. implementing a process and designating staff to record all required CSC volunteer information in CSC's volunteer resource management database
 - c. appointing volunteers to be National Volunteer Committee board members
 - d. submitting a report on regional CSC volunteer activities to the Assistant Commissioner, Communications and Engagement, annually
 - e. responding to volunteers' appeals in cases of suspension or termination
 - f. ensuring that processes are in place to promote and recognize the value of volunteers and the importance of receiving support from management and staff
 - g. ensuring volunteers provide services in an environment that is free of discrimination and harassment as defined in the [Canadian Human Rights Act](#) and in the spirit of the Treasury Board [Policy on Harassment Prevention and Resolution](#).

9. The operational unit head (Institutional Head/District Director) will:

- a. risk-assess and approve, as appropriate, all volunteer activities recommended by the existing site review board as per [CD 564 – Departmental Security](#)
- b. review and approve, as appropriate, CSC volunteer applications recommended through the existing site review process
- c. ensure that:
 - i. a volunteer recruitment and retention strategy is in place
 - ii. a [Volunteer Application and Information](#) form (CSC/SCC 0740) has been completed for prospective CSC volunteers prior to commencement of their activities
 - iii. a reliability status has been granted and verified with the Departmental Security Division prior to the commencement of volunteer activities
 - iv. CSC's national volunteer orientation is provided to all prospective CSC volunteers, and where required, CSC-approved training, prior to commencement of their volunteer activities
 - v. all CSC volunteers are registered in the volunteer resource management database prior to commencement of their volunteer activities and that the information is accurate and up to date
 - vi. CSC identification cards are issued to CSC volunteers prior to commencement of their volunteer activities
 - vii. CSC volunteers' responsibilities are clearly defined and reviewed with them annually
 - viii. a process is in place to record volunteer activities
 - ix. a safe and healthy workplace is provided to volunteers
 - x. volunteers provide services in an environment that is free of discrimination and harassment as defined in the [Canadian Human Rights Act](#) and in the spirit of the Treasury Board [Policy on Harassment Prevention and Resolution](#)
 - xi. processes are implemented to promote and recognize the value of volunteers and the importance of receiving support from management and staff
- d. implement a process to recover CSC identification cards and any other CSC property from volunteers who have ceased their volunteer activities
- e. ensure that a copy of a valid driver's licence and if needed, a copy of driving record is obtained and provided before authorizing CSC volunteers to use motor vehicles and other mobile equipment to pursue their assigned volunteer activities in accordance with [Internal Services Directive \(ISD\) 335 – Fleet Management](#)

- f. ensure that the institutional Volunteer Coordinators and/or [Social Program Officers](#) and [community Volunteer Coordinators](#) receive training on CSC's volunteer resource management software
- g. review volunteer activities in the institution/community and assess their contributions to CSC semi-annually
- h. ensure that an annual report on volunteer activities is prepared and submitted to the Regional Deputy Commissioner
- i. appoint staff to the [volunteer review committee](#) to make recommendations whenever suspension or termination of an active volunteer is considered
- j. make a decision based on the volunteer review committee's recommendation to suspend or terminate the status of an active volunteer
- k. notify the Regional Deputy Commissioner, the Departmental Security Division, and the Project Officer, Citizen Engagement and Ethnocultural Services, when a volunteer has been suspended or terminated
- l. notify the Aboriginal Liaison Officer or the Aboriginal Community Liaison Officer when a volunteer working with offenders following a traditional path has been suspended or terminated.

10. The Project Officer, Citizen Engagement and Ethnocultural Services, will:

- a. advise and support the institutional Volunteer Coordinators and/or [Social Program Officers](#) and [Community Volunteer Coordinators](#) regarding the roles and responsibilities relating to the management of volunteers
- b. ensure that volunteer contributions and concerns are brought to the attention of the Citizen Engagement Division at National Headquarters
- c. monitor CSC's volunteer resource management database to identify errors or irregularities and bring them to the attention of the institutional Volunteer Coordinator and/or Social Program Officer, community Volunteer Coordinator or other appropriate CSC staff members
- d. engage with the National Volunteer Committee board members to support and promote regional volunteer activities at the national level
- e. coordinate the reporting of all volunteer activities at the operational sites for the region
- f. notify other operational units, as required, when a volunteer is under review or has been suspended or terminated.

11. The institutional Volunteer Coordinator and/or Social Program Officer (or designate by the operational unit head), or the community Volunteer Coordinator, will:

- a. facilitate and coordinate volunteer activities at the operational site

- b. liaise with the Aboriginal Liaison Officer or the Aboriginal Community Liaison Officer when a volunteer delivers aboriginal cultural/ceremonial services
- c. facilitate and coordinate the volunteer application and security screening process
- d. ensure each applicant's information is entered into CSC's volunteer resource management database
- e. ensure that, prior to commencement of their activities, all volunteers working with offenders have completed CSC's national volunteer orientation and, as required, received additional training
- f. ensure that prior to commencement of their activities, all volunteers working with offenders have a valid reliability status
- g. ensure that all volunteer information in CSC's volunteer resource management database is accurate and up to date, including status (e.g., active, inactive, withdrawn, suspended, terminated or rejected)
- h. maintain each volunteer's file in accordance with the Treasury Board [Policy on Information Management](#)
- i. act as a liaison between volunteers and offenders and, as required, with community Parole Officers to provide support and guidance relating to volunteer roles and responsibilities
- j. provide the Principal Entrance Officer at the institution with a list of all authorized volunteers
- k. document in the volunteer's file any reviews or decisions regarding suspension or termination
- l. prepare an annual report on volunteer activities.

Suspension or Termination of Volunteer Status

- 12. Whenever suspension or termination of an active CSC volunteer is considered, a review must be conducted by a committee appointed by the operational unit head.
- 13. The volunteer review committee will complete the review within 30 calendar days and present its findings to the operational unit head for a decision.
- 14. Cases must be documented in the volunteer's file and communicated to the Project Officer, Citizen Engagement and Ethnocultural Services.
- 15. When a CSC volunteer is under review for termination or suspension, they are not permitted to conduct volunteer activities at the current site.
- 16. If the individual is a volunteer at multiple operational sites, the Project Officer, Citizen Engagement and Ethnocultural Services, must notify affected sites that a review is occurring.

17. Suspension or termination decisions rest with the operational unit head and must be communicated in writing to the volunteer within seven days.
18. The operational unit head, or delegate, will notify the Regional Deputy Commissioner, the Departmental Security Division, and the Project Officer, Citizen Engagement and Ethnocultural Services, when a volunteer has been suspended or terminated.
19. A volunteer may appeal the decision to the Regional Deputy Commissioner in writing within 60 days.
20. Following a decision to terminate the volunteer status, should the former volunteer reapply, a reassessment of the risk will be conducted:
 - a. no earlier than six months after the decision, or
 - b. as soon as possible, when new information is obtained that could have altered the original decision.
21. CSC has the sole discretion to suspend or terminate the status of a volunteer.

Identification Cards

22. Identification cards must be issued to all CSC volunteers.

Security

23. All applicants require reliability status and will complete the [Personnel Screening, Consent and Authorization Form](#) (TBS/SCT 330-23), which will be processed by the Departmental Security Division in accordance with [CD 564-1 – Individual Security Screening](#).
24. The reimbursement of volunteer fingerprinting costs will be provided by the regions.

Non-Security Escort Volunteers

25. Pursuant to [CD 566-5 – Non-Security Escorts](#), volunteers will:
 - a. have completed CSC's national volunteer orientation prior to training for non-security escorts
 - b. provide a copy of a valid driver's licence and, if requested, a copy of driving record annually, pursuant to [ISD 335 – Fleet Management](#)
 - c. have a valid reliability status.

Insurance and Indemnification

26. CSC will ensure that CSC volunteers are covered, either through the self-insurance of the Crown or an appropriate insurance policy, for accidental death, dismemberment and general liability as per [TBS Guideline](#). This coverage will only extend to volunteers engaged in CSC-approved activities that have been risk-assessed and approved by operational unit heads prior to taking place.

ENQUIRIES

27. Strategic Policy Division

National Headquarters

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Interim Commissioner,

Original signed by:

Anne Kelly

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada](#)

[CD 023 – Citizen Advisory Committees](#)

[CD 060 – Code of Discipline](#)

[SOP 087 – Official Languages](#)

[CD 228 – Information Management](#)

[CD 253 – Employee Assistance Program](#)

[CD 254 – Occupational Safety and Health and Return to Work Programs](#)

[CD 265 – CSC Recognition Program](#)

[ISD 335 – Fleet Management](#)

[CD 559 – Visits](#)

[CD 564 – Departmental Security](#)

[CD 564-1 – Individual Security Screening](#)

[CD 564-2 – Departmental Physical Security](#)

[CD 564-5 – Access to the Canadian Police Information Centre \(CPIC\)](#)

[CD 566 – Framework for the Prevention of Security Incidents](#)

[CD 566-1 – Control of Entry to and Exit from Institutions](#)

[CD 566-2 – Control of Vehicle Entry to and Exit from Institutions](#)

[CD 566-5 – Non-Security Escorts](#)

[CD 566-8 – Searching of Staff and Visitors](#)

[GL 566-8-1 – Use of Non-Intrusive Search Tools](#)

[GL 566-8-2 – Technical Requirements for Ion Mobility Spectrometry Devices](#)

[CD 577 – Staff Protocol in Women Offender Institutions](#)

[CD 701 – Information Sharing](#)

[CD 702 – Aboriginal Offenders](#)

[CD 715 – Community Supervision Framework](#)

[CD 715-1 – Community Supervision](#)

[CD 750 – Chaplaincy Services](#)

[CD 767 – Ethnocultural Offenders: Services and Interventions](#)

[Canadian Human Rights Act](#)

[Reference Handbook – Volunteering in the Correctional Service of Canada](#)

[Security Bulletin 2010-02 – Information Security and Safeguarding Bulletin](#)

[Security Bulletin 2013-03 – Information and Security Safeguarding](#)

Treasury Board [Guideline for Employees of the Government of Canada: Information Management \(IM\) Basics](#)

Treasury Board [Guideline on Self-Insurance](#)

Treasury Board [Policy on Government Security](#)

Treasury Board [Policy on Harassment Prevention and Resolution](#)

Treasury Board [Policy on Information Management](#)

Treasury Board [Policy on Privacy Protection](#)

Treasury Board [Standard on Security Screening](#)

Treasury Board [Values and Ethics Code for the Public Sector](#)

DEFINITIONS

Citizen Advisory Committee (CAC): consists of members of the community in which the penitentiary or parole office is situated. Members promote and facilitate the involvement of citizens in the operation of the Service.

Community Volunteer Coordinator: the individual identified in the community who manages the volunteer program, including the administration, training and evaluation of volunteers.

National Volunteer Committee: a committee made up of CSC volunteers and staff that represent both institutions and the community. This committee works with National Headquarters and provides direction for the CSC volunteer program.

National volunteer orientation: a mandatory orientation for CSC volunteers, which must be completed prior to participation in volunteer activities. The orientation includes an overview of the fundamental principles of volunteering with offenders in a correctional institution or community setting.

Operational unit: an institution or a district (this includes parole offices and Community Correctional Centres).

Operational unit head: the person or delegate responsible for the institution or district.

Social Program Officer: the position in the institution that facilitates and coordinates the volunteer program, including the orientation, training and evaluation of volunteers.

Volunteer review committee: an ad hoc committee appointed by the operational unit head or delegate to investigate volunteer performance concerns. This committee made up of three individuals, one of whom is a volunteer representative such as a Citizen Advisory Committee or National Volunteer Committee member, presents its findings to the operational unit head or delegate for a decision.

ANNEX B**AGE OF MAJORITY**

Province	Age of majority	Reference
Nova Scotia	19	<i>Age of Majority Act</i>, R.S.N.S., c. 4, s. 2(1)
New Brunswick	19	<i>Age of Majority Act</i>, R.S.N.B. 2011, c. 103, s. 1(1)
Prince Edward Island	18	<i>Age of Majority Act</i>, R.S.P.E.I., 1988, c. A-8, s. 1
Newfoundland and Labrador	19	<i>Age of Majority Act</i>, S.N.L. 1995, c. A-4.2, s. 2
Québec	18	<i>Code civil</i>, art. 153
Ontario	18	<i>Age of Majority and Accountability Act</i>, R.S.O., 1990, c. A7, s. 1
Nunavut	19	<i>Age of Majority Act</i>, R.S.N.W.T. (Nu) 1988, c. A-2
Manitoba	18	<i>Age of Majority Act</i>, R.S.M., c. A7, s. 1
Saskatchewan	18	<i>Age of Majority Act</i>, R.S.S. 1978, c. A-6, s. 2(1)
Northwest Territories	19	<i>Age of Majority Act</i>, R.S.N.W.T. 1988, c. A-2
Alberta	18	<i>Age of Majority Act</i>, R.S.A. 2000, c. A-6, s. 1
Yukon	19	<i>Age of Majority Act</i>, R.S.Y. 2002, c. 2, s. 1 (1)
British Columbia	19	<i>Age of Majority Act</i>, R.S.B.C. 1996, c. 7, s. 1



COMMISSIONER'S DIRECTIVE 026

In Effect: 2019-06-17

Due for Review: 2022-06-01

Communications

CORE RESPONSIBILITY

Internal Services

OFFICE(S) OF PRIMARY INTEREST

Communications and Engagement Sector

ONLINE @

- <http://thehub/En/collections/policy-legislation/CommissionersDirectives/026-cd-eng.pdf>
- <http://lehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/026-cd-fra.pdf>
- <http://www.csc-scc.gc.ca/acts-and-regulations/026-cd-en.shtml>
- <http://www.csc-scc.gc.ca/lois-et-reglements/026-cd-fr.shtml>

AUTHORITIES

- [*Corrections and Conditional Release Act*](#) (CCRA), paragraphs [4\(b\)](#) and [5\(e\)](#)
- [Policy on Communications and Federal Identity](#)
- [Official Languages Act](#)

PURPOSE

- To provide comprehensive direction to Correctional Service of Canada [staff](#) on the role of [internal communications](#) and [external communications](#) as well as related activities, initiatives and products
- To provide an overarching policy framework for all current and future communications-related Commissioner's Directives and Guidelines

APPLICATION

Applies to all Correctional Service of Canada staff

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Annex F	Communications Product Development and Approval Checklist

RESPONSIBILITIES

1. The Assistant Commissioner, Communications and Engagement, will ensure that:
 - a. communications activities comply with the Government of Canada's [Policy on Communications and Federal Identity](#) and other relevant Government of Canada directives
 - b. [communications products, activities and initiatives](#) are led and guided by Communications and Engagement staff at National Headquarters (NHQ), specifically staff from the Public Affairs Division, and Communications staff at Regional Headquarters (RHQ)
 - c. NHQ Communications retains ultimate responsibility for all [national-level communications](#) products, activities and initiatives across the Correctional Service of Canada (CSC)
 - d. they or their delegate will be the final approval authority for any product, activity or initiative that falls under their responsibility
 - e. the Deputy Commissioner for Women will approve all national-level communications products, activities and initiatives related to the management of women offenders.
2. Each Regional Deputy Commissioner will ensure that:
 - a. regional communications activities comply with the Government of Canada's [Policy on Communications and Federal Identity](#)
 - b. [regional-level communications](#) products, activities and initiatives are led and guided by Communications staff at RHQ

- c. they have ultimate responsibility for all regional-level communications products, activities and initiatives in their region
 - d. they or their delegate will be the final approval authority for any product, activity or initiative that falls under their responsibility
 - e. the Deputy Commissioner for Women will be consulted on all regional-level communications products, activities and initiatives related to the management of women offenders.
3. NHQ/Regional Communications staff will:
- a. adhere to the [Policy on Communications and Federal Identity](#), and ensure that all national-level communications products, activities and initiatives follow the policy as well as all other related directives
 - b. lead the development and approval of, and maintain ownership of and accountability for all national-level or regional-level communications products, activities and initiatives
 - c. provide communications advice and support to all staff, as required
 - d. provide advice and/or feedback to operational staff on products that do not fall under the responsibility of NHQ/Regional Communications (e.g., corporate reports, tools used for operational requirements such as strategic planning posters, training materials, etc.)
 - e. consult appropriate staff (i.e., subject matter experts) in the development of communications products, activities and initiatives, and provide opportunities for input and feedback
 - f. seek input from NHQ or Regional Communications, as required.
4. Staff within an institution or facility who have specific communications duties (e.g., Assistant Warden, Management Services, and designated operational spokesperson) will:
- a. adhere to the requirements of this CD and [CD 022 – Media Relations](#)
 - b. consult with Regional Communications to ensure any communications products, activities and initiatives follow the [Policy on Communications and Federal Identity](#) as well as all other related directives
 - c. consult with Regional Communications on products that do not fall under the responsibility of Communications in their region (e.g., reports, tools used for operational requirements such as staff directives, memos, training materials, communications with partners, community presentations, etc.)

- d. carry out their duties (e.g., drafting operational news releases, acting as a CSC spokesperson, etc.) as prescribed by the Institutional Head and/or Regional Deputy Commissioner in consultation with Regional Communications.

COMMUNICATIONS PLANNING

5. NHQ Communications and/or Regional Communications are responsible for communications planning that reflects a region, sector, branch or directorate's needs on a short- and long-term basis.
6. Staff will contact their [NHQ Communications Advisor](#) or [Regional Communications Advisor](#) when launching a new project, initiative, product or program, to determine if communications support is needed. This contact should occur at the beginning of the project, initiative, product or program.
7. With the exception of factual subject matter or content, staff will adhere to and comply with decisions made by their NHQ Communications Advisor/Regional Communications Advisor or the Assistant Commissioner, Communications and Engagement, or their delegate, regarding communications products. This includes decisions made on use of language, style, formatting and other communications-specific concerns.
8. NHQ/Regional Communications are responsible for determining if a communications plan, strategy or approach is required at their level (national or regional). NHQ/Regional Communications is also responsible for drafting each plan, strategy or approach, including all subsequent communications activities, in consultation with subject matter experts. Subject matter experts will verify content (i.e., ensure factual accuracy).
9. All communications products, activities and initiatives should take into consideration CSC's mission, values and ethics, as identified in [CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada](#).
10. CSC's communications will be representative, inclusive, and reflective of diversity and gender-related considerations. This includes using language and wording that is gender-inclusive (e.g., "their" instead of "his/her") rather than binary (either man or woman). This also includes developing communications products that respect diversity (e.g., visual representation of individuals from visible minority groups and those who are female-identifying, ensuring that Indigenous cultural symbols or signifiers are used in an appropriate manner, etc.).
11. Every effort should also be made to ensure that both the English and French used in any communications product reflect accuracy of terminology and quality of language.

CSC BADGE AND CORPORATE IDENTITY

12. For the purpose of this CD, the term “badge” refers to the specific graphic design image in the [Public Register of Arms, Flags and Badges](#), and not to any metal/numbered/retired/cap/shoulder badges or other CSC uniform elements.
13. The badge is CSC’s unifying symbol. It provides a consistent, recognizable brand for all publications, products and other items developed and owned by CSC. The CSC badge is listed in the [Public Register of Arms, Flags and Badges](#) and registered as a trademark with the [Canadian Intellectual Property Office](#).
14. All communications products and publications will adhere to the [Federal Identity Program](#). This includes two main elements: the Canada wordmark and CSC’s departmental signature (refer to [Annex E](#) for examples). The Canada wordmark and departmental signature will be the only identifier used on products targeted to external audiences (e.g., members of the public, partners, stakeholders, the media). The CSC badge will only be used on products targeted to staff and offenders.
15. Staff are not permitted to alter the badge in any manner or conceal the badge with other design elements on a publication or on any other form of medium or product. Staff are also not permitted to alter the wordmark or departmental signature.
16. Staff are not permitted to develop or use [logos](#), [identifiers](#) or symbols for their headquarters, institution, [section 81](#) Healing Lodge, district, parole office, Community Correctional Centre, branch, directorate or sector. The existing CORCAN logo is exempt from this directive.
17. All requests for use of the CSC badge in any format, on any item, or in any medium will be sent to the [Chief of Protocol](#) and to NHQ Communications for review of compliance to [Federal Identity Program](#) standards. NHQ/Regional Communications will provide graphic design formats of the badge, wordmark and/or departmental signature (e.g., jpegs) to staff for use as required.
18. Staff will submit non-communication products (e.g., corporate reports, strategic planning posters, etc.) that will be widely circulated (e.g., across CSC, to all offenders, to partner organizations) to their NHQ/Regional Communications Advisor to ensure compliance with the [Federal Identity Program](#).
19. Corporate documents (e.g., Departmental Plan, Departmental Results Report) that are produced and published according to Treasury Board Secretariat templates are not subject to this CD. All other products will use CSC’s [corporate identity templates](#) to ensure a common look and feel.

OFFICIAL LANGUAGES

20. All communications products and materials produced by CSC will adhere to the [Official Languages Act](#).

21. All communications products and materials that are distributed nationally will be issued simultaneously in both official languages.
22. For any communications events, materials and services (e.g., CSC spokespeople available for media interviews, speeches, etc.) will be provided at similar levels and based on what is required for the event's regional location.
23. Regional Communications, in consultation with Regional Official Languages Coordinators, will advise headquarters, institutions, [section 81](#) Healing Lodges, districts, parole offices and Community Correctional Centres in their region on the language requirements pertaining to the distribution of communications products and materials.

PLAIN LANGUAGE

24. All communications products and materials will adhere to the [Policy on Communications and Federal Identity](#) requirements with regard to plain language. (Refer to [Annex D](#) for more information.) Products will be written in a clear, concise and accessible way, and at a grade level that is as low as possible while being appropriate for the target audience. Both English and French communications products should adhere to plain language requirements.
 - a. Material developed for offenders should be easily understood by a person reading at the grade 8 level (averaging 13-14 years of age).
 - b. Material developed for staff, the public, media and stakeholders/partners should be no higher than the grade 10 level (easily understood by a person who is 15-16 years of age).
25. Products developed specifically for narrow target audiences (e.g., research reports or a request from a technical/scientific journal) may use more sophisticated language than the standard grade 10 level.
26. All web content must follow the [Canada.ca Content Style Guide](#). All other written communications content and/or products should follow [The Canadian Style](#).
27. NHQ/Regional Communications will assess communications products and materials for plain language considerations, and provide feedback and plain-language editing as part of the routine review and approval process.
28. For internal-only communications content and/or products, CSC does not need to be spelled out with its full title – the acronym only ("CSC") can be used. For external communications content and/or products, the full title ("Correctional Service of Canada") must be used on first reference, followed by the acronym in parenthesis. All subsequent references should use the acronym only.

29. With the exception of changes impacting the factual accuracy of the content, staff will adhere to and comply with decisions made by their NHQ/Regional Communications Advisor or the Assistant Commissioner, Communications and Engagement, or their delegate, regarding plain-language editing.

USE OF CSC'S LEGAL AND APPLIED TITLES

30. As per [section 2](#) of the CCRA, the "Correctional Service of Canada" is the Service's legal title. This legal title appears in the enabling legislation (i.e., the CCRA), proclamation, order in council, or other instrument used to create a branch of government.
31. The applied title is the approved name commonly used to identify a department, program or activity. CSC's applied name, as approved by the President of the Treasury Board, is "Correctional Service Canada".
32. [Commissioner's Directives \(CDs\)](#), bulletins and other official documents (e.g., documents related to CSC's policy and legal framework, Exchange of Service Agreements, Memoranda of Understanding, corporate reports, etc.) will use the legal title.
33. In all other cases, while the applied title may be used, the legal title is strongly recommended in order to maintain consistency and ensure proper translation.

CONSENT TO BE IDENTIFIED

34. Staff and offenders will provide written consent for the use of their photograph or to be identified in internal and external broadcasts or for publication purposes. This excludes photographs of individuals taken for official CSC records and operational purposes (e.g., identification of inmates).
35. An image (e.g., photograph, video) may only be used/published if all identifiable persons in the image, who are not spectators in a public setting, have consented and signed the form [Consent to be Identified in CSC and PBC Publications](#) (CSC/SCC 1305). A copy of the completed consent form will be held by the NHQ/Regional Communications Advisor or head of the headquarters, institution, [section 81](#) Healing Lodge, district, parole office or Community Correctional Centre requesting consent. If a consent form is not signed, consent can also be provided in writing (e.g., in an e-mail). This written proof of consent must also be held by the NHQ/Regional Communications Advisor or head of the headquarters, institution, [section 81](#) Healing Lodge, district, parole office or Community Correctional Centre requesting consent.
36. For procedures on consent to be identified by the media, refer to [CD 022 – Media Relations](#).

INTERNAL MESSAGES

37. Commissioner's Messages are sent on significant issues, such as major events that impact all staff, the implementation of some new legislation, or the observance of special days or events. NHQ Communications will determine if a Commissioner's Message is required. NHQ Communications, in conjunction with subject matter experts, will develop all Commissioner's Messages.
38. National, time-sensitive or important general communiqués (gen-comms) will be sent by email as required. The decision to send a general communiqué is made by the Assistant Commissioner, Communications and Engagement. These messages may include but are not limited to:
- a. staff and public safety
 - b. ministerial events
 - c. significant policy changes
 - d. certain human resources messages that staff will be made aware of due to legal or health reasons
 - e. security and/or routine operational messages regarding cancellations, certain Information Technology system issues and/or communications outages.
39. All other national messages for all staff are sent via [This Week at CSC](#). These include:
- a. human interest items
 - b. announcements about publications and resources
 - c. policy changes and Case Management Bulletins
 - d. calls for nominations.
40. Regional general communiqués may also be sent from Regional Deputy Commissioners to their specific region. These messages must be developed by or in consultation with Regional Communications.
41. Sectors and regions will provide a list of special days/events that impact their area to NHQ/Regional Communications for message coordination.

42. This Week at CSC items will be approved by the Assistant Commissioner or the Regional Deputy Commissioner and translated prior to being submitted to the NHQ Communications Advisor. Items for This Week at CSC drafted by non-Communications staff will be reviewed by their NHQ/Regional Communications Advisor prior to approvals. The NHQ Communications Advisor will ensure the items are reviewed and approved by the Associate Assistant Commissioner, Communications and Engagement, or their delegate.
43. This Week at CSC items will be posted as soon as possible in the intranet's announcements section (either national or regional) and then carried in the following edition of This Week at CSC, if applicable.
44. Pop-up messages (i.e., a short piece of written text and/or multimedia that "pops up" once a computer user opens their desktop) are used to ensure that staff receive a specific message.
45. The decision to send a pop-up message is made at the discretion of Communications, in consultation with the office(s) of primary interest (OPI). Pop-up messages require sector head/Regional Deputy Commissioner and Associate Assistant Commissioner, Communications and Engagement, approval.
46. Messages selected for distribution by pop-up will reflect important departmental initiatives that apply to all staff in targeted regions or across Canada.
47. Government of Canada messages (e.g., from the Treasury Board Secretariat) will be distributed promptly to staff, as appropriate.

INTRANET

48. Each sector and region will develop, approve and upload content to [CSC's intranet site](#) (called the Hub) using the established standard page layout. Each headquarters, institution, [section 81](#) Healing Lodge, district, parole office and Community Correctional Centre will appoint at least one editor who will manage its intranet content.
49. NHQ Communications will coordinate the intranet's announcements section (i.e., the landing page). Any items for the announcements section must be submitted to the NHQ/Regional Communications Advisor. NHQ Communications is also responsible for providing advice on and reviewing intranet content developed by other CSC staff that goes beyond brief factual updates such as revising contact information.
50. All intranet content must follow the [Canada.ca Content Style Guide](#) (an [abbreviated version](#) for the Hub is also available). Content must adhere to the Canada.ca Content Style Guide first and the Hub style guide second. As a best practice, content should also meet the Government of Canada's [Standard on Web Accessibility](#) (e.g., descriptions of images for individuals who use screen readers, etc.).

51. Intranet content will be up-to-date, concise, clear and considered necessary for staff roles or responsibilities. The intranet should not be used as a repository for all documents created by staff. Wherever possible, new content should link to existing content, rather than creating duplication.
52. All intranet content will be reviewed by sector or regional editors every 18 months, based on automatic prompts from the Hub system, to determine whether it is still up-to-date and relevant.
53. NHQ Communications will coordinate, with the intranet team, training for any individual who has been appointed to the role of editor. Mandatory training must be completed before an individual is granted editing rights.
54. NHQ Communications is not responsible for generating new content; however, staff should consult their NHQ/Regional Communications Advisor when developing any new content beyond brief factual updates (e.g., contact information). Staff should also contact Communications if they are significantly changing previously posted content, to obtain advice on plain language and other communications-specific concerns.

INTERNET

55. All [Internet](#) content must follow the [Canada.ca Content Style Guide](#) and meet the requirements set out in the [Policy on Communications and Federal Identity](#), including the [Standard on Web Accessibility](#) and the [Official Languages Act](#).
56. All Internet content will be developed by NHQ Communications and the applicable sector. Staff will contact the NHQ Communications Advisor as the first step in developing proposed new content for the Internet or updating current content.
57. Internet content will be up-to-date, concise, clear, easy to understand and navigate, and provide information that is of value to Canadians (e.g., on CSC's outward-facing programs, initiatives and services).
58. NHQ Communications retains ownership of all content developed for the Internet. The Assistant Commissioner, Communications and Engagement, is accountable for all information posted on CSC's Internet site.

FILM AND VIDEO

59. For any proposed film or video requests, staff will consult their NHQ/Regional Communications Advisor. Requests from external sources will be assessed by Communications as per [CD 022 – Media Relations](#).
60. NHQ/Regional Communications will identify potential film and video opportunities to foster innovation and meet communications needs as part of the regular, ongoing communications planning process, and will ensure that resources and funding will be available from the requesting sector/region.

SOCIAL MEDIA

61. Refer to [CD 227 – Use of Web 2.0 Technology](#) and [CD 226 – Use of Electronic Resources](#) for directives on individual [social media](#) use.
62. Staff may create and use social media accounts for professional purposes (e.g., networking, sharing corrections-related content); however, staff should not present themselves as official CSC spokespeople on their accounts. As per [CD 227 – Use of Web 2.0 Technology](#), staff will not use images of the CSC badge or any other CSC identifier in any manner on their personal social media accounts.
63. As per [CD 227 – Use of Web 2.0 Technology](#), staff must ensure that their communications using social media comply with all policies on professional standards, as well as ensure the protection of personal information, privacy rights and the security of information.
64. Staff who wish to have content posted on CSC's corporate social media accounts to promote an event, initiative, report, etc. will consult NHQ/Regional Communications. Staff will provide any proposed social media content to their NHQ/Regional Communications Advisor for review prior to approval by their sector's Assistant Commissioner or Regional Deputy Commissioner, or their delegate.
65. Once approval is received from the sector's Assistant Commissioner, the Regional Deputy Commissioner or their delegate, proposed social media content will be submitted to the NHQ/Regional Communications Advisor. Once social media content has been submitted, NHQ Communications will finalize approvals with the Associate Assistant Commissioner, Communications and Engagement, or their delegate, and post the content on the corporate accounts.
66. NHQ Communications retains ownership of all content developed for CSC's social media accounts. The Assistant Commissioner, Communications and Engagement, is accountable for all information posted on CSC's social media accounts.
67. CSC's social media accounts are administered according to CSC's [Terms of Use](#). CSC reserves the right to block users or remove comments that do not adhere to the Terms of Use.
68. Media requests made through social media will be processed as per [CD 022 – Media Relations](#).
69. [GCconnex](#) is the Government of Canada's professional social networking platform. The purpose of GCconnex is to enable public servants to connect and collaborate based on shared interests, knowledge, and experience.
70. GCconnex is to be used for activities related to the workplace and should not be used as a replacement for personal social networks. There are several CSC-related GCconnex groups and all employees are free to join or open a group and invite their colleagues.

71. For a comprehensive guide on how to use GCconnex, refer to the [GCpedia Learning Resources](#) page or contact the [NHQ Communications team](#).

LET'S TALK EXPRESS

72. Staff may submit articles or ideas to NHQ Communications via [GEN-NHQ Let's Talk Express – Entre Nous Express](#). NHQ Communications will assess each proposed story and submitted article for potential publication and retains full editorial control of all content for [Let's Talk Express](#). The Assistant Commissioner or Regional Deputy Commissioner will approve any article within their area that is published in Let's Talk Express.
73. Staff may be approached for interviews or to provide other information for Let's Talk Express articles. Staff are not required to take part in this process if they do not wish to do so. If a staff member decides to participate, they will give consent in writing and have an opportunity to review the article for accuracy before approvals and publication.

GRAPHIC DESIGN

74. Staff will consult their NHQ/Regional Communications Advisor for any graphic design requests that fall outside the available [corporate identity](#) templates.
75. Graphic design requests will be completed by NHQ Communications. If required, the NHQ/Regional Communications Advisor will obtain quotes from the list of [approved contractors](#) held by Communications to complete the request. In this case, the branch, directorate, sector or region will secure the budget for the graphic design work.
76. The NHQ/Regional Communications Advisor will work with the contractors and lead any graphic design projects.
77. All graphic design requests must meet the requirements of the [Federal Identity Program](#) and the [Official Languages Act](#).

PHOTOGRAPHY AND PHOTO REQUESTS

78. Staff who request photography support at an event (i.e., have no internal capacity to take photos) will contact their NHQ/Regional Communications Advisor at least 10 working days prior to the event. NHQ/Regional Communications will provide this support if possible (e.g., costs are covered, travel is not required, staff are available) and if the event meets the parameters of being a corporate event of significance for CSC.

79. Staff who request photos for use in products will consult their NHQ/Regional Communications Advisor. NHQ Communications will provide any photos that are available to meet staff's request, within reason (e.g., reasonable timelines and number of photos). NHQ Communications reserves the right to limit a request if photos are not readily available or if the resource demand required to produce them is too great.
80. Stock imagery is also available via NHQ Communications. No other stock imagery should be used by CSC staff on communications or non-communications products.
81. As appropriate, photos will be added to CSC's corporate [Flickr](#) account. NHQ Communications, along with the advising sector/region, will determine whether an image should be posted.
82. All photos of CSC facilities/institutions for communications purposes (e.g., those posted to CSC's Flickr account, provided to media, used in communications products) must be approved by the Assistant Commissioner, Correctional Operations and Programs, or their delegate.
83. All photos including individuals should, as much as possible, reflect inclusiveness and diversity.
84. See the [Consent to be Identified](#) section in this CD.

PROMOTIONAL ITEMS

85. [Promotional items](#) purchased with Government of Canada funds will be appropriate, useful and cost-effective, and should be produced as part of an overall communication strategy or initiative. Promotional items must be funded by the OPI sector/division/directorate.
86. Any proposed promotional item will meet at least one of the following criteria:
 - a. be part of a communications plan and support its objective(s)
 - b. have a direct correlation to the program or service and the target audience
 - c. help sustain a communications message.
87. To propose a promotional item:
 - a. the Approval Template for Promotional Items and Volume Printing will be completed for all requests, in collaboration with the NHQ/Regional Communications Advisor
 - b. the completed form, along with an example image or photo of the proposed promotional item, will be forwarded to the sector head/Regional Deputy Commissioner for approval and funding, and then to NHQ Communications for final approvals
 - c. the Assistant Commissioner, Communications and Engagement, will present the submission and recommendations to the Commissioner, for their approval

- d. NHQ Communications will inform the sector or region if the item has been approved.

PUBLISHING

- 88. Any product developed for printing will follow Treasury Board's [Procedures for Publishing](#), including the following guidelines:
 - a. on-demand printing (i.e., printing only the number of copies required) will be used in almost all circumstances; volume printing (i.e., pre-determined number of printed products that require warehousing) is only allowed by exception
 - b. content will also be available on the Internet.
- 89. If volume printing is proposed, the Assistant Commissioner or Regional Deputy Commissioner will approve the project in principle, including required funding (which must come from the OPI sector/division/directorate). The NHQ/Regional Communications Advisor will then fill out the Approval Template for Promotional Items and Volume Printing for approval by the Assistant Commissioner, Communications and Engagement.
- 90. Once the request is approved, staff will consult NHQ Communications to secure quotes and select an external printer. If possible, CORCAN printing should be selected as one of the printer options. The NHQ/Regional Communications Advisor will work with contractors and oversee any volume printing initiative. Any publishing requirements over \$10,000 (excluding those done by CORCAN) will be submitted to Contracting and Materiel Services for approval and processing.
- 91. NHQ Communications is also responsible for applying for an [International Standard Book Number, International Standard Serial Number and/or catalogue number](#), and for providing the publication to the Depository Services Program once it is completed.

EVENTS AND ANNOUNCEMENTS

- 92. NHQ Communications will lead communications support on events that involve the Minister or parliamentarians representing the Minister (e.g., members of Parliament) and/or the Commissioner (e.g., recognition ceremonies, opening of new facilities, etc.). If an event is being proposed, staff will contact NHQ Communications at the beginning of the planning process. These events may also be supported by Regional Communications.
- 93. For ministerial events that occur at a location within a region, Regional Communications will coordinate logistics. In these cases, planning will be led by NHQ Communications and division of responsibilities (e.g., development of communications products) will be determined based on discussions between NHQ and Regional Communications. NHQ Communications will manage approvals up to Public Safety Canada and the Minister's Office.

94. For regional-level events (e.g., a Regional Deputy Commissioner change of command ceremony), Regional Communications will plan and coordinate logistics as well as develop communications products.
95. For institutional- or district-level events, such as routine change of command ceremonies, OPI staff will work in collaboration with the Regional Communications Advisor to coordinate logistics and develop communications products. Staff will also consult CSC's Chief of Protocol for ceremonial events.

SITE VISITS

96. Regional Communications will plan and coordinate visits to their institutions and community sites involving media, photographers, filming or NHQ Communications staff. Please refer to [CD 022 – Media Relations](#) for more information.
97. For visits by individual parliamentarians, Regional Communications will provide a “heads up” notice to the Parliamentary Relations Unit (PRU). A summary of the visit will be provided by the visit organizer to PRU.
98. For visits by parliamentary committees, the Parliamentary Relations Unit will contact Regional Communications to coordinate the visit. Communications responsibilities in these cases will vary on a case-by-case basis.
99. For visits by international delegates or groups, Regional Communications will coordinate the event with Intergovernmental Relations (IGR).
100. Staff who wish to arrange a site visit will consult Regional Communications.

SPEECHES AND SPEAKING NOTES

101. NHQ Communications will develop speeches and speaking notes for the Commissioner. Staff who wish to request a speech or speaking notes for the Commissioner will consult their NHQ/Regional Communications Advisor.
102. The Parliamentary Relations Unit will draft opening remarks for the Commissioner's appearances before the House of Commons and Senate committees.
103. As appropriate, NHQ Communications will develop speaking notes of a national scope for other staff (e.g., Institutional Heads and District Directors) for specific projects, in collaboration with Regional Communications as required. This may include speaking notes to brief staff members on changes to legislation, new operational procedures, the launch of a new initiative, etc. Staff who wish to have speaking notes developed will consult their NHQ/Regional Communications Advisor. The final decision on developing speaking notes for national-level issues rests with NHQ Communications.

104. Regional Communications will develop speeches and speaking notes for regional-level issues for their Regional Deputy Commissioner, in collaboration with subject matter experts as required. Regional Communications may also review and/or advise on speeches and speaking notes for other regional senior management. Staff who wish to request a speech or speaking notes for their Regional Deputy Commissioner will consult their Regional Communications Advisor.

COMMUNICATING WITH OFFENDERS

105. All communications products, activities and initiatives developed for offenders, both in institutions and in the community, will recognize their specific circumstances. Products will be developed in a hard copy format that is easy to print on demand for distribution by staff.
106. Communications products, activities and initiatives for offenders should be developed to provide information on issues that may impact them or may be of interest/value to them, such as the implementation of new legislation, the launch of new initiatives and programs, and operational changes.
107. All national-level communications products and materials developed for offenders will be approved by NHQ Communications prior to distribution to Inmate Committees, community parole offices and other venues as appropriate. All regional- or site-level products and materials developed for offenders will be approved by Regional Communications, in consultation with NHQ Communications if required.

COMMUNICATING WITH OTHER AUDIENCES

108. Where possible and appropriate, action should be taken by NHQ/Regional Communications to communicate with other external audiences, including partners and stakeholders, institutional visitors, and families of offenders.
109. As much as possible, communications should respect and accommodate the specific language, cultural and other needs of the audience.
110. NHQ/Regional Communications is not responsible for developing or providing materials for external presentations done by staff (e.g., at schools, conferences, etc.), or seeking approvals for them. If resources are available, Communications may review and advise on external presentations.
111. Regional Communications may coordinate any requests received from external individuals for a speaker through the [Speakers Bureau](#). Staff who wish to participate in the Speakers Bureau's activities will consult their Regional Communications Advisor or Citizen Engagement at NHQ.

112. NHQ Communications will provide, as appropriate, communications products (e.g., news releases, media lines, social media content, etc.) regarding upcoming announcements or reports to the Communications Branch of Public Safety Canada as soon as possible before the event takes place or the report is published.
113. Staff will notify their NHQ/Regional Communications Advisor about upcoming external consultations and/or events. This information will be provided by NHQ Communications to Public Safety Canada for the Privy Council Office's planning calendar.
114. As required, NHQ Communications will coordinate and liaise with other government departments to share communications products for consultation and/or to request information. NHQ Communications will obtain the approval of the Associate Assistant Commissioner, Communications and Engagement, or their delegate, prior to sharing products external to CSC.

ADVERTISING

115. When a [public notice](#) is required for distribution in the media and advertising space must be purchased, staff will complete the [public notice template](#) as well as the associated [media planning template](#).
116. Regional staff will prepare the public notice and the media plan in collaboration with Regional Communications, who will seek approval from the Regional Deputy Commissioner. Regional Communications will then submit the approved public notice and media plan to NHQ Communications for review and approval. After this is completed, the documents will be sent back to the Regional Communications Advisor for processing and publication. NHQ staff will submit the public notice and the media plan to their sector's Assistant Commissioner for approval, and then submit the documents to NHQ Communications.
117. Staff who place public notices that require paid advertising space will be contacted by NHQ Communications on an annual basis to verify information for a yearly report (ADmiss).

PUBLIC OPINION RESEARCH

118. Any proposed internal or external survey, questionnaire or similar initiative will be sent to the NHQ/Regional Communications Advisor for assessment.
119. NHQ Communications will review each initiative to determine if it is [public opinion research](#). NHQ Communications will provide advice to Regional Communications, as required, on the assessment of potential public opinion research initiatives.
120. If the initiative is deemed to be public opinion research, NHQ Communications will seek the necessary approvals from Public Services and Procurement Canada and the Privy Council Office. Proposed public opinion research by an external contractor will also be submitted to Contracting and Materiel Services for approval and processing.

COMMUNICATING DURING AN EMERGENCY

121. During an emergency situation (e.g., a building evacuation, loss of power), NHQ/Regional Communications will establish and maintain functional support to ensure ongoing communications with internal and external audiences. Regional Deputy Commissioners will provide headquarters, institutions, [section 81](#) Healing Lodges, districts, parole offices and Community Correctional Centres with direction regarding their responsibilities for communicating during an emergency. Site-specific (headquarters, institution, [section 81](#) Healing Lodge, district, parole office or Community Correctional Centre) Business Continuity Plans contain more details. Senior management will ensure that the appropriate staff members have access to these Business Continuity Plans.
122. If there is a [major incident](#), CSC's Emergency Communications Plan (ECP) will be activated. The ECP is managed by NHQ Communications and will be activated by the Assistant Commissioner, Communications and Engagement, or their delegate. It is meant to guide all high-level communications with staff, the public and media during and after a major incident, on both short- and long-term timelines. The Emergency Communications Team (ECT), which implements the ECP, includes NHQ and Regional Communications Advisors, site-level staff, and other operational staff as required.
123. In the event of a major incident impacting CSC processes or building facilities, the ECP will be activated in conjunction with the existing Business Continuity Plans as appropriate.
124. In the case of a major incident that impacts multiple government departments, emergency communications will be led by Public Safety Canada. In this scenario, CSC will participate in a whole-of-government response.

USE OF GCDIRECTORY AND OFFICIAL SIGNATURE BLOCK

125. The email signature blocks of all CSC staff members will adhere to the Government of Canada's [Standard on Email Management](#).
126. All CSC staff members should ensure their personal contact information with the [GCdirectory](#) is up-to-date. Refer to <http://thehub/En/workplace/communicating/Pages/communication-tools.aspx> for more information.

COPYRIGHT

127. All requests to reproduce intellectual property (e.g., photographs, articles, reports) will be processed through NHQ Communications, who will consult Legal Services. Staff will send any external copyright requests to their NHQ/Regional Communications Advisor.
128. Refer to the [CSC Badge and Corporate Identity](#) section for direction on requests to reproduce the CSC badge.

EVALUATION

129. NHQ/Regional Communications will track the performance of their communications products, measure results and evaluate their effectiveness.
130. NHQ/Regional Communications should use all available tools to evaluate communications activities. NHQ/Regional Communications should also seek out new opportunities, where possible, to track and measure the impact of communications work, including: media analysis, media call statistics, staff feedback via internal inboxes, social media metrics/engagement, internal video metrics, and web metrics.
131. Evaluation outcomes should guide the development of future communications products, activities and initiatives, or be used to update current products and initiatives as required.

ENQUIRIES

132. Strategic Policy Division
National Headquarters
Email: Gen-NHQPolicy-Politi@csc-scc.gc.ca

Commissioner,

Original signed by:

Anne Kelly

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 022 – Media Relations](#)

[CD 023 – Citizen Advisory Committees](#)

[CD 083 – Inmate Committees](#)

[CD 226 – Use of Electronic Resources](#)

[CD 227 – Use of Web 2.0 Technology](#)

[FD 350-3 – Contracting](#)

[CD 559 – Visits](#)

[CD 701 – Information Sharing](#)

[CD 767 – Ethnocultural Offenders: Services and Interventions](#)

[Depository Services Program](#) (ISBNs and Catalogue Numbers)

[Directive on Official Languages for Communications and Services](#)

[Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations](#)

[Policy on Communications and Federal Identity](#)

[Procedures for Publishing](#)

[Standard on Email Management](#)

DEFINITIONS

Communications product/activity/initiative: refer to [Annex B](#) for a list of responsibilities that fall under the Communications and Engagement Sector.

Event: any noteworthy activity or gathering that takes place outside of routine operations. This includes, but is not limited to ministerial announcements, changes of command, award ceremonies and visits by dignitaries.

External communications: communications products, activities and/or initiatives that are specifically targeted towards external audiences (i.e., the public, media, partners, stakeholders and offenders). This includes Internet content, social media, media lines/questions and answers, fact sheets for offenders, etc.

Federal Identity Program: the Government of Canada's corporate identity program. Federal Identity Program requirements are made mandatory through policies and standards approved by Treasury Board Ministers. (*definition courtesy of the [Federal Identity Program](#)*)

Internal communications: communications products, activities and/or initiatives that are specifically targeted towards staff. This includes messages to staff, intranet content, internal newsletters, fact sheets and frequently asked questions for staff, etc.

Internet: [CSC's external Web site](#) that is publicly accessible.

Intranet: [CSC's internal Web site](#) that is accessible only to staff and specific partners.

Logo or identifier: a symbol that is used to identify an organization. It appears on communications products.

Major incident: a sudden and unexpected occurrence that has the potential to seriously affect CSC's overall functions through loss of life, significant property damage at a CSC facility or institution, or a major disruption of normal operations, such as a prolonged hostage taking, a bomb threat, or a major riot.

Media: any organization, group or individual engaged in the business of gathering or transmitting information for publication or broadcast, including print, radio, and television broadcasting and electronic/webcasting.

National-level communications: any product or message that is targeted to, or affects all staff, or staff in at least two regions.

NHQ Communications Advisor: the Communications staff member from the Communications and Engagement Sector, operating out of NHQ, who will provide communications support and advice to staff from NHQ sectors, branches and directorates, and Regional Communications.

Proactive communications: undertaking outreach to internal and external audiences (e.g., media, partners and stakeholders) with communications products, activities and initiatives that promote CSC and its programs, mission, mandate or successes. This can include outreach to media in the form of proposals and ideas for publication or broadcast.

[Promotional items](#): articles of merchandise (such as pens, USB keys and note pads) that are part of a communications strategy. Promotional items are given away to promote institutions and programs of the Government of Canada. Promotional items do not include print publications with ISBN numbers, exhibits, displays, posters and flyers.

Public notices: paid announcements such as those regarding tenders, sales, public hearings, information sessions, offers of job-specific employment (not generic recruitment), business hours and addresses, office moves, and other matters of routine business. The Government also uses public notices for national advisory campaigns to alert Canadians to changes in regulations and for health advisories.

Public opinion research: the planned, one-way systematic collection of opinion-based information from the public, private individuals, and representatives of businesses or other entities by or for the Government of Canada.

Regional Communications Advisor: a Communications staff member, operating out of an RHQ and reporting to a Regional Deputy Commissioner, who will provide communications support and advice to staff in their region as well as to NHQ Communications on regional-level issues.

Regional-level communications: any product or message that is targeted to, or affects staff in only one region.

Social media: online platforms that allow for participants to have a distinct user profile and to create, share and interact with user-generated content, which can include text, images, video and audio (e.g., Facebook, Twitter, and YouTube).

Speakers Bureau: a tool used by CSC to create public awareness regarding the federal correctional system, by connecting members of the public with federal corrections experts who can speak at their events, classrooms or community groups.

Staff: for the purpose of this Commissioner's Directive, staff includes all indeterminate, term and casual employees, contractors, as well as students and, in some cases, volunteers.

ANNEX B**COMMUNICATIONS PRODUCTS AND TOOLS**

Products and tools may include (but are not limited to):

- Backgrounders
- Biographies
- Brochures (electronic and hard copy)
- Communications plans, strategies and approaches
- Commissioner's Messages
- Frequently Asked Questions (FAQs)
- Gen-communiqués (including messages from Assistant Commissioners and Regional Deputy Commissioners)
- Graphic design
- Information/fact sheets
- Intranet content
- Let's Talk Express
- Media advisories
- Media lines/Questions and Answers (Qs&As)
- Messages to partners and stakeholders
- News releases
- Photo requests
- Posters
- Promotional items
- Public notices
- Public opinion research
- Quick facts
- Reports
- Scenario notes
- Signage, backdrops and exhibition stands (not facility signage)
- Social media content
- Speaking notes
- This Week at CSC
- Videos
- Web content

ANNEX C**COMMUNICATIONS APPROVAL LEVELS****External Communications**

Product	Approving authority
Written communications products (e.g., non-regional media lines, brochures, non-operational news releases, etc.)	Assistant Commissioner, Communications and Engagement, or Associate Assistant Commissioner, Communications and Engagement, and Regional Deputy Commissioner (as appropriate)
Operational news releases	Regional Deputy Commissioner
Regional media lines	Regional Deputy Commissioner
Web content	Associate Assistant Commissioner, Communications and Engagement
Social media content (Twitter, YouTube)	Associate Assistant Commissioner, Communications and Engagement or delegate
Reports	Assistant Commissioner, Communications and Engagement
Publications	Assistant Commissioner, Communications and Engagement
Marketing collateral (brochures, posters, bookmarks, etc.)	Assistant Commissioner, Communications and Engagement
All graphic identifiers/logos	Assistant Commissioner, Communications and Engagement
Corporate videos	Assistant Commissioner, Communications and Engagement

Internal Communications

Product	Approving authority
Commissioner's Message	Assistant Commissioner, Communications and Engagement
General communiqué	Sector head and Associate Assistant Commissioner, Communications and Engagement
Regional communiqué	Regional Deputy Commissioner
This Week at CSC	Sector head or Regional Deputy Commissioner and Communications Manager
National event	Assistant Commissioner, Communications and Engagement
Regional event	Regional Deputy Commissioner
National poster campaign	Assistant Commissioner, Communications and Engagement
Regional poster campaign	Regional Deputy Commissioner
Intranet content	Sector head, Regional Deputy Commissioner or designate
Printed reports or publications	Sector head, Regional Deputy Commissioner or designate
All graphic identifiers/logos	Assistant Commissioner, Communications and Engagement

ANNEX D

PLAIN LANGUAGE GUIDELINES **(from the Canada.ca Content Style Guide)**

Writing in plain language doesn't mean over-simplifying or leaving out critical information. Using plain language actually makes critical information accessible and readable for everyone.

By writing plainly and simply, you:

- increase the chances that people will find, read and understand your information from any device
- make your information more accessible to people with disabilities
- allow people who are reading your information on a small screen to see essential information first
- save resources when editing and translating your text
- improve task completion and cuts costs by, for example, reducing enquiries.

To write in plain language:

1. start with the most important information
2. use simple and common words
3. use active voice and positive form
4. use verbs instead of nouns formed from verbs
5. avoid jargon, idioms and expressions
6. use simple sentences
7. use short sentences and paragraphs
8. explain references to legislation
9. check the reading level of the content.

A [guide on writing in plain language](#) is available on Canada.ca.

ANNEX EEXAMPLES OF THE CANADA WORDMARK AND DEPARTMENTAL SIGNATURE

Canada

Canada Wordmark



Correctional Service
Canada

Service correctionnel
Canada

Departmental Signature (English)



Service correctionnel
Canada

Correctional Service
Canada

Departmental Signature (French)



CSC Badge

High-resolution versions can be provided by your NHQ Communications Advisor.

ANNEX F**COMMUNICATIONS PRODUCT DEVELOPMENT AND APPROVAL CHECKLIST****Creation/Review**

- o OPI contacts NHQ/Regional Communications to request communications support for upcoming initiative/project
- o or
- o NHQ/Regional Communications contacts OPI to offer communications support
- o OPI provides content/information
- o NHQ/Regional Communications Advisor develops draft product (in some cases, the draft product may be developed by the OPI)
- o OPI reviews content and provides feedback to NHQ/Regional Communications Advisor
- o Additional OPI review (OPI's Manager, Director and/or Director General), as determined by the OPI

Formal Approvals

- o Communications Manager or regional equivalent approval
- o OPI's sector Assistant Commissioner or Regional Deputy Commissioner approval
- o Other relevant sector Assistant Commissioner/Deputy Commissioner/Regional Deputy Commissioner approval (if subject impacts more than one sector/region)
- o Associate Assistant Commissioner, Communications and Engagement, approval (for national communications)
- o Assistant Commissioner, Communications and Engagement, approval (for national communications and as mandated by the Commissioner)
- o Commissioner approval (if required)
- o Public Safety Canada/Minister's Office/Privy Council Office approval (if required)

Implementation

- o NHQ/Regional Communications Advisor sends the product(s) for translation (where required)
- o NHQ/Regional Communications Advisor arranges for printing/production (where required)
- o NHQ/Regional Communications Advisor distributes product(s) as required (e.g., submits to This Week at CSC, sends via a memo of the Assistant Commissioner, Communications and Engagement, provides to OPI, etc.)
- o NHQ/Regional Communications Advisor ensures electronic filing of final versions and approvals, as well as non-transitory project records



COMMISSIONER'S DIRECTIVE 041		In Effect: 2020-09-08
		Due for Review: 2023-09-01
Incident Investigations		
CORE RESPONSIBILITY	Internal Services	
OFFICE(S) OF PRIMARY INTEREST	Senior Deputy Commissioner Sector	
ONLINE @	• http://thehub/En/collections/policy-legislation/CommissionersDirectives/041-cd-eng.pdf • http://thehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/041-cd-fra.pdf • http://www.csc-scc.gc.ca/acts-and-regulations/041-cd-eng.shtml • http://www.csc-scc.gc.ca/lois-et-reglements/041-cd-fra.shtml	
AUTHORITIES	• <i>Corrections and Conditional Release Act</i> (CCRA), sections 19, 20, 21, 97, 98 and 152(4) • <i>Inquiries Act</i>, sections 7-13 • <i>Privacy Act</i> • <i>Access to Information Act</i> • <i>Official Languages Act</i>	
PURPOSE	• To ensure that the Correctional Service of Canada takes appropriate action following an incident • To ensure that the review and analysis of investigation reports influence organizational policy and practices where appropriate, and significant findings/recommendations from these reports are shared in order to prevent similar incidents from occurring in the future • To ensure that quality of care reviews are conducted when an inmate dies from natural causes in a CSC facility, excluding in Community Correctional Centres	
APPLICATION	Applies to CSC staff, offenders, contractors, volunteers and visitors where a CSC incident investigation or quality of care review is taking place The Incident Investigations Branch completes administrative investigations rather than disciplinary investigations	

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SECTIONS	
1 – 10	<u>Responsibilities</u>
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11 – 54	<u>Procedures</u>
11 – 12	<u>Timelines</u>
13	<u>Requirement to Report and Investigate Incidents</u>
14 – 15	<u>Decision to Investigate – Convening Authority</u>
16 – 18	<u>Serious Bodily Injury</u>
19 – 20	<u>Notification of a Forthcoming Investigation</u>
21 – 29	<u>Composition of Boards of Investigation</u>
30 – 31	<u>Official Languages Procedures for Individuals Being Interviewed</u>
32	<u>Staff's Duty to Provide Evidence</u>
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37	<u>Consultation with Relevant Policy Holders During Investigations</u>
38 – 39	<u>Collection and Protection of Information During the Investigative Process</u>
40	<u>Disclosure of Confidential Medical Information</u>
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44	<u>Review and Acceptance of Reports</u>
45	<u>Consultations</u>
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52	<u>Retention of Documents</u>

53	Sharing of Significant Findings
54	Information Sharing
55	Enquiries
Annex A	Cross-References and Definitions
Annex B	Responsibility to Convene an Investigation

RESPONSIBILITIES

1. The Executive Committee will:
 - a. review significant findings, issues and/or recommendations from national investigations and quality of care reviews which could have a national impact on the Service
 - b. approve all corrective measures and action plans resulting from national investigations and quality of care reviews
 - c. close all national investigations and quality of care reviews.
2. The Senior Deputy Commissioner will:
 - a. assess (in the [record of decision](#)) the need for an investigation under [section 20](#) of the CCRA and submit that assessment to the Commissioner
 - b. determine (in the [record of decision](#)), where death or serious bodily injury has resulted, who will be responsible for convening an investigation under [section 19](#) of the CCRA, unless it is an investigation convened by the Commissioner under both [sections 19](#) and [20](#), or it is a quality of care review convened by the Commissioner
 - c. determine (in the [record of decision](#)) whether an investigation ought to be convened by the Director General, Incident Investigations, or by the Institutional Head or District Director under [section 19](#), and [sections 97](#) and [98](#) of the CCRA (general powers of management), or whether a file review or a Situation Report or Addendum is required
 - d. ensure the Executive Committee is kept apprised of ongoing national investigations
 - e. approve extensions to established timeframes for all national investigations.

3. The Director General, Incident Investigations, will:
 - a. recommend to the Senior Deputy Commissioner whether an investigation should be convened, under what authority (i.e., [section 19](#), [section 20](#), or [sections 97](#) and [98](#) – general powers of management), and what type of investigative process should be used (i.e., national tier I, national tier II, local, etc.)
 - b. oversee the entire investigative process and be accountable to the Senior Deputy Commissioner for that process
 - c. present the results of national investigations to the Executive Committee
 - d. in the case of the non-natural death of an inmate, notify the next-of-kin, or other designated person, that an investigation has been convened and that they may request a copy of the report from the Access to Information and Privacy Division of CSC. In cases where an inmate suffers serious bodily injury, the inmate will be notified of the same
 - e. in the case of a quality of care review, if notified by the Director General, Clinical Services and Public Health, that there is reason to believe that an inmate did not die from natural causes, or significant issues are identified that would require further investigation including interviews with staff, prepare a revised [convening order](#) and convene a [Board of Investigation](#)
 - f. ensure that significant findings of investigations are shared nationally with all staff, relevant unions, and the chair of the National Executive Committee of the Citizen Advisory Committees
 - g. approve extensions to established timeframes for local investigations initiated by the record of decision.
4. The Director General, Clinical Services and Public Health, will:
 - a. in the case of the death of an inmate by natural causes, advise the next-of-kin, or other designated person, that a quality of care review will take place and that they may request a copy of the report from the Access to Information and Privacy Division of CSC
 - b. notify the Director General, Incident Investigations, immediately if during a quality of care review, there is reason to believe that the inmate did not die from natural causes or that significant issues other than health care processes are identified that would require further investigation, including interviews with staff
 - c. ensure that opportunities to make improvements, identified as a result of quality of care reviews, are presented to the Health Services Executive Team.

Responsibility to Convene (see [Annex B](#))

5. Under [section 20](#) of the CCRA, the Commissioner may convene [national tier I investigations](#) to investigate and report on any matter relating to the operations of the Service. An investigation may also be convened under both [sections 19](#) and [20](#) with respect to a death or serious bodily injury of an inmate. [Section 21](#) of the CCRA applies to all investigations convened under [section 20](#) of the CCRA.
6. Under [section 19](#) of the CCRA, an investigation shall be convened when an inmate dies or suffers serious bodily injury. In the case of the death of an inmate by natural causes, a [quality of care review](#) will be convened by the Commissioner.
7. The Director General, Incident Investigations, may convene [national tier II investigations](#) under [section 19](#) of the CCRA in the case of the death or serious bodily injury of an inmate; or, into any other incident as authorized under [sections 97](#) and [98](#) of the CCRA (general powers of management) and in accordance with this CD.
8. Institutional Heads and District Directors may convene [local investigations](#) or [file reviews](#) under [section 19](#) of the CCRA in the case of the death or serious bodily injury of an inmate; or, into any other incident as authorized under [sections 97](#) and [98](#) of the CCRA (general powers of management) and in accordance with this CD.
9. Under [subsection 152\(4\)](#) of the CCRA, the Chairperson of the Parole Board of Canada may appoint a person or persons to investigate and report on any matter relating to the operations of the Board.
10. On matters of joint interest, and when appropriate, the Commissioner, under [section 20](#) of the CCRA, and the Chairperson of the Parole Board of Canada, under [subsection 152\(4\)](#) of the CCRA, may jointly convene a national investigation.

PROCEDURES**Timelines**

11. CSC national investigations should be completed and prepared for review by the Executive Committee within six months from the date of the convening order. However, in the case of more complex investigations (e.g., multiple incidents, sensitive, high profile, recurring), the Senior Deputy Commissioner may extend the time to investigate beyond the established timeframe.
12. CSC local investigations should also be completed and prepared for review by the relevant Regional Deputy Commissioner within six months from the date of the convening order.

Requirement to Report and Investigate Incidents

13. Following an incident, the Institutional Head or District Director will submit, within five working days, a [Warden's Situation Report](#) (CSC/SCC 1281-01) or a [District Director's Situation Report](#) (CSC/SCC 1281) to the relevant Regional Deputy Commissioner and National Headquarters with the facts surrounding the incident as well as any immediate remedial action taken or planned at the operational unit. Follow-up on these remedial actions is the responsibility of the Regional Deputy Commissioner.

Decision to Investigate – Convening Authority

14. Upon receipt of a Warden's Situation Report, a District Director's Situation Report or an Incident Report, the Senior Deputy Commissioner, in consultation with the Director General, Incident Investigations, will determine, as described in paragraphs 2 and 3 of this CD, whether an investigation will be convened, the authority under which the investigation will be convened and the type of investigative process to be applied.
15. The Director General, Incident Investigations, will issue a record of decision to the appropriate regions and sectors. This will advise them of the [convening authority](#) under which the investigation is being convened and the type of investigative process to be applied. Consideration will be given to such factors as:
- a. the level of violence and injuries sustained
 - b. the profile(s) of the inmate(s) and/or offender(s) involved
 - c. the possible impact on the Service's capacity to deliver programs
 - d. public interest
 - e. the frequency with which similar incidents have occurred in the past
 - f. the recurrence of similar incidents at a particular site.

Serious Bodily Injury

16. [Subsection 19\(1\)](#) of the CCRA requires that where an inmate dies or suffers serious bodily injury, the Service must investigate the matter.
17. The determination of serious bodily injury is made by the registered health care professional at the operational unit (see [CD 568-1 – Recording and Reporting of Security Incidents](#)). This determination may subsequently be reviewed by National Headquarters Health Services to ensure consistent interpretation of this definition.

18. Where an inmate suffers an [accidental serious bodily injury](#), submitting a Situation Report is sufficient to satisfy the requirements of [subsection 19\(1\)](#) of the CCRA. Submissions should be consistent with the process for recording and reporting offender injuries.

Notification of a Forthcoming Investigation

19. For the purpose of transparency and openness, and to respect the official languages requirements (as outlined in sections below), a first notice will be sent to the Institutional Head(s) and/or District Director(s) by the Incident Investigations Branch advising that a national investigation will be convened. They must post the notice at their operational site(s). They must also advise their staff, the respective unions and the local Citizen Advisory Committee Chair of the convening of a Board of Investigation.
20. Subsequently, a second notice will be sent to the Institutional Head(s) and/or District Director(s) by the Incident Investigations Branch, accompanied by the signed convening order, advising of the Board's date of arrival to the site and the Board's composition. They must post the notice at their operational site(s). They must also advise their staff, the respective unions, and the local Citizen Advisory Committee Chair of the Board's date of arrival and composition.

Composition of Boards of Investigation

21. CSC staff on Boards of Investigation must be trained in conducting incident investigations. In exceptional circumstances, the Director General, Incident Investigations, can approve the participation of someone who has not received training, and will ensure that this individual is briefed on key aspects related to the case.
22. When preparing for an investigation to be convened in bilingual designated regions, at least one member of the Board of Investigation will be bilingual. All efforts will be made to have two bilingual Board members. In the case where a second bilingual Board member is required for an interview but not available, an ad hoc member will be assigned for this interview.
23. A CSC staff member may not be a member of the Board if they were directly involved in the management of any inmate or offender involved in the incident(s), the incident(s), or the response to the incident(s) being investigated.
24. Investigations convened by the Commissioner must always include at least one [community member](#) on the Board. Joint Boards of Investigation convened under [section 20](#) and [subsection 152\(4\)](#) of the CCRA must be chaired by a community member.
25. Investigations convened by the Director General, Incident Investigations, may include a community member on the Board.
26. Boards of Investigation into incidents involving health care issues will normally include a registered health care professional. If this is not practicable, the Board must have access to individuals with the required health care expertise, and will consult with those experts.

27. Boards of Investigation into incidents involving Healing Lodge issues (CSC and [section 81](#)) will normally include an Indigenous community member. If this is not practicable, the Board must have access to individuals within the Indigenous Initiatives Directorate, and will consult with those experts.
28. To the extent possible, each Board of Investigation should include individuals with appropriate expertise relevant to the incident being investigated.
29. Any CSC staff member appointed to a national or local Board of Investigation shall immediately be relieved of their regular duties while conducting the investigation and writing the report.

Official Languages Procedures for Individuals Being Interviewed

30. Each person interviewed during an investigation must be informed, in advance of the interview, of their right to use the language of their choice. In order to ensure that this right is offered and understood by the interviewee, each interviewee will complete a form prior to the interview and provide the Board of Investigation Chairperson with a signed copy of the form which will be kept with the investigation working documents.
31. In unilingual designated regions, if a person wishes to testify in the minority language, the person must be permitted to do so. In the event that the Board does not include two members able to conduct the interview in the language chosen by the interviewee, the Chairperson will reschedule the interview and contact the Director and/or the Director General's office to request additional ad hoc Board members in order to allow the interview to be conducted in the interviewee's language of choice. Therefore, in unilingual regions, where possible, at least one bilingual member should be part of the Board of Investigation in order to ensure an active offer of services in both official languages. For any unplanned interviews, the active offer of bilingualism must be done at the outset of the interview.

Staff's Duty to Provide Evidence

32. All CSC staff members and those under contract with CSC must cooperate with Boards of Investigation and provide written and/or verbal information as requested (see [CD 060 – Code of Discipline](#) and [subsection 10\(1\)](#) of the *Inquiries Act*). To ensure the integrity of the process, staff who have provided information to a Board, or staff who are made aware of this information, shall not discuss or share the information until the investigation report has been presented to the Executive Committee. Certain information may remain protected/confidential even when the investigation has been completed and approved by the Executive Committee, and as such, should not be shared.

Procedural Safeguards for Individuals Being Interviewed

33. For Boards of Investigation convened under [section 20](#) and/or [subsection 152\(4\)](#) of the CCRA:

- a. [sections 7 to 13](#) of the *Inquiries Act* apply. The Board must advise each individual interviewed during the investigative process of their protection under [section 13](#) of the *Inquiries Act* before starting the interview
- b. a written notice, in the employee's official language will be issued by the Board to an individual under [section 13](#) of the *Inquiries Act* when, in the Board's opinion, there is a serious potential for adverse impact upon their reputation as a result of the non-compliance and/or statements made in the report (e.g., non-compliance with a law, policy, or procedure directly related to the incident under investigation)
- c. the Board will use its discretion in determining how the matter is brought to the individual's attention in cases where the non-compliance was not of critical importance to, or had no impact on, the incident being investigated. This will be documented on the investigation file.

NOTE: For investigations convened by the Commissioner under both [sections 19](#) and [20](#) of the CCRA, the *Inquiries Act* will apply.

34. The [duty to act fairly](#) principles apply to investigations convened under [sections 19](#) and [20](#) of the CCRA, and all other incident investigations or reviews defined in this directive. The Board must advise individuals being interviewed of the *duty to act fairly* principles in the official language of their choice before the interview begins.

35. When the Board encounters non-compliance with a law, policy, or procedure that is not related to the incident and therefore not included in the investigation report, the Board will use the following principles to decide what actions are to be taken:

- a. include all findings that are of critical importance in the local, regional and national debriefings
- b. advise the individual and their supervisor for all findings that are of some importance and when the Board is satisfied that appropriate actions will be taken locally
- c. advise the individual only for findings that are minor technical breaches and when the Board is satisfied that appropriate actions will be taken by the individual.

36. No statement made by a staff member or evidence gathered during the course of investigations or reviews covered by this directive can be used directly for staff disciplinary purposes.

Consultation with Relevant Policy Holders During Investigations

37. To ensure correct interpretation of policies, Boards and those conducting reviews of incidents are expected to consult relevant policy experts at National and Regional Headquarters. Regional Directors, Health Services, and other health care experts will be consulted in local investigations involving health care issues as appropriate.

Collection and Protection of Information During the Investigative Process

38. To ensure the integrity of the process and to allow the Board to determine the relevance and importance of specific information or factors, information collected as part of the investigative process will be managed in accordance with the *Privacy Act* and safeguarded in accordance with [CD 564 – Departmental Security](#) and the [Policy on Government Security](#).
39. If, during the course of an investigation, a Board discovers a potentially dangerous situation, this information will be reported immediately to the responsible authority.

Disclosure of Confidential Medical Information

40. When an investigation is convened pursuant to the CCRA and where the *Inquiries Act* applies, these acts permit the disclosure of relevant medical information to members of the Board of Investigation and/or those conducting reviews of incidents. Registered health care professionals (i.e., medical practitioners, psychologists, nurses) on the Board, conducting reviews of incidents, or who are consulted by them, will determine the relevance of the medical information. When necessary, disclosure of personal medical information is made in accordance with the *Privacy Act* as well as the rules of conduct of the respective [professional governing body](#).

Debriefings

41. Prior to submitting their report to the convening authority, Boards of Investigation will conduct debriefings at the local, regional and national levels on the findings and recommendations that will be in the investigation report. The participants at the local debriefing will include the Institutional Head(s) and/or District Director(s) and the Chief, Health Services and/or the Chief, Mental Health Services (where applicable). The participants at the regional debriefing will include the Regional Deputy Commissioner(s), relevant regional policy holders and the Regional Director, Health Services (where applicable). The participants at the national debriefing will include the Director General, Incident Investigations, and relevant Sector Heads and national policy holders. These debriefings must be documented.
42. The Institutional Head(s) and/or District Director(s) will verbally debrief, as soon as practicable, the staff involved in the incident(s), those who manage the offender's case, their local Citizen Advisory Committee and relevant members of the criminal justice system of the findings and recommendations that will be in the investigation report.

43. The quality of care review committee will review the findings and recommendations subsequent to quality of care reviews with the focus on identification of opportunities to improve the quality of care.

Review and Acceptance of Reports

44. Staff in the Incident Investigations Branch will review each national investigation report, as well as reports from local investigations convened as per the record of decision, to ensure compliance with the terms of reference outlined in the convening order, after which the report will be formally accepted by CSC.

Consultations

45. Relevant policy holders at National and Regional Headquarters will then be consulted to assist senior managers to identify emerging or recurring themes or possible policy gaps, and to seek corrective measures and action plans in response to the findings, recommendations and other issues raised by the Board.

Approval and Closure of Investigations and Quality of Care Reviews

46. Once a national investigation or quality of care review has been completed, members of the Executive Committee will review the report. In particular, they will review findings, recommendations and/or issues which have a national impact on the organization, as well as the proposed corrective measures and/or action plans.
47. The Director General, Incident Investigations, will present members of the Executive Committee with information from other investigations or fact findings (e.g., police, coroner, etc.) relevant to the incident under investigation so they are aware of key issues.
48. The Senior Deputy Commissioner will formally close national investigations via a closure memo outlining that all actions were completed, or contingent upon the implementation of outstanding action(s) within the prescribed deadlines. A copy of the memo will be forwarded to the Office of the Correctional Investigator.
49. The Assistant Commissioner, Health Services, will formally close national quality of care reviews via a closure memo, and will forward a copy to the Office of the Correctional Investigator.
50. The Regional Deputy Commissioners will formally review, close and document all Situation Reports initiated by their region.
51. The Regional Deputy Commissioners will review all local investigation reports and file reviews initiated by their region. They will formally close these investigations/reviews. In particular, they will review findings, recommendations and/or issues, as well as the proposed corrective measures and/or action plans.

Retention of Documents

52. The Director General, Incident Investigations, must ensure that documentation related to national investigations is held at National Headquarters as per government retention schedules. The Assistant Commissioner, Health Services, will ensure all documentation related to quality of care reviews is similarly retained.

Sharing of Significant Findings

53. The Incident Investigations Branch creates Significant Findings documents. They provide a general overview of the significant findings and recommendations, corrective measures and action plans, and best practices stemming from various investigations. They are distributed to all CSC staff, relevant unions and the chair of the National Executive Committee of the Citizen Advisory Committees, and are posted on the [Hub](#).

Information Sharing

54. Requests for investigation reports must be solicited formally under the *Access to Information Act* or the *Privacy Act*.

ENQUIRIES

55. Strategic Policy Division
National Headquarters
Email: Gen-NHQPolicy-Politi@csc-scc.gc.ca

Commissioner,

Original signed by:

Anne Kelly

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada](#)

[CD 060 – Code of Discipline](#)

[CD 081 – Offender Complaints and Grievances](#)

[CD 226 – Use of Electronic Resources](#)

[CD 530 – Death of an Inmate: Notifications and Funeral Arrangements](#)

[CD 568-1 – Recording and Reporting of Security Incidents](#)

[CD 570 – Security Equipment](#)

DEFINITIONS

Accidental serious bodily injury: a physical injury which cannot be attributed to an altercation or any other type of assaultive behaviour between inmates.

Board of Investigation: Board designated by the Commissioner, the Director General, Incident Investigations, or Institutional Head(s) or District Director(s) to conduct an investigation into an incident (see examples of incidents where investigations are convened in [Annex B](#) of this CD).

Community member: an individual who is not employed nor has ever been employed by CSC or the Parole Board of Canada, who participates as a member of a Board of Investigation.

Convening authority: the level and position with authority and/or responsibility to convene an investigation (see [Annex B](#)).

Convening order: a legal document which outlines the mandate and the authority, as stipulated in law and policy, for the investigation or quality of care review, as well as the issues to be investigated, analyzed and reported on, and the report due date.

Duty to act fairly: for the purposes of this policy an obligation to ensure the fundamental right of others to be treated fairly. This usually includes being involved in the process and having an opportunity to respond verbally and/or in writing to assessments that are made related to conduct and performance and that could negatively affect the reputation of an individual.

File review: a review of an offender's CSC file(s) and related documentation. This process is authorized by District Directors when there has been an incident involving an offender in the community, or as a result of a request in the record of decision. The goals are to determine if there are any concerns with the release and/or supervision of the offender; to determine if there are any concerns with other activities related to the incident (e.g., sharing of information, incident reporting, etc.); to determine if the actions of staff or contracted individuals providing service to CSC have met all the requirements of the CCRA and CSC's policies and procedures; and to determine whether or not a national investigation is required.

Local investigations: investigations convened by Institutional Heads under [section 19](#) of the CCRA in the case of death or serious bodily injury of an inmate, or as authorized under [sections 97](#) and [98](#) of the CCRA (general powers of management).

National tier I investigations: investigations convened by the Commissioner under [section 20](#) of the CCRA into any matter relating to the operations of the Service (and in cases of death or serious bodily injury of inmates, also under [section 19](#) of the CCRA).

National tier II investigations: investigations convened by the Director General, Incident Investigations, under [section 19](#) of the CCRA in cases of death or serious bodily injury of inmates; or as authorized under [sections 97](#) and [98](#) of the CCRA (general powers of management).

Professional governing body: the relevant provincial or territorial licensing, governing and/or certifying body for health care professionals.

Quality of care review: a review convened by the Commissioner under section 19 of the CCRA, when an inmate has died by natural causes in a CSC facility, excluding Community Correctional Centres. The review will be conducted by a registered health care professional for the purpose of assessing the quality of care provided leading up to the death. A quality of care review committee will review all deaths with a focus on identifying opportunities to improve the quality of care.

Record of decision: a document that lists all incidents where an investigation, a file review, and/or a quality of care review is to be convened, or a Situation Report (where not submitted) or Addendum is required. This document also indicates the convening authority and the type of investigative process to be used.

Registered health care professional: an individual registered or licenced for the practice of health or mental health care in Canada and preferably in the province or territory of practice (certain positions, however, require registration in the province or territory of practice).

Section 13 of the *Inquiries Act*: outlines that an individual has a right to respond in person and/or in writing to assessments of their conduct that could negatively affect their reputation.

ANNEX B**RESPONSIBILITY TO CONVENE AN INVESTIGATION**

Responsibility to convene investigations and board member composition can and will vary according to incident dynamics. **Other incident types not listed in this annex may be investigated when deemed necessary.**

NOTE 1: For the purpose of incident investigations, Community-Based Residential Facilities, Community Correctional Centres, and [section 81](#) facilities are considered CSC facilities.

NOTE 2: Offenders on long-term supervision orders are under CSC jurisdiction.

EXAMPLES OF INCIDENTS AND POTENTIAL BOARD MEMBER COMPOSITION	NATIONAL* TIER I	NATIONAL TIER II	LOCAL
	COMMISSIONER*	DIRECTOR GENERAL, INCIDENT INVESTIGATIONS	OPERATIONAL UNIT HEAD
Murder in a CSC facility or in the community where the alleged perpetrator is an offender	X*		
Attempted murder in a CSC facility or in the community where the alleged aggressor is an offender		X*	
Suicide in a CSC facility	X*		
Attempted suicide in a CSC facility		X	X
Suicide of an offender in the community		X*	X
Attempted suicide of an offender in the community			X
Death of an inmate by overdose	X*	X*	
Death of an inmate by natural causes in a CSC facility or in a community hospital	Quality of care review process		
Death of an inmate of unknown cause	X*	X*	
Hostage-taking or forcible confinement in a CSC facility or in the community when involving an offender	X*		

*Community Board member required or recommended.

EXAMPLES OF INCIDENTS AND POTENTIAL BOARD MEMBER COMPOSITION	NATIONAL* TIER I	NATIONAL TIER II	LOCAL
	COMMISSIONER*	DIRECTOR GENERAL, INCIDENT INVESTIGATIONS	OPERATIONAL UNIT HEAD
Major disturbance in a CSC facility (an incident that seriously disrupts the daily activities of an institution)	X*	X*	
Assault on an offender or other person in a CSC facility (depending on severity)	X*	X	X
Sexual assault on an offender or other person in a CSC facility	X*	X*	X
Serious bodily injury of an inmate	X*	X	X
Escape from a CSC maximum security institution	X*		
Escape from a CSC medium security institution		X*	
Escape from a CSC minimum security institution, including fail to return/report to Community Correctional Centres, Section 81 facilities, and Community Residential Facilities where applicable		X	X
Escape from a CSC escort		X*	X
Assault causing serious harm or sexual assault perpetrated by an offender in the community	X*	X*	File review
Other serious offences in the community, involving an offender		X	File review

*Community Board member required or recommended.



COMMISSIONER'S DIRECTIVE 048

In Effect: 2019-03-25

Due for Review: 2022-03-01

Information Sharing and Provision of Support Services Associated with Coroner's/Medical Examiner's Death Investigations or Inquests/Inquiries

PROGRAM ALIGNMENT	Custody
OFFICE(S) OF PRIMARY INTEREST	Senior Deputy Commissioner
ONLINE @	• http://thehub/En/collections/policy-legislation/CommissionersDirectives/048-cd-eng.pdf • http://lehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/048-cd-fra.pdf • https://www.csc-scc.gc.ca/acts-and-regulations/048-cd-en.shtml • https://www.csc-scc.gc.ca/lois-et-reglements/048-cd-fr.shtml
AUTHORITIES	• <i>Corrections and Conditional Release Act</i> (CCRA), paragraph 4(b) • <i>Privacy Act</i>, subsection 8(2)
PURPOSE	• To facilitate the Correctional Service of Canada's (CSC) ability to make proper and timely decisions when it is involved in a Coroner's/Medical Examiner's death investigation or inquest/inquiry • To outline a clear set of procedures to follow with respect to collaboration between CSC staff and provincial/territorial Coroners/Medical Examiners in cases of death of an offender
APPLICATION	Applies to CSC staff responsible for coordinating, managing or responding to requests and recommendations put forth to CSC during a Coroner's/Medical Examiner's death investigation or inquest/inquiry into the death of a federally sentenced offender

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1 – 6	Responsibilities
7	Procedures
8	Enquiries
Annex A	Cross-References and Definitions

RESPONSIBILITIES

1. The Senior Deputy Commissioner, or delegate, is responsible for information sharing with Coroners/Medical Examiners and will develop and maintain Guidelines for information sharing (including sharing with various stakeholders, where applicable) and provision of support services in relation to Coroner's/Medical Examiner's [death investigations](#) or [inquests/inquiries](#).
2. The relevant Regional Deputy Commissioner, or delegate, as instructing officer on specific/regional cases, will:
 - a. immediately share the initial notification of an upcoming [inquest/inquiry](#) with the Senior Deputy Commissioner and liaise, as required, with the Regional Administrator, Communications and Executive Services, and the Deputy Commissioner for Women in the case of a woman offender
 - b. provide necessary background information and documents to the Department of Justice
 - c. in collaboration with the relevant Institutional Head/District Director and the Director General, Incident Investigations, consider all requests for information from Coroners/Medical Examiners which fall outside of what is normally provided.
3. The Assistant Commissioner, Communications and Engagement, or delegate, will:
 - a. prepare media responses regarding CSC's involvement in a [death investigation](#) or an [inquest/inquiry](#) and CSC's response(s) to the recommendations when applicable
 - b. ensure liaison with the Minister's Office as necessary
 - c. engage [stakeholders](#), where applicable.
4. In the cases of non-natural deaths, the Director General, Incident Investigations, or delegate, will:
 - a. coordinate with Coroners/Medical Examiners to obtain a copy of the Coroner's/Medical Examiner's investigation report, including the [autopsy](#) and/or [toxicology reports](#), where available, and share them with the Regional Deputy Commissioner and the Assistant Commissioner, Health Services, for distribution
 - b. in collaboration with the relevant Institutional Head/District Director and Regional Deputy Commissioner, consider all requests for information from Coroners/Medical Examiners/Judges/inquiry counsel which fall outside of what is normally provided
 - c. draft responses to the jury's/panel's/Judge's recommendation(s) following an [inquest/inquiry](#) through consultation with relevant policy holders

- d. distribute Commissioner-approved responses to the recommendations to the provincial/territorial Chief Coroners/Medical Examiners/Judges/inquiry counsel as applicable.
5. In the cases of natural deaths, the Director General, Clinical Services and Public Health, or delegate, will coordinate with Coroners/Medical Examiners to obtain a copy of the Coroner's/Medical Examiner's investigation report, including the [autopsy](#) and/or [toxicology reports](#).
6. In collaboration with the Regional Deputy Commissioner, or delegate, the Institutional Head/District Director will:
- a. ensure adherence to responsibilities outlined in:
 - i. [CD 022 – Media Relations](#)
 - ii. [CD 041 – Incident Investigations](#)
 - iii. [CD 530 – Death of an Inmate: Notifications and Funeral Arrangements](#)
 - iv. [CD 568-1 – Recording and Reporting of Security Incidents](#)
 - v. [CD 568-4 – Preservation of Crime Scenes and Evidence](#)
 - vi. [CD 568-8 – Authority for Use of Surveillance Equipment](#)
 - vii. [CD 701 – Information Sharing](#)
 - b. facilitate reasonable access to documentation required by Coroners/Medical Examiners/Judges/inquiry counsel
 - c. consider all requests from Coroners/Medical Examiners/Judges/inquiry counsel for information and interviews
 - d. make arrangements for witness briefings by the Department of Justice
 - e. ensure required follow-up with Coroners/Medical Examiners/Judges/inquiry counsel in relation to any request
 - f. coordinate communication, support services to staff, and technical assistance with the Department of Justice.

PROCEDURES

7. [Guidelines 048-1 – Information Sharing and Provision of Support Services Associated with Coroner's/Medical Examiner's Death Investigations or Inquests/Inquiries](#) detail the processes for carrying out the above responsibilities. Adherence to these Guidelines is required in all cases where a Coroner/Medical Examiner conducts a [death investigation](#) or when notification of a public [inquest/inquiry](#) is received by CSC following the death of a federally sentenced offender.

ENQUIRIES

8. Strategic Policy Division
National Headquarters
Email: Gen-NHQPolicy-Politi@csc-scc.gc.ca

Commissioner,

Original signed by:

Anne Kelly

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada](#)

[CD 022 – Media Relations](#)

[CD 041 – Incident Investigations](#)

[CD 253 – Employee Assistance Program](#)

[CD 530 – Death of an Inmate: Notifications and Funeral Arrangements](#)

[CD 568-1 – Recording and Reporting of Security Incidents](#)

[CD 568-4 – Preservation of Crime Scenes and Evidence](#)

[CD 568-8 – Authority for Use of Surveillance Equipment](#)

[CD 701 – Information Sharing](#)

[*Corrections and Conditional Release Act*](#)

[*Privacy Act*](#), subsection [8\(2\)](#)

Treasury Board [Policy on Legal Assistance and Indemnification](#)

DEFINITIONS

Autopsy report: a report prepared by the Coroner/Medical Examiner's Office outlining the examination performed on the body of a deceased person to provide information related to cause of death.

Death investigation: provinces and territories are legislated to conduct death investigations by their provincial/territorial statutes unique to their jurisdiction. Often, when a death occurs, both an investigation and a public [inquest/inquiry](#) are completed. A death investigation is a process whereby a Coroner/Medical Examiner seeks to understand how and why a person died.

Inquest/inquiry: a public hearing on the circumstances of the death often involving a jury/panel of community members, and a Coroner/Medical Examiner (as defined by geographical boundaries within Canada). A report is often completed following the inquest/inquiry and may result in recommendations to prevent future deaths from occurring in similar circumstances.

Process server: an individual who gives legal notice to a party (usually the defendant) requiring them to respond to a proceeding scheduled to be held before a court, government body, or tribunal. Notice is usually provided by presenting the party in question with a court document such as a summons, a statement of claim, a plaintiff's claim, etc.

Stakeholders: anyone who is interested in or impacted by CSC's business. Primary stakeholders for deaths in federal custody include the media and inmate advocacy groups, CSC employees impacted by the death (e.g. Correctional Officers, Parole Officers, Health Services staff or any other employees who had a connection with the deceased inmate), and family/friends/next of kin of the deceased inmate. The general public can also be considered a stakeholder.

Toxicology report: a report prepared for the Coroner/Medical Examiner's Office outlining the results of the lab procedures identifying and quantifying potential toxins, which include prescription medications and drugs of abuse, and interpretations of the findings.



GUIDELINES 048-1

In Effect: 2019-03-25

Due for Review: 2022-03-01

Information Sharing and Provision of Support Services Associated with Coroner's/Medical Examiner's Death Investigations or Inquests/Inquiries

PROGRAM ALIGNMENT	Custody
OFFICE(S) OF PRIMARY INTEREST	Senior Deputy Commissioner
ONLINE @	• http://thehub/En/collections/policy-legislation/CommissionersDirectives/048-1-gl-eng.pdf • http://lehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/048-gl-fra.pdf • https://www.csc-scc.gc.ca/acts-and-regulations/048-1-gl-en.shtml • https://www.csc-scc.gc.ca/lois-et-reglements/048-1-gl-fr.shtml
AUTHORITIES	• <i>Corrections and Conditional Release Act</i> (CCRA), paragraph 4(b) • <i>Privacy Act</i>, subsection 8(2)
PURPOSE	• To outline a process for coordination of communications and support services in relation to Coroner's/Medical Examiner's death investigations, or inquests/inquiries in cases of death of an offender, to: ○ ensure national consistency where appropriate ○ allow for mechanisms which ensure information sharing remains consistent with relevant law and CSC policy ○ allow for the selection and attendance of appropriate CSC witnesses at inquests/inquiries when required • To outline the process for staff to seek professional and legal assistance
APPLICATION	Applies to CSC staff responsible for coordinating, managing or responding to requests and recommendations put forth to CSC during a Coroner's/Medical Examiner's death investigation or inquest/inquiry into the death of a federally sentenced offender

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Annex A	Cross-References and Definitions

GENERAL INFORMATION

1. CSC takes death in custody seriously and voluntarily shares information related to deaths in custody¹ with Coroners/Medical Examiners to facilitate [inquests/inquiries](#) to the extent possible under applicable federal law. Coroners/Medical Examiners investigate deaths within their provincial/territorial boundaries in accordance with their applicable legislation. With regard to federal offenders, [inquests/inquiries](#) are typically held for cases of unexpected deaths, but in a number of jurisdictions also include natural deaths.
2. When police first attend the institution/community setting in relation to the death of an offender, their initial concern relates to whether a crime has occurred. If criminal concerns are identified, a warrant/production order is required for seizing material in relation to a criminal investigation. If there are no criminal concerns, the police will often investigate with, and under the authority of, the Coroners/Medical Examiners.

¹ Recognizing that deaths generally occur either during transportation to or at an outside hospital, for the purposes of these Guidelines, such deaths are considered as having occurred within an institution.

3. A Coroner/Medical Examiner will generally attend the institution/community setting to examine both the deceased and the scene of death. At this point, it is not a criminal investigation and therefore a warrant is not necessary but a letter of request is required. The Coroners/Medical Examiners may also request a later visit to the institution/community setting to establish the circumstances of death. Coroners/Medical Examiners are responsible for body removal and transportation to a morgue or funeral home, and may authorize an autopsy or other procedures as part of a [death investigation](#).
4. Often, when a death occurs, both a [death investigation](#) and a public [inquest/inquiry](#) are completed. Provincial/territorial [death investigation](#) services involve Coroners/Medical Examiners, Coroner/Medical Examiner Investigators, and members of the local police force as Coroner's Constables.
5. Provincial/territorial legislation requires Coroners/Medical Examiners to establish via an investigation:
 - a. the identity of the deceased
 - b. the location where the death occurred
 - c. when the death occurred
 - d. the medical cause of death
 - e. the manner in which the death occurred (i.e., natural, suicide, accident, homicide or undetermined).
6. If an [inquest/inquiry](#) is called following a [death investigation](#), a jury/panel may make recommendations to prevent future deaths from occurring in similar circumstances. The [inquest/inquiry](#) will usually focus on the specific events in question; however, the jury/panel may also hear evidence regarding general practices to support the jury's/panel's understanding of the death and to assist in their formulation of recommendations to prevent similar incidents.

WHEN THE DEATH OF AN OFFENDER UNDER CSC JURISDICTION/CUSTODY OCCURS

7. The Institutional Head/District Director will ensure:
 - a. staff contain the scene of the death/incident, pursuant to [CD 568-4 – Preservation of Crime Scenes and Evidence](#)
 - b. staff comply with processes set out in [CD 568-1 – Recording and Reporting of Security Incidents](#), including securing the deceased offender's file
 - c. police and Coroner/Medical Examiner in the geographical area in which the institution/community setting is located are notified, regardless of the location of the death (i.e., outside hospital), as per [CD 530 – Death of an Inmate: Notifications and Funeral Arrangements](#)

- d. established procedures are followed and required notifications are completed, as per [CD 530 – Death of an Inmate: Notifications and Funeral Arrangements](#)
- e. following consultation with the regional and national Communications staff, as well as coordination with the staff member responsible for liaison with the family/next of kin, a news release is issued as per [CD 022 – Media Relations](#).

CORONER'S/MEDICAL EXAMINER'S INVESTIGATION, PART I: DAY OF THE DEATH

- 8. Following the death of an offender, the Institutional Head, or the District Director if the death occurred at a CCC, will facilitate the Coroner's/Medical Examiner's access to the institution/ community setting in order to prepare for their investigation, which generally includes:
 - a. attending the scene
 - b. taking possession of and examining the body
 - c. taking photographs of the scene and the body for documentation purposes
 - d. removing any physical evidence found at the scene of the incident or with the body (i.e., pill bottle, weapon, suicide note, etc.)²
 - e. consulting with institutional/community staff, reviewing, while on site, any relevant documentation relating to the deceased (including obtaining a copy of the Warrant of Committal), as well as reviewing (but not removing) any CSC audio/video surveillance recording of the offender/offender location of death specific to the immediate period surrounding the time of death. Any photographs and audio/video of the offender and/or the location of the death should be maintained on file per the Official Records Retention and Disposition Schedule and applicable policies on retention and preservation or until such time that the [inquest/inquiry](#) is completed, whichever comes first.
- 9. The Institutional Head, or the District Director if the death occurred at a CCC, will ensure, if circumstances permit, photographs are taken by CSC staff of the scene of the incident including physical evidence subsequent to, or in parallel with, those taken by the Coroner/Medical Examiner and prior to the physical evidence being removed. Any photographs and audio/video of the offender and/or the location of the death should be maintained on file per the official Records Retention and Disposition Schedule and applicable policies on retention and preservation or until such time that the [inquest/inquiry](#) is completed, whichever comes first.

² Where there are criminal concerns, best practice is for the police to provide a criminal warrant or production order. Only where there are no criminal concerns, will the Coroner/Medical Examiner remove physical evidence without a warrant.

10. When evidence/documents are provided to any law enforcement agency or a Coroner/Medical Examiner, and prior to leaving the scene of the incident, the Security Intelligence Officer (or staff member performing the security intelligence function) will ensure a [Transmittal Note and Receipt form](#) (GC 044A) is completed and signed by both parties.
11. The Institutional Head/District Director will identify a contact for follow-up required by the Coroner/Medical Examiner.

CORONER'S/MEDICAL EXAMINER'S INVESTIGATION, PART II: FOLLOWING ATTENDANCE AT THE SCENE

12. After the death, the Coroner/Medical Examiner should contact the Institutional Head/District Director (or delegate) to outline what documentation is required for the purposes of the [death investigation](#).
13. In consultation with the Regional Deputy Commissioner who will engage the Department of Justice, the Institutional Head/District Director will ensure that the request is time limited to within the last several months of the offender's life and related to the offender's death. The information will be sought by and copies will be provided to Coroners/Medical Examiners. This information could include, but is not limited to:
 - a. basic sentence information relating to the deceased and the sentence management file
 - b. Warden Situation Report
 - c. [Statement/Observation Reports](#) (CSC/SCC 0875) from witnesses to the death and staff involved in the management of the incident/death
 - d. [Statement/Observation Reports](#) (CSC/SCC 0875) or Casework Records immediately prior to the death
 - e. case management information as it relates to the nature of the death
 - f. health care information as it relates to the possible cause of the death
 - g. mental health information as it relates to the nature of the death
 - h. if applicable, segregation and placement information as it relates to the location of the death

- i. audio/video surveillance recording of the offender/offender location of death specific to the immediate period surrounding the time of death. Any photographs and audio/video of the offender and/or the location of the death should be maintained on file per the Official Records Retention and Disposition Schedule and applicable policies on retention and preservation or until such time that the [inquest/inquiry](#) is completed, whichever comes first
 - j. reports regarding security patrols, counts and logs
 - k. recent inmate requests, complaints and/or grievances as they relate to the nature of the death.
14. There may be occasions, depending on the nature of the death, where Coroners/Medical Examiners will request broader information. In these cases, Coroners/Medical Examiners will liaise with the relevant Regional Deputy Commissioner and the Director General, Incident Investigations, for document production that is outside of the parameters outlined above. The following information is not routinely shared with Coroners/Medical Examiners but may be requested and provided in certain circumstances:
- a. visits and correspondence file(s)
 - b. education and training file(s)
 - c. employment file(s)
 - d. discipline and dissociation file(s)
 - e. preventive security file(s)
 - f. Board of Investigation reports
 - g. Elder Review, if applicable.
15. All requests for information from or interviews with the Coroners/Medical Examiners must be approved by the Institutional Head/District Director in collaboration with the Regional Deputy Commissioner, prior to being provided or granted to the Coroners/Medical Examiners. Copies of information provided will be sent to the Director General, Incident Investigations, by the Regional Deputy Commissioner or delegate.
16. Information provided to the Coroner/Medical Examiner must be accompanied by a covering letter, listing what is being provided, as well as indicating that it is the responsibility of the Coroner/Medical Examiner to vet the information if it will be further distributed/shared, pursuant to applicable provincial/territorial privacy legislation.

CORONER'S/MEDICAL EXAMINER'S INVESTIGATION REPORT INCLUDING THE AUTOPSY AND/OR TOXICOLOGY REPORTS (IF APPLICABLE) INDICATING CAUSE OF DEATH

17. Coroners/Medical Examiners routinely provide CSC with Coroner's Investigation Reports (when authorized and available), including [autopsy](#) and/or [toxicology reports](#) (if applicable). In cases where a report has not already been provided by the Coroner/Medical Examiner, the Director General, Incident Investigations, or delegate, will contact the Coroner/Medical Examiner to request a copy of the reports. In cases of death by natural causes, the Director General, Clinical Services and Public Health, or delegate, will contact the Coroner/Medical Examiner. If a report is unavailable, the Coroner/Medical Examiner is expected to provide the cause of death as determined by the [death investigation](#).

CORONER'S/MEDICAL EXAMINER'S DECISION TO HOLD AN INQUEST/INQUIRY

18. Upon notification that an [inquest/inquiry](#) will be held, the Regional Deputy Commissioner, or delegate, will advise the Senior Deputy Commissioner, the Assistant Commissioner, Communications and Engagement, the Director General, Incident Investigations, the Assistant Commissioner, Health Services, relevant Assistant Commissioner(s), including the Deputy Commissioner for Women in the case of the death of a woman offender, and the Department of Justice. The latter will ensure that counsel is assigned to represent CSC.
19. CSC will be represented by the Department of Justice, and all further contact between CSC and the Coroner's/Medical Examiner's Office will be through ongoing liaison by the Department of Justice. Further, the Regional Deputy Commissioner, in consultation with the Department of Justice, will determine whether or not independent legal counsel is required for any of the principals involved in the incident in accordance with the Treasury Board [Policy on Legal Assistance and Indemnification](#).
20. The Regional Deputy Commissioner, or delegate, will forward a brief outline of the circumstances surrounding the incident and copies of any relevant documents and any media coverage to date on the incident in question to the Department of Justice.
21. The Regional Deputy Commissioner, or delegate, will assume overall responsibility for the coordination of communications (including the media and regular internal briefings at all levels), staff support (including Employee Assistance Program and Critical Incident Stress Management Program services where required) and technical support to the Department of Justice counsel, in collaboration with the Senior Deputy Commissioner and relevant Assistant Commissioners, or the Deputy Commissioner for Women in the case of a woman offender, ensuring that:
- a. staff are advised that the Department of Justice is representing the Service at the [inquest/inquiry](#) and all requests from the Coroners/Medical Examiners/Judges/inquiry counsel for interviews, documents, etc. should be officially requested via counsel

- b. staff are aware that the Regional Deputy Commissioner, or delegate, is the “instructing client” and any requests for further information, requests for interviews, requests for appropriate witnesses, etc. (all of which should only be sent from the Department of Justice directly) are approved by the Regional Deputy Commissioner
- c. staff are advised that requests for offenders’ in-person attendance at an [inquest/inquiry](#) are not normally granted, but all attempts will be made to secure their attendance by video conference
- d. staff are aware that in cases where a Coroner/Medical Examiner wishes to have a subpoena served on an offender, this must be done by way of a [process server](#).

RECEPTION OF RECOMMENDATIONS STEMMING FROM INQUEST/INQUIRY

- 22. The Regional Deputy Commissioner and the Senior Deputy Commissioner will ensure the recommendations sent by the Department of Justice are immediately forwarded to the Director General, Incident Investigations.
- 23. The Director General, Incident Investigations, will:
 - a. distribute the recommendations to the appropriate policy holders for their review and response
 - b. draft CSC’s response to the recommendations, through consultation with relevant policy holders for review and approval/signature by the Commissioner
 - c. distribute the approved response to the provincial/territorial Chief Coroner/Medical Examiner and Regional Deputy Commissioner, as applicable
 - d. in the case that CSC is provided with official results of an [inquest/inquiry](#) with no recommendations directed to CSC, the Director General, Incident Investigations, will send a letter, on behalf of the Commissioner, to the Chief Coroner/Medical Examiner thanking them for the information and indicating the date on which the Service convened an investigation into the same incident
 - e. in the case that CSC is provided with an official cause of death noted by the Coroner/Medical Examiner that differs from the suspected cause of death reviewed by the Board of Investigation, the Director General, Incident Investigations, will review the Board of Investigation report to determine whether the investigation should be reopened.

ENQUIRIES

24. Strategic Policy Division

National Headquarters

Email: Gen-NHQPolicy-Politi@csc-scc.gc.ca

Senior Deputy Commissioner,

Original signed by:

Alain Tousignant

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada](#)

[CD 022 – Media Relations](#)

[CD 041 – Incident Investigations](#)

[CD 253 – Employee Assistance Program](#)

[CD 530 – Death of an Inmate: Notifications and Funeral Arrangements](#)

[CD 568-1 – Recording and Reporting of Security Incidents](#)

[CD 568-4 – Preservation of Crime Scenes and Evidence](#)

[CD 568-8 – Authority for Use of Surveillance Equipment](#)

[CD 701 – Information Sharing](#)

[Corrections and Conditional Release Act](#)

[Privacy Act](#), subsection [8\(2\)](#)

Treasury Board [Policy on Legal Assistance and Indemnification](#)

DEFINITIONS

Autopsy report: a report prepared by the Coroner/Medical Examiner's Office outlining the examination performed on the body of a deceased person to provide information related to cause of death.

Death investigation: provinces and territories are legislated to conduct death investigations by their provincial/territorial statutes unique to their jurisdiction. Often, when a death occurs, both an investigation and a public [inquest/inquiry](#) are completed. A death investigation is a process whereby a Coroner/Medical Examiner seeks to understand how and why a person died.

Inquest/inquiry: a public hearing on the circumstances of the death often involving a jury/panel of community members, and a Coroner/Medical Examiner (as defined by geographical boundaries within Canada). A report is often completed following the inquest/inquiry and may result in recommendations to prevent future deaths from occurring in similar circumstances.

Process server: an individual who gives legal notice to a party (usually the defendant) requiring them to respond to a proceeding scheduled to be held before a court, government body, or tribunal. Notice is usually provided by presenting the party in question with a court document such as a summons, a statement of claim, a plaintiff's claim, etc.

Stakeholders: anyone who is interested in or impacted by CSC's business. Primary stakeholders for deaths in federal custody include the media and inmate advocacy groups, CSC employees impacted by the death (e.g. Correctional Officers, Parole Officers, Health Services staff or any other employees who

had a connection with the deceased inmate), and family/friends/next of kin of the deceased inmate. The general public can also be considered a stakeholder.

Toxicology report: a report prepared for the Coroner/Medical Examiner's Office outlining the results of the lab procedures identifying and quantifying potential toxins, which include prescription medications and drugs of abuse, and interpretations of the findings.



COMMISSIONER'S DIRECTIVE 060

In Effect: 2019-07-22

Due for Review: 2022-07-01

Code of Discipline

CORE RESPONSIBILITY

Internal Services

OFFICE(S) OF PRIMARY INTEREST

Human Resources Management Sector

ONLINE @

- <http://thehub/En/collections/policy-legislation/CommissionersDirectives/060-cd-eng.pdf>
- <http://thehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/060-cd-fra.pdf>
- <https://www.csc-scc.gc.ca/acts-and-regulations/060-cd-eng.shtml>
- <https://www.csc-scc.gc.ca/lois-et-reglements/060-cd-fra.shtml>

AUTHORITIES

- [Values and Ethics Code for the Public Sector](#)
- [Financial Administration Act](#) (FAA), section 12

PURPOSE

- To ensure high standards of conduct for employees of the Service.

APPLICATION

Applies to all persons who work at CSC or are involved in CSC's activities, in their interactions with offenders, colleagues, contractors, volunteers, partners, stakeholders, victims and the public

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[Relationships with Offenders](#)

12 – 13	Conflict of Interest
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18	Enquiries
Annex A	Reporting and Responding to Allegations of Mistreatment, Harassment, or Discrimination by Staff Towards Offenders

GENERAL RESPONSIBILITIES

1. Any supervisor or manager is responsible for:
 - a. ensuring that all employees are adequately trained and informed of the Standards of Professional Conduct and the Code of Discipline and other directives and regulations
 - b. promptly and impartially taking appropriate corrective action when necessary
 - c. ensuring that any incident or allegation of misconduct which could also constitute a criminal offence is reported to the police of jurisdiction.
2. Employees of the Service are responsible for adhering to the Standards of Professional Conduct. Arising from the Standards of Professional Conduct are a number of specific rules that employees of the Correctional Service of Canada are expected to observe. Some examples of infractions are given in a list below each specific rule. These lists are not exhaustive.
3. Each employee of the Service is also expected to be conversant with, and adhere to the various Acts, Regulations and policies affecting employees of CSC as well as the instructions and directives of the Service.

PROFESSIONAL STANDARDS

Responsible Discharge of Duties

4. Staff shall conduct themselves in a manner which reflects positively on the Public Service of Canada, by working co-operatively to achieve the objectives of the Correctional Service of Canada. Staff shall fulfil their duties in a diligent and competent manner with due regard for the values and principles contained in the Mission Document, as well as in accordance with policies and procedures laid out in legislation, directives, manuals and other official documents. Employees have an obligation to follow the instructions of supervisors or any member in charge of the workplace and are required to serve the public in a professional manner, with courtesy and promptness.

Infractions

5. An employee has committed an infraction, if they:
- a. fraudulently record, or fail to record, their attendance or that of another employee
 - b. are late for duty, absent from duty or leave their assigned place of duty without authorization
 - c. fraudulently seek to obtain, or fraudulently obtain, documentation required for approval of leave of absence from duty
 - d. refuse to testify before or submit evidence to, or obstruct, inhibit or otherwise hamper any investigation which is conducted pursuant to any act of Parliament or any investigation as defined in the [Commissioner's Directive 041 – Incident Investigations](#)
 - e. make public statements which harshly criticize the Service, the Government of Canada, or the Federal Crown, concerning policies, practices and/or programs of the government, or violate the Oath of Office and Secrecy
 - f. fail to take action or otherwise neglect their duty as a peace officer
 - g. fail to conform to, or to apply, any relevant legislation, Commissioner's Directive, Standing Order, or other directive as it relates to their duty
 - h. fail to promptly obey the lawful orders or commands of any other employee who is in charge or superior in line of authority
 - i. wilfully or negligently cause unjustified waste, loss, or damage to any property of the Service or the property of any other person in the course of the performance of their duty
 - j. wilfully or through negligence, make or sign a false statement in relation to the performance of duty
 - k. as a supervisor, or as one in authority, condone or fail to take action when an employee has committed an infraction of the Standards of Professional Conduct, a breach of discipline or any other irregularity coming to their attention
 - l. fail to report to a superior authority any contraband found in the possession of another employee, offender or member of the public
 - m. perform their duty in a careless fashion so as to risk or cause bodily harm or death to any other employee of the Service, or any other person(s), either directly or indirectly

- n. use excessive force (that is, more force than is reasonable and necessary) to carry out their legal duties
- o. through negligence, permit an offender to escape
- p. neglect to take, to the utmost of their ability, appropriate action when an offender:
 - i. escapes
 - ii. assaults an employee, another offender, or member of the public
 - iii. engages in any action likely to endanger life or property.

Conduct and Appearance

- 6. Behaviour, both on and off duty, shall reflect positively on the Correctional Service of Canada and on the Public Service generally. All staff are expected to present themselves in a manner that promotes a professional image, both in their words and in their actions. Employees' dress and appearance while on duty must similarly convey professionalism, and must be consistent with employee health and safety.

Infractions

- 7. An employee has committed an infraction, if they:
 - a. display appearance and/or deportment which is unbecoming to an employee of the Service while on duty or while in uniform
 - b. are abusive or discourteous by word or action, to the public, while on duty
 - c. act, while on or off duty, in a manner likely to discredit the Service
 - d. commit an indictable offence or an offence punishable on summary conviction under any statute of Canada or of any province or territory, which may bring discredit to the Service or affect their continued performance with the Service
 - e. fail to advise their supervisor, before resuming their duties, of being charged with a criminal or other statutory offence
 - f. fail to account for, improperly withhold, misappropriate or misapply any public money or property or any money/property of any other person(s) coming into their possession in the course of duty or by reason of their being a member of the Service
 - g. consume alcohol or other intoxicants while on duty

- h. report for duty impaired or being unfit for duty due to influence of alcohol or drugs
- i. sleep on duty.

Relationships with Other Staff Members

- 8. Relationships with other staff members must promote mutual respect within the Correctional Service of Canada and improve the quality of service. Staff are expected to contribute to a safe, healthy and secure work environment, free of harassment and discrimination.

Infractions

- 9. An employee has committed an infraction, if they:
 - a. interfere with the work of others
 - b. are abusive, by word or action, to other employees, while on duty or under circumstances related to their duties
 - c. participate in an illegal strike or concerted action which results in absence from duty or failure to perform their duties
 - d. coerce, incite or attempt by any means to obtain the participation of another employee(s) in an illegal strike, concerted action, or in the commission of an infraction of the Standards of Professional Conduct
 - e. commit any act of personal or sexual harassment, or discrimination against another staff member
 - f. disregard established safety practices
 - g. fail to promptly report a work accident
 - h. fight with other employees of the Service or a member of the public while on duty.

Relationships with Offenders

- 10. Staff must actively encourage and assist offenders to become law abiding citizens. This includes establishing constructive relationships with offenders to encourage their successful reintegration into the community. Relationships shall demonstrate honesty, fairness and integrity. Staff shall promote a safe and secure workplace, free of mistreatment, harassment and discrimination, and respect an offender's cultural, racial, religious and ethnic background, and their civil and legal rights. Staff shall avoid conflicts of interest with offenders and their families.

Infractions

11. An employee has committed an infraction, if they:

- a. maltreat, humiliate, harass, discriminate and/or are abusive, by word or action, to an offender or the offender's friends or relatives
- b. improperly use their title or authority to personal gain or advantage
- c. enter into any kind of personal or business relationship not approved by their authorized superior with an offender or ex-offender, or the offender's or ex-offender's friends or relatives
- d. give, or receive, any gift, gratuities, benefits or favours, or engage in personal business transactions with an offender or ex-offender or the offender's or ex-offender's friends or relatives
- e. hire an offender to perform any work or provide any service without first obtaining the written permission of their supervisor
- f. give to, or receive from any offender or ex-offender, or the offender's or ex-offender's friends or relatives, either directly or indirectly, any contraband
- g. fail to report situations of mistreatment, harassment and/or discrimination of offenders by employees.

Conflict of Interest

12. Staff shall perform their duties on behalf of the Government of Canada with honesty and integrity. Staff must not enter into business or private ventures which may be, or appear to be, in conflict with their duties as correctional employees and their overall responsibilities as public servants.

Infractions

13. An employee has committed an infraction, if they:

- a. fail to disclose a conflict of interest as contained in the Conflict of Interest and Post-Employment Code for the Public Service, or fail to follow the decision of the Commissioner or an authorized representative with respect to a declaration of conflict of interest
- b. improperly use their title or authority to personal gain or advantage
- c. improperly use the services of another employee, the property of the Service or anything produced by offender labour at any time, for activities that have not been officially approved.

Protection and Sharing of Information

14. Staff shall treat information acquired through their employment in a manner consistent with the [Access to Information Act](#), the [Privacy Act](#), the [Policy on Government Security](#), and the Oath of Secrecy taken by all employees of the Public Service of Canada. They shall ensure that appropriate information is shared in a timely manner with offenders, with other criminal justice agencies and with the public, including victims, as required by legislation and policy.
15. The Correctional Service of Canada recognizes and respects the confidentiality requirements of particular professional groups such as chaplains and medical staff.
16. Supervisors are responsible for providing their employees with direction and guidance concerning the protection and release of information.

Infractions

17. An employee has committed an infraction, if they:
 - a. fail to properly safeguard all documents, reports, directives, manuals, or other information of the Service
 - b. fail to observe the provisions of the [Privacy Act](#) and the [Access to Information Act](#)
 - c. commit a breach or violation of the [Policy on Government Security](#)
 - d. fail to disclose, where appropriate, any information which they have an obligation to share.

ENQUIRIES

18. Strategic Policy Division
National Headquarters
Email: Gen-NHQPolicy-Politi@CSC-SCC.GC.CA

Commissioner,

Original signed by:

Anne Kelly

ANNEX A

REPORTING AND RESPONDING TO ALLEGATIONS OF MISTREATMENT, HARASSMENT, OR DISCRIMINATION BY STAFF TOWARDS OFFENDERS

RESPONSIBILITIES

All CSC staff members have the obligation to report any situation where they believe an offender is being mistreated, harassed or discriminated against by a staff member.

Institutional Heads/District Directors are responsible for resolving situations of mistreatment, harassment, or discrimination of which they are made aware, whether or not a complaint/grievance has been made, and to take immediate corrective action as appropriate.

The Institutional Head/District Director has the obligation to report staff incidents which could constitute a criminal offence to the police of jurisdiction without delay.

PROCESS

Staff members will report any situation where they believe an offender has been mistreated, harassed or discriminated against by a staff member to either their Manager or to the Institutional Head/District Director. In instances where the allegation is reported to a Manager, the latter must immediately report it to the Institutional Head/District Director.

If an employee does not feel it is possible to disclose such an incident to their Manager or the Institutional Head/District Director, they can contact the Senior Officer, Internal Disclosure, Values, Integrity and Conflict Management Branch, National Headquarters, to make a formal disclosure, or the Public Sector Integrity Commissioner's Office. For contact information, refer to the [Guide for Reporting Wrongdoing Under the Public Servants Disclosure Protection Act](#).

Assessment of Allegation

Upon becoming aware of such allegations, the Institutional Head/District Director will take action and act with due diligence to assess the validity and seriousness of the allegations by obtaining the specifics. They must also determine if any action to alleviate the potential mistreatment, harassment or discrimination needs to occur immediately, including but not limited to physically separating the applicable parties (i.e. staff member(s) and offender) from each other.

The Institutional Head/District Director will assess whether the matter can be settled by speaking informally with the parties involved. They will decide whether it would be appropriate to attempt to resolve the situation through informal resolution mechanisms such as coaching, counselling, mediation and resolution circles. A fact finding/investigation may be convened.

The Institutional Head/District Director will document their actions and share their findings with the Regional Deputy Commissioner. The documentation must demonstrate conclusively the basis for

arriving at the findings in instances where a fact finding/investigation is not convened. The documentation will be kept in the Institutional Head/District Director's office.

Resources can assist where appropriate, including staff from Labour Relations, Values, Integrity and Conflict Management Branch, etc.

Convening a Fact Finding/Disciplinary Investigation

If the Institutional Head/District Director decides to convene a fact finding/investigation, they will specify the mandate to the investigator(s). They will also ensure that persons conducting the fact finding/investigation are appropriately trained for the particular issue being investigated (e.g. gender, diversity), that they are impartial, that they have no supervisory relationship with the parties, and that they are not in a position of conflict of interest. At least one investigator will not have a reporting relationship to the Institutional Head/District Director.

The investigator(s) will provide the Institutional Head/ District Director with a copy of the draft report within the timeframe outlined in the convening order. The implicated parties will be given the opportunity to make representations, which will be considered in the final report.

The final fact finding/investigation report will be provided to the Institutional Head/District Director, and a copy will be shared with the Regional Deputy Commissioner.

The Institutional Head/District Director will inform the offender, respondent, and the person who made the allegation of the outcome of the fact finding/investigation.

Requests for documents relating to the fact finding/investigation must be solicited formally under the [Access to Information Act](#) or the [Privacy Act](#).



COMMISSIONER'S DIRECTIVE 081

In Effect: 2019-06-28

Due for Review: 2020-02-01

Offender Complaints and Grievances

CORE RESPONSIBILITY

Internal Services

OFFICE(S) OF PRIMARY INTEREST

Policy Sector

ONLINE @

- <http://thehub/En/collections/policy-legislation/CommissionersDirectives/081-cd-eng.pdf>
- <http://lehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/081-cd-fra.pdf>
- <http://www.csc-scc.gc.ca/text/plcy/cdshtm/081-cd-eng.shtml>
- <http://www.csc-scc.gc.ca/text/plcy/cdshtm/081-cd-fra.shtml>

AUTHORITIES

- [*Corrections and Conditional Release Act* \(CCRA\)](#), sections [90](#) and [91](#)
- [*Corrections and Conditional Release Regulations* \(CCRR\)](#), sections [74-82](#)
- [*Canadian Charter of Rights and Freedoms*](#)
- [*Canadian Human Rights Act*](#)
- [*Official Languages Act*](#)
- [*Federal Courts Act*](#)

PURPOSE

- To support the fair and expeditious resolution of offender complaints and grievances at the lowest possible level in a manner that is consistent with the law
- To ensure that the legal obligation to provide timely and impartial resolution of offender complaints and grievances is met

APPLICATION

Applies to all staff and offenders engaged in the offender complaint and grievance process

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16	<u>Grievance Coordinator</u>
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19	<u>Group Complaints and/or Grievances</u>
20	<u>Combining Complaints and/or Grievances on Similar Issues</u>
21 – 23	<u>Rejection of Complaints and/or Grievances</u>
24 – 30	<u>Multiple Grievors</u>
31	<u>Financial Compensation</u>
32 – 33	<u>Withdrawal of Complaints and/or Grievances</u>
34	<u>Response After Warrant Expiry Date</u>
35	<u>Death of the Grievor</u>
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39	<u>Special Provisions – Final Grievance</u>
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50	<u>1-800 Line</u>
51	<u>Confidentiality of the Offender Complaint and Grievance Process</u>
52	<u>Enquiries</u>

Annex A[Cross-References and Definitions](#)**RESPONSIBILITIES**

1. The Assistant Commissioner, Policy, has the authority to develop guidelines that must be followed with reference to the offender complaint and grievance process.
2. [Decision makers](#) at all levels will ensure that [grievors](#) are provided with complete, documented, comprehensible, and timely responses to all issues that are related to the subject of the original submission.
3. When responding to offender complaints and grievances, decision makers at all levels will ensure that grievors are provided the services to which they are entitled under the [Official Languages Act](#).
4. The decision maker will ensure that any materials or documentation, including audio and video tapes, that are used in the analysis of a complaint or grievance are preserved for review in the event of a subsequent submission by the grievor or where the grievor pursues an alternate legal remedy (such as judicial review of the final grievance decision).
5. The Institutional Head/District Director will ensure that:
 - a. offenders have complete access to the offender complaint and grievance process without negative consequences
 - b. offenders who require assistance using the complaint and grievance process receive it from a staff member
 - c. there is a mechanism in place to monitor the use of the offender complaint and grievance process at their site
 - d. all staff members are provided training concerning the offender complaint and grievance process and its requirements and importance
 - e. all staff members make every effort to resolve matters that are the subject of offender complaints and grievances, informally through discussion
 - f. there is a staff member designated to complete the duties associated with the Grievance Coordinator position
 - g. complaints and grievances are collected each working day, with the exception of offenders in segregation or on cell confinement, in which case complaints and grievances are collected each calendar day

- h. there is an [Outside Review Board](#) in place should an offender request that their initial grievance submission and the corresponding response be reviewed by the Outside Review Board.

6. Offenders will:

- a. use the complaint and grievance process in good faith as a means of redress when they believe that they have been treated unfairly by a staff member, or in a manner that is not consistent with legislation or policy on matters within the jurisdiction of the Commissioner
- b. make every effort to resolve matters that are part of a complaint or grievance, informally through discussion.

PROCEDURES

Levels of the Offender Complaint and Grievance Process

7. The offender complaint and grievance process is comprised of three levels:
- a. written complaint – submitted by the offender at the institution/district parole office and responded to by the supervisor of the staff member whose actions or decisions are being grieved
 - b. initial grievance (institutional/district level) – submitted to the Institutional Head/District Director
 - c. final grievance (national level) – submitted to the Commissioner.
8. The Assistant Commissioner, Policy, has been designated to make decisions with respect to grievances at the national level. As well, any Correctional Service of Canada (CSC) staff member who holds a position equal to or higher in rank than that of Assistant Commissioner may also be designated by the Commissioner to make decisions with respect to grievances at the national level.
9. Where an offender is dissatisfied with an action or a decision by a staff member, the offender may submit a written complaint, preferably on the form provided by the Service. The original submission will be registered at the complaint level unless otherwise indicated in this directive or in [GL 081-1 – Offender Complaint and Grievance Process](#).
10. An offender being supervised in the community may submit a complaint or grievance to their Parole Officer or to the designated staff member within the parole office, community residential facility or Community Correctional Centre.

Timeframes

11. An offender should normally submit a complaint or grievance for the first time within 30 working

days of becoming aware of the action or decision being grieved. The decision maker may extend this timeframe pursuant to Annex C of [GL 081-1 – Offender Complaint and Grievance Process](#).

12. Decision makers will render a decision with regard to complaints and grievances in the following timeframes:

Complaint and Initial Grievance

- **High Priority** – Within 15 working days of receipt by the Grievance Coordinator at the site
- **Routine Priority** – Within 25 working days of receipt by the Grievance Coordinator at the site

Final Grievance

- **High Priority** – Within 60 working days of receipt by the National Grievance Coordinator
 - **Routine Priority** – Within 80 working days of receipt by the National Grievance Coordinator
13. If the Institutional Head/District Director or the Director, Offender Redress, considers that more time is necessary to deal appropriately with a complaint or grievance, the grievor must be informed, in a letter produced on or before the due date, of the reason(s) for the delay and of the date by which the decision is anticipated.
14. Where an offender is not satisfied with the decision at the complaint or institutional level, they may escalate the complaint or initial grievance to the next level, normally within 30 working days of receiving the response.
15. If not satisfied with a decision rendered at the national level, grievors may seek judicial review of the decision at the Federal Court within the time limit prescribed in [subsection 18.1\(2\)](#) of the *Federal Courts Act*.

Grievance Coordinator

16. Upon receipt of a complaint or grievance, the Grievance Coordinators at the institution or district will:
- a. assign a grievance code, determine the priority level, and record the complaint or grievance in the Offender Management System Renewal (OMSR) pursuant to [GL 081-1 – Offender Complaint and Grievance Process](#)
 - b. ensure that complaints or grievances which significantly impact or infringe on an offender's rights and freedoms are designated as high priority
 - c. ensure that complaints or grievances of a [sensitive](#) or [urgent](#) nature are identified and treated

as such. This includes [harassment](#), [sexual harassment](#) and [discrimination](#).

Offenders in Segregation/Cell Confinement Status

17. On admission to segregation or when placed on cell confinement status, offenders must be informed that they can submit complaints and/or grievances about placement/maintenance in segregation and confinement conditions and treatment. They will also be provided with access to complaint and grievance forms as well as the institutional Grievance Coordinator where required.
18. The Institutional Head must ensure that complaints and grievances submitted by offenders in segregation and those on cell confinement are collected and reviewed daily. Complaints and grievances classified as high priority, as defined in Annex A, will be brought immediately to the attention of the Institutional Head or Officer-in-Charge of the institution.

Group Complaints and/or Grievances

19. A complaint or grievance may be submitted by a group of grievors but the submission must be signed by all grievors involved. One grievor must be designated to receive the response for the group as well as any other correspondence related to the complaint or grievance.

Combining Complaints and/or Grievances on Similar Issues

20. When a grievor submits two or more complaints or grievances in reference to similar issues, the decision maker may choose to address all of the issues in one response. When this is done, it is necessary to identify each of the complaints or grievances being addressed in the response.

Rejection of Complaints and/or Grievances

21. The criteria for rejecting complaints and grievances are outlined in Annex C of [GL 081-1 – Offender Complaint and Grievance Process](#). Only complaints may be rejected on the grounds of being considered [frivolous](#), [vexatious](#), or [not made in good faith](#).
22. If portions of a complaint are considered frivolous, vexatious or not made in good faith, the decision maker may reject the entire complaint or portions thereof, indicating the reason(s) for this decision. **Where any element of the complaint or grievance relates to an urgent matter, the decision maker must respond to that portion within the required timeframes.**
23. The offender is entitled to grieve a decision to reject in whole or in part their complaint or grievance.

Multiple Grievors

24. An offender may be designated as a multiple grievor, by the Institutional Head/District Director, if the volume of complaints and/or grievances submitted impacts on the capacity to respond to

submissions by other grievors and/or hinders other grievors' access to the process at that site.

25. An offender may be designated as a multiple grievor by the Institutional Head/District Director when an assessment is made based on local complaint and grievance information and the determination is validated statistically.
26. The offender must be informed, in writing, by the Institutional Head/District Director that a multiple grievor status is being considered. The offender must be provided with the information that will be used to determine the designation pursuant to [GL 081-1 – Offender Complaint and Grievance Process](#), and given an opportunity to:
 - a. rebut the information on which the proposed designation is based, and/or
 - b. present an alternative plan or resolution, in an attempt to find alternative means to address their issues.
27. The Institutional Head/District Director will take into account the offender's submissions before a decision is finalised. The outcome of any discussions between the offender and the Institutional Head/District Director will be documented.
28. The Institutional Head/District Director will ensure that the grievor is notified in writing of the final decision without delay.
29. Where multiple grievor status is confirmed, the Institutional Head/District Director will include in the notification the number of routine complaints and grievances that will be responded to each month and inform the multiple grievor of the length of the designation. A multiple grievor designation must be reassessed at least every six months.
30. Complaints and grievances submitted by multiple grievors that are deemed high priority will be responded to within established timeframes.

Financial Compensation

31. Financial compensation may be provided to an offender through the complaint and grievance process:
 - a. for loss or damage to personal property pursuant to [CD 234 – Claims for Staff Personal Effects and Inmate Personal Effects and the Offender Accident Compensation Program](#), or
 - b. where the grievor seeks payment or reimbursement of money that CSC is required to provide under legislation or CSC policy.

Withdrawal of Complaints and/or Grievances

32. A complaint or grievance may only be withdrawn by a grievor if the matter is resolved, the nature of the resolution is recorded, preferably on the [Offender Request for Withdrawal of Complaint/Grievance](#) (CSC/SCC 1530), and the grievor attests to this resolution in writing. The

complaint or grievance will be signed by the grievor and a staff member before it is submitted to the decision maker, and recorded in OMSR as resolved.

33. If the agreed upon resolution does not occur or does not resolve the issue, the offender may escalate the complaint or grievance to the subsequent level.

Response After Warrant Expiry Date

34. When an offender completes their sentence after having submitted a complaint or grievance during their sentence, the Service will respond to the complaint or grievance as required and forward the response to the grievor. If a forwarding address cannot be located, the original response will be placed on the offender's grievance file.

Death of the Grievor

35. When an offender dies following the submission of a complaint or grievance at any level, a response will be prepared and made available to any persons conducting lawful investigations or inquiries into the matter(s) addressed in the complaint or grievance. The original response will be placed on the offender's grievance file.

Special Provisions – Initial Grievance

36. The Institutional Head may refer an offender's initial grievance to the [Inmate Grievance Committee](#), where such a committee exists in the institution, with the offender's consent, prior to rendering a decision.
37. A grievor may request that the grievance decision rendered by the Institutional Head be reviewed by an Outside Review Board. The grievor is required to submit a [Request for Outside Review](#) (CSC/SCC 0359) within 10 working days of receipt of the initial grievance response.
38. In such cases where a grievance has been referred to the Inmate Grievance Committee or an Outside Review Board, the grievance will be handled pursuant to [GL 081-1 – Offender Complaint and Grievance Process](#).

Special Provisions – Final Grievance

39. In order to facilitate a timely response, when the Offender Redress Division at National Headquarters requests supporting documentation to complete the analysis and review of an offender grievance, staff will provide all information requested as soon as possible, normally within five working days.

Consultation

40. Decision makers will consult operational and policy experts prior to rendering a decision on a complaint or grievance regarding matters requiring specialised knowledge. Requests for

consultation will be responded to in writing within five working days of receipt of request. For example:

- a. decision makers at all levels of the offender complaint and grievance process will consult Health Services at the national, regional, or institutional level, as appropriate, before rendering decisions on complaints or grievances related to the provision of health services
- b. the decision maker at the national level will consult relevant subject-matter experts prior to approving specific grievances pursuant to [GL 081-1 – Offender Complaint and Grievance Process](#)
- c. decision makers will otherwise consult with subject-matter experts in all cases that they deem appropriate.

41. Responses to consultations will be provided to the decision maker, where applicable.

Corrective Action

42. When a complaint or grievance is upheld or upheld in part, and corrective action is required, the corrective action will be completed within 30 working days, and it will be clearly noted on the grievance file and in OMSR that the corrective action has been completed.

43. The person responsible for implementing the corrective action will provide written confirmation and documentation indicating that procedures were completed in accordance with policy. A copy of said document will be placed and retained in the grievance file.

44. An offender may submit a grievance to the next level of the offender complaint and grievance process when the corrective action was not completed within the designated timeframes. In the case of a corrective action in a final grievance, an offender may submit a final grievance regarding this issue.

Alternate Legal Remedy

45. Should an offender choose to pursue an alternate [legal remedy](#) (such as a legal proceeding before the courts or the Canadian Human Rights Tribunal) in addition to the offender complaint and grievance process, the complaint or grievance will be deferred in OMSR and handled in accordance with the procedures outlined in [GL 081-1 – Offender Complaint and Grievance Process](#).

46. Upon completion of the alternate legal remedy, or if the offender abandons the alternate legal remedy, the offender may, within 30 working days, request in writing that the complaint or grievance be reactivated.

Harassment, Sexual Harassment and Discrimination Grievances

Determining the Validity of the Allegation

47. When receiving grievances designated as harassment, sexual harassment or discrimination, the decision maker must determine if the allegation(s), if proven, meet(s) the applicable definition.
48. Once this has been determined, the decision maker will respond to the grievance in accordance with the procedures outlined in [GL 081-1 – Offender Complaint and Grievance Process](#).

Convening an Outside Investigation

49. An investigation into an offender's allegation of harassment, sexual harassment or discrimination may be convened at any stage in the grievance process by the decision maker or the Director, Offender Redress. The outside investigation and corresponding grievance will be carried out in accordance with the procedures outlined in [GL 081-1 – Offender Complaint and Grievance Process](#).

1-800 Line

50. A national toll-free phone number (1-800-263-1019) is available to offenders to inquire about the offender complaint and grievance process or to ask specific questions about final grievances they have filed, such as the status of the grievance or the implementation of a corrective action.

Confidentiality of the Offender Complaint and Grievance Process

51. An offender's use of the offender complaint and grievance process, including any corrective actions associated with the complaint and grievance process, may not be mentioned in records outside of the offender complaint and grievance process without the authorization of the Institutional Head/District Director, in which case this should be documented on the file.

ENQUIRIES

52. Strategic Policy Division
National Headquarters
Email: Gen-NHQPolicy-Politi@csc-scc.gc.ca

Commissioner,

Original signed by:

Anne Kelly

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada](#)

[CD 060 – Code of Discipline](#)

[GL 081-1 – Offender Complaint and Grievance Process](#)

[CD 234 – Claims for Staff Personal Effects and Inmate Personal Effects and the Offender Accident Compensation Program](#)

[GL 234-1 – Claims Administration Instructions](#)

[CD 700 – Correctional Interventions](#)

[Grievance Code Reference Guide](#)

[Policy on Information Management](#)

Treasury Board [Policy on Harassment Prevention and Resolution](#)

DEFINITIONS

Alternative dispute resolution: a voluntary method for resolving disputes through discussion between the parties, which may include coaching, counselling, mediation, and healing/resolution circles.

Decision maker: the staff member who responds to a complaint or grievance at any level of the offender complaint or grievance process (normally the supervisor, Institutional Head/District Director, or the Commissioner, or the senior staff member that the Commissioner designates).

Discrimination: when an offender believes that actions, language or decisions of CSC staff were made in a discriminatory manner based on one of the prohibited grounds of discrimination as defined in [section 3](#) of the [Canadian Human Rights Act](#).

Frivolous: where the decision maker concludes on the balance of probabilities that the complaint or grievance was submitted with no serious purpose.

Grievor: for the purpose of this directive, the offender who submits a complaint or grievance at any level of the complaint and grievance process.

Harassment: any improper conduct by a CSC staff member, that is directed at and offensive to an offender, and that the individual knew or ought reasonably to have known would cause offence or harm. It comprises any objectionable act, comment or display that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat. It includes harassment within the meaning of the [Canadian Human Rights Act](#).

High priority: complaints and grievances that concern matters that have a direct effect on life, liberty or security of the person or that relate to a grievor's access to the complaint and grievance process. Other complaints and grievances are designated routine priority.

Inmate Grievance Committee: a committee that is established in a penitentiary for the purpose of reviewing inmates' grievances, at the Institutional Head's request, and making recommendations with respect thereto to the Institutional Head and that consists of an equal number of inmates and staff members.

Legal remedy: a proceeding before a court or an administrative tribunal (such as the Canadian Human Rights Tribunal) or a complaint to an oversight agency such as the Privacy, Access to Information or Official Languages Commissioners but does not include a complaint to the Office of the Correctional Investigator.

Outside Review Board: a committee of members of the community other than staff members or inmates, established for the purpose of reviewing the Institutional Head's decision on an initial grievance and making recommendations to the Institutional Head, at the inmate's request.

Sensitive: complaints and grievances that contain information whose disclosure must be significantly restricted due to its nature or the potential adverse effects of its disclosure.

Sexual harassment: any verbal comment or non-verbal gesture(s) or contact of a sexual nature by CSC staff, whether on a one-time basis or in a continuous series of incidents, that might reasonably be expected to cause offence or humiliation.

Urgent: complaints or grievances that would result in irreparable adverse consequences to the grievor if not immediately resolved (at some identified juncture in less than 15 days).

Vexatious or not made in good faith: where the decision maker concludes on the balance of probabilities that the overriding purpose of the complaint is:

- a. to harass
- b. to pursue purposes other than a remedy for an alleged wrong, or
- c. to disrupt or denigrate the complaint and grievance process.



GUIDELINES 081-1

In Effect: 2019-06-28

Due for Review: 2020-02-01

Offender Complaint and Grievance Process

CORE RESPONSIBILITY	Internal Services
OFFICE(S) OF PRIMARY INTEREST	Policy Sector
ONLINE @	• http://thehub/En/collections/policy-legislation/CommissionersDirectives/081-1-gl-eng.pdf • http://lehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/081-1-gl-fra.pdf • http://www.csc-scc.gc.ca/acts-and-regulations/081-1-gl-eng.shtml • http://www.csc-scc.gc.ca/lois-et-reglements/081-1-gl-fra.shtml
AUTHORITIES	• Commissioner's Directive (CD) 081 – Offender Complaints and Grievances
PURPOSE	• To ensure a fair and expeditious offender complaint and grievance process by providing further information on the process and its application • To provide clarification regarding: ○ how to address issues that may arise between staff members and offenders while in a correctional environment ○ how to administratively process offender complaints and grievances ○ how to analyse, review, and respond to offender complaints and grievances ○ additional provisions of the offender complaint and grievance process
APPLICATION	• Applies to both staff members and offenders involved in the resolution of issues that may arise between the two parties • Applies to any staff member involved in processing, analysing, and/or responding to offender complaints and grievances, as well as those offenders utilizing the offender complaint and grievance process
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9 – 11	<u>Assigning a Grievance Code</u>
12 – 16	<u>Prioritization and Classification of Offender Complaints and Grievances</u>
13	<u>High Priority</u>
14	<u>Urgent Complaints/Grievances</u>
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GENERAL INFORMATION

1. Once submitted, offender complaint and grievance submissions and responses are considered “Protected B” information. For details on the hierarchy of classified information, refer to the [Guide to Information Security](#).

LEVELS OF THE OFFENDER COMPLAINT AND GRIEVANCE PROCESS

2. Some grievances must be automatically initiated at higher levels than the complaint level, such as:
 - a. allegations of harassment, sexual harassment or discrimination – initial grievance
 - b. decisions or actions of the Institutional Head/District Director – final grievance

NOTE: Grievances containing allegations of harassment, sexual harassment or discrimination against the Institutional Head/District Director must be addressed in a final grievance.

- c. submissions regarding institutional transfers – final grievance
- d. submissions concerning an appeal of a decision rendered on a claim against the Crown – final grievance
- e. submissions regarding segregation placement decisions/24-hour reviews – final grievance
- f. submissions concerning transfers to/from the Special Handling Unit – final grievance
- g. submissions concerning a placement in a dry cell – final grievance.

DEFERRING A COMPLAINT/GRIEVANCE

3. The Institutional Head/District Director or the Director, Offender Redress, will defer a complaint/grievance, when:
 - a. the offender decides to pursue an alternate legal remedy for the complaint/grievance in addition to the complaint and grievance procedure
 - b. the complaint/grievance is being reviewed by the Inmate Grievance Committee or by the Outside Review Board
 - c. there is an ongoing outside investigation into allegations of harassment, sexual harassment or discrimination.

NOTE: When an offender alleges harassment, sexual harassment, or discrimination, and an outside investigation is convened, the grievance shall be deferred while the allegations are being investigated. The grievance will be automatically reactivated when the investigation report is received by the Institutional Head/District Director or the Director, Offender Redress.

4. In all cases, when a complaint/grievance is deferred, the offender must be notified in writing of the deferral and of the reasons why, and, if possible, be provided the expected response date.
5. Within 30 working days of receiving the final decision to their alternate legal remedy, or should they decide to abandon it, the offender must advise the Institutional Head/District Director or the Director, Offender Redress, in writing if they wish to have the complaint/grievance reactivated.
6. When a complaint/grievance has been deferred for two years, the Grievance Coordinator will verify with the offender, or on their own, that the deferral remains appropriate.

PROCESSING OF COMPLAINTS/GRIEVANCES BY THE GRIEVANCE COORDINATOR

7. Upon receipt of a complaint/grievance, the staff member performing the duties of Grievance Coordinator will:
 - a. sign and date the complaint/grievance
 - b. assign a grievance code (original submission only)
 - c. prioritize the complaint/grievance as either high priority or routine
 - d. forward sensitive or urgent complaints/grievances to the Institutional Head/District Director in a sealed envelope
 - e. log the complaint/grievance in the Offender Management System Renewal (OMSR)

- f. if a complaint or initial grievance is against another site, the Grievance Coordinator where the complaint or grievance is received is responsible for registering it and forwarding the file to the identified site as soon as possible for response, or to add any relevant documentation to the file, if it is a final grievance.
8. Upon receipt of a complaint/grievance, all Grievance Coordinators will:
 - a. acknowledge receipt of the complaint/grievance by sending a letter to the grievor with the expected responses date
 - b. ensure confidentiality of offender file and complaint/grievance information throughout the offender complaint and grievance process (i.e. share information only with those with a need to know)
 - c. provide the grievor, upon request, with information regarding the status of their complaint/grievance at any level.

ASSIGNING A GRIEVANCE CODE

9. When a complaint/grievance is first received, it must be assigned a grievance code in OMSR as follows:
 - a. read the complaint/grievance and identify the overriding subject matter
 - b. refer to the [Grievance Code Reference Guide](#) and select the code that corresponds with the identified subject matter. If the substantive issue is not obvious or not easily identifiable, or there are multiple subject matters, refer to the corrective action requested by the offender. This may indicate what the central issue of the complaint/grievance is and why it has been submitted. If the subject matter is still not clear, the Grievance Coordinator should discuss with the offender to determine the objective in filing the complaint/grievance and provide assistance if necessary.
10. The grievance code will remain the same throughout the process. It is important that the submission be properly coded for statistical purposes and to ensure that it is prioritized appropriately. The National Grievance Coordinator may be consulted when determining the appropriate code is challenging ([GEN-NHQ National Grievance Coordinator](#)).
11. The responsibility for assigning grievance codes rests solely with the individual performing the duties of Grievance Coordinator. This is inclusive of instances where the offender identifies a grievance code on their submission.

PRIORITIZATION AND CLASSIFICATION OF OFFENDER COMPLAINTS AND GRIEVANCES

12. Once a complaint/grievance has been assigned a grievance code, it may also need to be classified as high priority if it relates to an issue that has a significant impact on an offender's rights and freedoms. If high priority status is not required, the complaint/grievance will remain routine priority.

High Priority

13. Certain grievance codes are automatically assigned a high priority status when entered in OMSR (see list in the [Grievance Code Reference Guide](#)). Other grievance codes can also be assigned a high priority status depending on the subject matter being grieved. High priority status is not limited to the identified list.

Urgent Complaints/Grievances

14. Complaints/grievances that the Grievance Coordinator deems urgent must be identified and treated as such and assigned high priority status. Every effort should be made to provide a response as soon as possible. An example of an urgent complaint/grievance is the denial of a request for a temporary absence to visit a terminally ill relative.

Sensitive Complaints/Grievances

15. Complaints/grievances that are considered sensitive by the offender or the Grievance Coordinator are to be identified and registered in OMSR as such. When providing a response, the sensitivity of the complaint/grievance should be taken into consideration.
16. Information that might cause a complaint/grievance to be considered sensitive include:
- a. a reference to a third party who may retaliate if details were revealed
 - b. an accusation of serious misconduct
 - c. a culturally-sensitive issue
 - d. confidential health information or need
 - e. personal information where disclosure would violate a person's sense of privacy.

CONSULTATIONS AT THE NATIONAL LEVEL

17. Further to [CD 081 – Offender Complaints and Grievances](#), subject-matter experts may be consulted during the review of a final grievance, including:

- a. Deputy Commissioner for Women – grievances submitted by women offenders
- b. Director General, Aboriginal Initiatives – grievances submitted by Aboriginal offenders
- c. Director General, Security – grievances concerning the use of force
- d. Director General, Chaplaincy – grievances concerning religious and/or spiritual accommodation
- e. Director General, Clinical Services/Public Health – grievances concerning health services
- f. Chief Executive Officer, CORCAN – grievances concerning CORCAN operations, employment, etc.

18. In the event that the proposed grievance response recommends to uphold or uphold in part the grievance, and includes a corrective action, the staff member responsible for implementing the proposed measure will normally be provided with three working days to comment on the proposed response before it is sent to the decision maker.

CLOSING A COMPLAINT/GRIEVANCE FILE

19. In all cases:

- a. ensure the response has been signed by the decision maker
- b. ensure that the complaint/grievance response form is properly completed (i.e. boxes are checked, form is signed and dated, and corrective action is noted, if required)
- c. photocopy the response and forward the original signed response to the offender, together with any documents that the offender submitted with the complaint/grievance; the supporting documentation added to the file by CSC is not provided to the offender
- d. after a decision has been rendered, a complete copy of the complaint/grievance and related documents (including all of the supporting documentation) are kept at the site where the complaint/grievance was filed and at the national level (National Headquarters). All documents are to be retained and processed in accordance with CSC information management and recordkeeping procedures.

20. The original response and documentation submitted by the offender must be kept on file and the decision must be rendered on the offender's complaint/grievance when an offender:

- a. is past their warrant expiry date and their current address is unknown
- b. is unlawfully at large

- c. has escaped
- d. is deceased.

CORRECTIVE ACTION

21. The decision maker will determine the corrective action that best resolves the complaint/grievance so similar issues do not occur in the future. Some considerations for corrective action are the following:
- a. the redress sought by the grievor
 - b. the seriousness of any misconduct involved and any further actions necessary to respond
 - c. the potential for repetition by other staff members of the actions for which there was a complaint
 - d. what is required to ensure future compliance with relevant legislation and policy
 - e. who is accountable for implementing the corrective action.

TRANSMITTING A COMPLAINT/GRIEVANCE TO THE NEXT LEVEL

22. When transmitting a complaint or initial grievance to the next level for analysis and review:
- a. forward the original complaint/grievance submission(s) along with copies of the response(s) provided to the offender
 - b. ensure that all supporting documentation is also forwarded with the grievance
 - c. ensure that all documents submitted by the offender are clearly identified as “Offender Submission”, and all documents added by CSC are clearly identified as “CSC Information”. This step ensures that all documents submitted by offenders are returned to them.

MULTIPLE GRIEVORS

23. In deciding whether to designate an offender as a multiple grievor, the Institutional Head/District Director may consider:
- a. the volume of complaints/grievances submitted by the offender
 - b. the prioritization of previous complaints/grievances (number of complaints/grievances identified as routine vs. high priority)

- c. the decisions rendered for the previous complaints/grievances (the proportion that have been upheld or upheld in part)
- d. the site's ability to process and respond to other offenders' complaints/grievances.

Note: The module "Multiple Grievor Designation" in OMSR is to be used for this exercise.

24. The Institutional Head/District Director must also ensure the following:

- a. the offender is informed in writing of the fact that the multiple grievor status is being considered, the consequences of this designation and methods of informal resolution that could be used
- b. the offender will be given reasonable time to reply in writing to the proposed decision and the Institutional Head/District Director will consider the offender's rebuttal in making their decision
- c. if, after considering these factors, the Institutional Head/District Director decides to designate the offender as a multiple grievor, the offender must be notified in writing and informed of the number of routine complaints and grievances that will be responded to each month
- d. the offender may submit a grievance to the national level against the decision to designate them as a multiple grievor
- e. the review of an offender's status as a multiple grievor must occur every six months and the multiple grievor designation may only be maintained for as long as it is applicable. When the assessment is complete, the offender must be notified in writing of the review and whether or not the designation will be maintained.

HARASSMENT, SEXUAL HARASSMENT AND DISCRIMINATION GRIEVANCES

25. When receiving a grievance designated as harassment, sexual harassment, or discrimination, the decision maker must first determine whether the allegation(s), if proven, meet(s) the applicable definition. At this point, it is not necessary to determine whether the conduct being grieved took place, only whether the allegation(s), if proven, meet(s) the applicable definition.

Designation Satisfies the Applicable Definition

26. Where the decision maker determines that the allegation(s) meet(s) the definition of harassment, sexual harassment, or discrimination, they must give consideration to convening an outside investigation into the matter in order to ascertain whether the alleged conduct actually occurred.
27. The decision maker may decide to respond immediately to the issue(s) raised in the grievance, when they determine that there is sufficient information available to ascertain whether the alleged misconduct actually occurred, and make a determination as to whether the specific allegation(s) were founded or unfounded. The information on which they rely to make this determination must

be documented in the response.

Designation Does Not Satisfy the Applicable Definition

28. Where the decision maker determines that the alleged conduct does not meet the definition of harassment, sexual harassment, or discrimination, they must provide the offender with a written rationale as to why the allegation(s) does (do) not meet the applicable definition.
29. The offender may grieve to the next level the decision not to consider the grievance as harassment, sexual harassment, or discrimination.
30. The offender must be informed that the substantive issue that they raised (e.g., an isolated incident related to staff performance or another decision) can be addressed at the lowest possible level.

Convening an Outside Investigation

31. Where an investigation is convened, a copy of the Convening Order must be sent to the grievor, the Office of the Correctional Investigator, and the Director, Offender Redress. The grievance must also be deferred in OMSR pending the completion of the investigation.
32. The party responsible for convening the outside investigation must ensure that:
 - a. if it is in the best interest of the offender and the accused, these individuals are physically separated from one another during the outside investigation
 - b. the investigation is conducted by a harassment investigator from outside the institution or parole office where the complaint/grievance originated, preferably trained by the Canada School of Public Service (or equivalent from an accredited institution) in conducting investigations of harassment, sexual harassment and discrimination
 - c. persons investigating the allegations of harassment, sexual harassment or discrimination are free of a conflict of interest
 - d. the principle of procedural fairness and appearance thereof is respected
 - e. the investigator conducts the outside investigation in accordance with the terms of reference established in the Convening Order
 - f. the region from which the grievance originated incurs the costs of the outside investigation.

Investigation Report

33. A draft of the investigation report should be completed within the timeframe outlined in the Convening Order, which should not exceed three months from the time the investigation was

convened.

34. The draft investigation report and final investigation report are subject to the [Privacy Act](#). Vetting of this report may be required. The decision maker makes this decision after consulting with the Access to Information and Privacy Division. In the interest of fairness and the perceived integrity of the process, and in order to ensure accuracy, completeness and accountability, there should be maximum disclosure of information to the parties prior to final sign-off of the report.
35. The investigator will provide appropriate versions of the draft report, vetted for administrative fairness and privacy purposes, to the grievor, the respondent, the individual who convened the investigation, and other persons about whom adverse comments are included.
36. The final investigation report should be an accurate and complete account of findings and conclusions. It should include both the grievor's and the accused's comments on the draft report.
37. The final investigation report should be provided to the person who convened the investigation and a copy should be shared with the Director, Offender Redress, and the Office of the Correctional Investigator.
38. The person who convened the outside investigation must inform the grievor and the accused, in writing, of the outcome of the investigation. A vetted copy of the final report must be shared with the grievor and the accused.

GRIEVANCE RESPONSE

39. Upon receipt of the final investigation report, the decision maker will ensure that the grievance is reactivated in OMSR at the level at which the investigation was convened. A grievance response will be prepared taking into account the conclusions of the outside investigation.

INTERVIEWS

40. During the analysis and review of a complaint/grievance, an analyst may contact appropriate persons involved in the grievance such as operational staff, subject-matter experts and, if required, the offender.
41. An interview must be conducted with the offender if the offender has requested an interview, when the complaint/initial grievance is first received at the institution, parole office or Community Correctional Centre (only one interview required, not one for the complaint and then for the grievance), unless there are unusual or exceptional circumstances which do not permit it or the offender refuses. If the offender resides at a different site than where the analysis and recommendation is taking place, an interview must still be conducted. At the national level, the offender may be interviewed if it is considered necessary in order to perform a thorough analysis and review.

INMATE GRIEVANCE COMMITTEE

42. Where the Institutional Head wishes to refer an offender's grievance to the Inmate Grievance Committee, the grievor must sign a [Consent for Disclosure of Personal Information](#) (Inmate) (CSC/SCC 0487) prior to the sharing of information with the Inmate Grievance Committee.
43. The Institutional Head must refer the case to the Inmate Grievance Committee as soon as possible, and the grievance will be deferred in OMSR. The deferral and the purpose of the deferral must be clearly indicated in OMSR.
44. The Inmate Grievance Committee will review the response to the complaint, if one exists, and any relevant documents referred to, or prepared, in support of the response.
45. Documents of a sensitive or confidential nature will not be shared with the Inmate Grievance Committee.
46. The recommendation(s) of the Inmate Grievance Committee will be forwarded to the Institutional Head within 10 working days from the Institutional Head's referral to the Inmate Grievance Committee.
47. The Institutional Head may accept the recommendation(s) of the Inmate Grievance Committee or not. However, where the Institutional Head disagrees with the Inmate Grievance Committee, they must record the reasons for the disagreement in the response to the offender.
48. The initial grievance is reactivated in OMSR upon receipt of the recommendations and the Institutional Head will render a new decision.

OUTSIDE REVIEW BOARD

49. Where an offender requests that the Institutional Head refer their initial grievance submission and the corresponding response to the Outside Review Board for review before appealing to the national level, the offender must complete the [Request for Outside Review](#) (CSC/SCC 0359).
50. When an outside review has been requested, the Institutional Head must refer the case to the Outside Review Board as soon as possible.
51. The Outside Review Board reviews are limited to an examination of the same information and documentation that was before the decision maker at the time a decision on the initial grievance was rendered. Therefore, the Outside Review Board's analysis and recommendation(s) will include, but not be limited to, such things as ensuring that:
 - a. all concerns identified by the offender were addressed in the initial grievance response
 - b. all relevant documentation/information to support the initial grievance decision was communicated to the offender

- c. the grievance response provided a clear rationale, supported by law and policy
- d. the principles of procedural fairness were adequately adhered to.

52. The Outside Review Board Chairperson will record a summary of the analysis and the recommendation(s) on the offender's original [Request for Outside Review](#) (CSC/SCC 0359).
53. The Institutional Head will inform the offender, in writing, of the Outside Review Board's recommendation(s).
54. Upon receipt of the Outside Review Board's recommendation(s), the grievance will be reactivated in OMSR and the Institutional Head will issue a new response taking into consideration those recommendations.

USE OF FORCE GRIEVANCES

55. A separate administrative review process is in place for use of force incidents pursuant to [CD 567-1 – Use of Force](#).
56. Any grievance related to a reported use of force incident, or the use of force review process, will be registered as a final grievance. If the incident grieved has not been recorded in OMSR as a confirmed use of force, the submission must be registered at the lowest possible level.
57. As part of the analysis and review of these grievances, consultation may occur with the Director General, Security, and an analysis will be conducted to determine whether the administrative review process for incidents involving use of force was followed. The result(s) of the review(s) of the incident will be considered.
58. This does not apply to a grievance concerning an issue that arose as a result of a use of force incident (e.g., an involuntary transfer as a result of the incident leading to a use of force), nor does it apply to grievances about health care treatments or assessments outside the medical assessment required by [CD 567-1 – Use of Force](#). These matters will continue to be reviewed at the appropriate levels of the offender complaint and grievance process.

ENQUIRIES

59. Strategic Policy Division
National Headquarters
Email: Gen-NHQPolicy-Politi@csc-scc.gc.ca

Assistant Commissioner, Policy

Original signed by:

Larry Motiuk

ANNEX A**CROSS-REFERENCES**

[CD 081 – Offender Complaints and Grievances](#)

[CD 567-1 – Use of Force](#)

[CD 710-6 – Review of Inmate Security Classification](#)

[*Privacy Act*](#)

[Grievance Code Reference Guide](#)

[Guide to Information Security](#)

[Offender Complaint and Grievance Training Modules](#)

[Offender Redress OMSR User Guide](#)

ANNEX B**GRIEVANCE CODES**

SEGREGATED POPULATIONS	
01A	PLACEMENT OR MAINTENANCE ON SEGREGATION STATUS The offender believes that a decision for or against placement in administrative segregation was unfair or improperly made, or an offender wants to get into or out of administrative segregation. Includes the procedures pertaining to placement in segregation; right of recourse to the services of legal counsel at the time of placement in administrative segregation; the reviews and recommendations of the Segregation Review Board; the rationale for maintenance in administrative segregation; the segregation period; and the mandated reviews. (Note: An Independent Chairperson's decision to place an offender in disciplinary segregation cannot be grieved.)
01B	LIVING CONDITIONS ON SEGREGATION STATUS Some aspect of the living conditions in the administrative segregation or disciplinary segregation areas; or perceived unfair treatment experienced by a segregated offender because of their segregated status. Includes the programs and services available in segregation; staff visits to the segregation area; daily visits from health services professionals; the opportunity to exercise daily; and access to showers and telephones.
01C	PLACEMENT OR MAINTENANCE IN OBSERVATION CELL The offender believes that a decision for or against placement in an observation cell was unfair or improperly made, or an offender wants to be placed in or removed from an observation cell. Includes the procedures pertaining to placement in an observation cell; the decision for maintenance in an observation cell; and the level of enhanced observation (high watch vs. modified watch). (Note: Concerns pertaining to mental health monitoring as an enhanced observation level fall under 03B – Mental Health Services.)
01D	LIVING CONDITIONS IN OBSERVATION CELL Some aspect of the living conditions in the observation cell or perceived unfair treatment experienced by an offender placed in an observation cell because of the assigned observation level (high watch vs. modified watch). Includes the programs and services available based on the assigned observation level; staff visits to the observation cell; daily visits from health services professionals; the opportunity to exercise daily; and access to showers and telephones.
GENERAL SUBJECT MATTERS	
02A	AMENITIES – PERSONAL The provision of clothing, footwear, linens and other personal care items, excluding those prescribed for medical or health reasons. (Note: Concerns pertaining to personal amenities prescribed for medical or health reasons fall under 03D – Non-Urgent Health Services and Treatment.)
02B	AMENITIES – INSTITUTIONAL

	The provision of physical shelter or the use of physical space in the institution as it relates to offenders, such as the delivery of water, heat, light, ventilation, cell furniture, cell sanitation, and cell assignment. This also covers institutional grounds, trailer units and issues such as the CSC smoking policy. Note: Issues related to cell assignment, as they pertain to shared cell accommodation, fall under 02E – Shared Accommodation.)
02C	AMENITIES – FOOD AND DIET The quality or quantity of food or the food service. (Note: Concerns pertaining to special diets provided for a firmly held religious, spiritual or conscientious conviction(s) fall under 06A – Religious and/or Spiritual Programs. Concerns pertaining to special diets provided for medical or therapeutic reasons fall under 03D – Non-Urgent Health Services and Treatment.
02D	CONDITIONS AND ROUTINE IN THE INSTITUTION Issues related to the institutional routine. Includes the timing of meals or activities; the frequency and timing of offender counts; control of offender movements inside the perimeter; opportunities for socializing and offender privileges during incarceration; the use of identification cards; and access to basic legal documents.
02E	SHARED ACCOMMODATION Issues related to shared accommodation, double occupancy, move from single occupancy to shared accommodation, and the assessment and/or decision to place an offender in shared accommodations.
02F	DEDUCTIONS FOR FOOD, ACCOMMODATION AND TELEPHONE ADMINISTRATION Issues related to food and accommodation deductions, as well as deductions for the administrative costs associated with the access to telephone services.
HEALTH SERVICES	
03A	ADMINISTRATION OF HEALTH SERVICES The operation of the institutional health services centre. Includes the procedures for appointments, hours of clinics, availability of physicians and specialists, distribution of medication, and availability and allocation of health services beds. This category also includes any issues regarding an offender's request for medical assistance in dying. (Note: Concerns pertaining to accessing medical assistance in dying must be treated as urgent and assigned high priority status.)
03B	MENTAL HEALTH SERVICES This category encompasses all aspects of mental health services, including psychiatric and psychological services, access to treatment, staff, medication, the quality of treatment, counselling, monitoring, and psychological and psychiatric assessments.
03C	URGENT HEALTH SERVICES AND TREATMENT Urgent or emergency medical treatment. Includes access to medication and treatment (when a delay or lack of treatment might endanger the life of an offender); problems concerning prescriptions; emergency health services (i.e. delay of the service will endanger the life of the offender); and urgent health services (i.e. the condition is likely to deteriorate to an emergency or affect the offender's ability to carry on the activities of daily living).
03D	NON-URGENT HEALTH SERVICES AND TREATMENT

	Reasonable access to routine medical care (i.e. treatment not listed as urgent). Includes the acquisition of medical or optometric prostheses and appliances; medical decisions relating to therapeutic diets; refusal by a physician to excuse an offender from their work assignment because of alleged symptoms of physical or mental incapacity; refusals or delays in obtaining orthopedic shoes; and refusal to provide a special or supplemental mattress for an offender claiming to have back problems.
03E	COMMUNITY HEALTH SERVICES Health services treatment provided in the community to offenders on day parole, full parole, statutory release, or subject to a long-term supervision order.
03F	HEALTH SERVICES STAFF PERFORMANCE The personal and professional requirements, as well as the code of conduct applicable to institutional health services staff.
03G	PROTECTION OF PERSONAL HEALTH INFORMATION The communication or release of personal health information, including medical history, information on the offender's current medical or mental health condition, or results of a psychiatric or psychological evaluation, in a manner that does not respect pertinent legislation, or for uses other than authorised.
03H	OPIOID SUBSTITUTION THERAPY This category encompasses all concerns pertaining to the prescription and administration of Opioid Substitution Therapy (Methadone/Suboxone) as well as access to the Opioid Substitution Therapy Program and the removal of an offender from this program.
03I	DENTAL SERVICES With regard to dental care, access to medication and treatment (when a delay or lack of treatment might endanger the life of an offender) as well as problems concerning prescriptions. This category also includes dental care for acute dental conditions where the offender is experiencing swelling, pain or trauma (i.e. necessary fillings, extractions, etc.), and reasonable access to routine dental care. (Note: The acquisition of removable dental prostheses and appliances is considered routine.)
EMPLOYMENT/PROGRAM ASSIGNMENT	
04A	PROGRAM BOARD DECISIONS This category encompasses all aspects of an offender's placement in employment, therapy, vocational training or an academic study program; changes to the types of programs to which the offender is assigned; the removal of an offender from an employment, training or study position; and procedural violations (e.g. the Board's decision and reasons were not communicated to the offender in writing within the prescribed timeframe, or the offender was not given the opportunity to respond to the Board orally or in writing).
04B	WORK PROGRAM CONDITIONS The conditions of a work, training and/or study program, including staff, the work environment and the workload.

04C	PROGRAM BOARD DECISIONS – OFFENDER PAY The offender pay system, including evaluation methods and ratings, and the Board’s decisions regarding an offender's pay level (termination of pay, a reduction in pay level, or refusal to approve a recommendation for a pay increase); and procedural violations (e.g. the Board’s decision and reasons were not communicated to the offender in writing within the prescribed timeframe, or the offender was not given the opportunity to respond to the Board orally or in writing).
04D	OFFENDER PAY ADMINISTRATION Alleged errors in the calculation of hours of employment or in the amount remitted to an offender with respect to pay.
LEISURE ACTIVITIES	
05	RECREATIONAL ACTIVITIES Leisure activities, including availability, quality, staff, policies on leisure activities, arts and crafts and other leisure issues. This category also includes videos, movies, games, special events, exercise and access to community television and radio programs.
SOCIAL, CULTURAL AND CORRECTIONAL PROGRAMS	
06A	RELIGIOUS AND/OR SPIRITUAL PROGRAMS Religious and spiritual programs, including any policies, procedures and institutional provisions for the free exercise of religion. This category encompasses access to a religious leader of the same faith as the offender; approval of religious diets; religious holidays; use and ownership of religious items; possession of religious literature; and alleged institutional impediments to the free practice of the offender's religion. (Note: Concerns pertaining to any component of Aboriginal spirituality fall under 06D – Aboriginal Spirituality, Cultural Programs and Activities.)
06B	SOCIAL AND/OR CULTURAL ACTIVITIES Issues related to social and cultural activities offered in the institutions, whether organised by offender organizations or by community volunteers (e.g. lifers groups). (Note: Concerns pertaining to any component of Aboriginal cultural activities fall under 06D – Aboriginal Spirituality, Cultural Programs and Cultural Activities.)
06C	CORRECTIONAL PROGRAMS Correctional programs or program areas in the institution or in the community. Includes access to programs, their availability, staff and the quality of the programs offered. It applies particularly to programs for the acquisition of cognitive or reasoning skills, substance abuse programs, sex offender programs, family violence programs and literacy or education programs.
06D	ABORIGINAL SPIRITUALITY, CULTURAL PROGRAMS AND ACTIVITIES Issues related to the accommodation of Aboriginal spirituality at the institutional and national levels, and the access to cultural programs. Also includes concerns pertaining to Aboriginal cultural activities offered in the institutions, whether organised by offender organizations or by community volunteers.
VISITS AND CORRESPONDENCE	
07A	CORRESPONDENCE AND/OR TELEPHONE COMMUNICATION

	Decisions or procedures regarding mail or correspondence (general and privileged) and parcels. Includes measures to check the contents of envelopes, as well as the opening or reading of letters received or sent by offenders; fair and regular access to telephones; the authorization of telephone use for humanitarian reasons; the addition of a telephone number to the list of authorised calls; the standards governing offender access to the telephone system available for their use; and impediments to communicating with a member of the community in writing or by telephone.
07B	VISITS Decisions or procedures regarding visits in general (contact visits or non-contact visits) and private family visits, including the approval, suspension or cancellation of visits. This category also includes the number of authorised visits, audio surveillance of conversations between offenders and visitors, and the duration and frequency of private family visits.
PENITENTIARY PLACEMENT AND TRANSFERS	
08A	PENITENTIARY PLACEMENT Issues related to a penitentiary placement decision, such as the reasons for selecting a particular institution or region. (Note: Concerns pertaining to the security level – i.e. maximum instead of medium – of the institution at which the offender has been placed fall under 08E – Security Classification.)
08B	VOLUNTARY TRANSFER Issues related to a transfer requested by an offender to another institution or region. Includes the decision rendered, the timeframes for rendering the decision and the timeframes for effecting the voluntary transfer.
08C	INVOLUNTARY TRANSFER Issues related to an involuntary transfer or a procedural violation. Includes the decision rendered, the timeframes for rendering the decision and the timeframes for effecting the involuntary transfer.
08D	DECISION OF THE NATIONAL REVIEW BOARD – SPECIAL HANDLING UNIT Issues related to a decision made by the National Review Board. Includes the Board's initial decision to place the offender in the SHU at the end of the assessment period, or a decision made during a subsequent review to keep an offender in the SHU; the offender's interview with the Board members; and the choice of destination to which the offender is moved from the SHU at the end of the assessment period or at any other time afterward.
08E	SECURITY CLASSIFICATION Issues related to an offender's classification. Includes the assignment of the initial security classification; the maintenance of the current classification or a change to the current classification; and the overall assessment of the classification or the assessment of one of the three critical factors stated in the Corrections and Conditional Release Regulations (CCRR), namely, institutional adjustment, escape risk and public safety.
08F	SECURITY CLASSIFICATION – LIFE SENTENCE

Where a security classification is assigned or revised for an offender serving a life sentence for first or second-degree murder. The Institutional Head cannot delegate the authority for authorising an offender's security classification to the Deputy Warden in cases where the security classification is related to a transfer decision and/or involved an offender serving a life sentence for first or second-degree murder who is currently classified as maximum security pursuant to CD 710-6 – Review of Offender Security Classification .	
DISCIPLINARY MATTERS	
09A	DISCIPLINARY COURT – MINOR OFFENCES When an offender has been charged with a minor offence under section 40 of the Corrections and Conditional Release Act (CCRA), they may grieve issues regarding the procedures or decisions related to their disciplinary hearing.
09B	DISCIPLINARY COURT – SERIOUS OFFENCES When an offender has been charged with a serious offence under section 40 of the CCRA, they may grieve issues regarding informal resolution at the disciplinary hearing. They may not grieve those procedures or decisions related to disciplinary hearings for serious offences that are the exclusive jurisdiction of the Independent Chairperson.
09C	OBSERVATION REPORTS/SECURITY INFORMATION OR INTELLIGENCE Issues related to the accuracy or pertinence of the information contained in observation reports and security/intelligence information. Includes decisions to affiliate an offender with a security threat group, terminate the affiliation, or change the offender's role or status.
09D	URINALYSIS PROGRAM Issues related to the standards, decisions, guidelines or operational procedures for the implementation and maintenance of the urinalysis program at the institutional or community level. Includes issues raised pertaining to the selection of offenders and collection of samples as well as the results of the urinalysis test.
SENTENCE CALCULATION	
10	SENTENCE CALCULATION Issues related to the calculation or interpretation of the offender's sentence by the Chief, Sentence Management, or details pertaining to the sentence calculation sheet that must be issued to each offender.
CASE MANAGEMENT	
11A	CASE PREPARATION ACTIVITIES Issues related to CSC's preparation of a case for the purpose of a decision or hearing. This category encompasses the assessments of all case management activities as well as the recommendations for transfers, temporary absences, work releases, perimeter work clearances, day parole, full parole, statutory release, detention reviews and judicial reviews and the prerogative of mercy (changing of a sentence/penalty). It also includes information placed in a case preparation file, and changes requested by the offender to the contents of their files.
11C	CASE PREPARATION – DECISIONS Issues related to decisions of the Institutional Head regarding temporary absences (escorted and unescorted) under CSC jurisdiction, work releases and perimeter work clearances.
11D	CORRECTIONAL PLAN

Issues related to the Correctional Plan and its contents, the deadlines for its preparation or the plan's periodic reviews, the goals and objectives identified in the plan, and the programs, resources and supervision techniques deemed necessary for their achievement.

OFFICIAL LANGUAGES ISSUES

12 OFFICIAL LANGUAGES

When the offender believes there has been a breach of the [Official Languages Act](#), particularly the right to be served and to express oneself in one of Canada's two official languages (French or English) with respect to matters such as disciplinary charges, transfers and parole decisions. This category also includes interpretation services provided to an offender who understands neither of the country's two official languages.

STAFF CONDUCT

13A USE OF FORCE

Issues pertaining to any action by staff, on or off of institutional property, that is intended to obtain the cooperation and gain control of an offender, by using one or more of the following measures: non-routine use of restraint equipment; physical handling/control; a chemical or inflammatory agent intentionally aimed at an individual or dispensed to gain compliance; use of batons or other intermediary weapons; display and/or use of firearms; and any direct intervention by the Emergency Response Team with an offender.

NOTE:

- If the offender is grieving a use of force incident **which was recorded in OMSR as a confirmed use of force, the submission must be registered as a final grievance.**
- If the incident grieved **has not** been recorded in OMSR as a confirmed use of force, the submission must be registered **at the lowest possible level in accordance with policy.**

13B HARASSMENT BY STAFF

When an offender believes that there has been improper conduct by a CSC staff member that is directed at and offensive to them, and that the individual knew or ought reasonably to have known would cause offence or harm. It comprises any objectionable act, comment or display that demeans, belittles, or causes personal humiliation or embarrassment, and any act of intimidation or threat. It includes harassment within the meaning of the [Canadian Human Rights Act](#).

Examples of what generally constitutes harassment:

- serious or repeated rude, degrading or offensive remarks, such as teasing about a person's physical characteristics or appearance, put-downs or insults
- displaying sexist, racist or other offensive pictures, or posters
- threats, intimidation or retaliation.

13C STAFF PERFORMANCE

When the offender believes that staff members have been careless or negligent in the performance of their duties or they have failed to conform to the regulations and/or procedures in force (in the institution or in the community). (**Note:** concerns pertaining to a staff member's performance as it relates to preparing case management documents should be coded as 11A – Case Preparation Activities.)

13D SEXUAL HARASSMENT

	When the offender believes that any verbal comments or non-verbal gesture(s) or contact of a sexual nature, by a CSC staff member, whether on a one-time basis or in a continuous series of incidents, that might reasonably be expected to cause offence or humiliation, was directed at them. Examples include lewd or suggestive remarks, gestures or actions on the part of staff, or failure to ensure privacy during searches.
13E	CROSS-GENDER STAFFING Any cross-gender staffing policy issue arising from interaction between male staff/contractors/volunteers and women offenders.
DISCRIMINATION	
14	DISCRIMINATION When the offender believes that CSC staff actions, language or decision(s) were made in a discriminatory manner based on one of the prohibited grounds of discrimination as defined in section 3 of the Canadian Human Rights Act .
SEARCHES	
15A	SEARCHES Issues related to personal searches (non-intrusive searches or frisk searches), or searches of items, cells, rooms or vehicles. This category includes searches using drug detecting dogs and other technologies.
15B	STRIP SEARCHES Issues related to strip searches, their frequency, the decision to conduct a strip search or the way in which the strip search was conducted; strip searches that involve body cavity searches; strip searches of visitors; and the impact of the search on the offender.
15C	ARTICLES SEIZED Issues related to articles seized during searches, the return of seized items to their rightful owner, the forfeiture of items seized pursuant to the CCRR , and requests to cancel the forfeiture of a seized article.
15D	PLACEMENT IN A DRY CELL The offender believes that a decision for placement in a dry cell was unfair and arbitrary, or believes they were not informed of the reasons for the placement. Includes the opportunity to communicate with or retain and instruct legal counsel and/or the opportunity to make written representations for the Institutional Head's consideration at the daily review. Also includes the length of placement and whether contraband was found.
15E	LIVING CONDITIONS IN A DRY CELL Issues pertaining to the living conditions in the dry cell. Includes adequate bedding, food, clothing and toiletry articles; reasonable access to medical, spiritual and psychological assistance; and daily visits from a medical professional.
PERSONAL EFFECTS	
16	PERSONAL EFFECTS Issues pertaining to the access to, or the purchase, ownership, repair, storage, sale or usage of personal effects. Includes the personal effects that the offender had in their possession at the time of admission, as well as those received from the outside within the following 30 days; the procedures to obtain personal effects after this period; and the amount and maximum value of effects that the offender may keep as cell effects or in storage in the containers provided by the institution.

INMATE ACCOUNTS	
17	OFFENDER ACCOUNTS Any aspect of the management of inmate monies. Includes personal bank accounts, group accounts and the Inmate Welfare Fund; withdrawals from savings accounts; requests for loans from the Inmate Welfare Fund; and any applicable attachments or deductions (such as mandatory contributions to the Welfare Fund, repayment of an outstanding loan, or payment of a fine imposed because of a disciplinary offence). (Note: Concerns pertaining to contributions toward the cost of food, accommodation and telephone system administration fall under 02F – Deductions for Food, Accommodation and Telephone Administration.)
INMATE CANTEEN	
18	OFFENDER CANTEEN Any aspect of canteen operations, including availability of products, choice of vendors, and hours of operation.
APPEALS ON CLAIMS AGAINST THE CROWN	
19	APPEALS ON CLAIMS AGAINST THE CROWN The denial of a claim against the Crown or the settlement offered to the claimant. This may be because of seizure, disposal or loss of the offender's personal effects, or damage to them.
GRIEVANCE PROCESS	
20A	OFFENDER COMPLAINT AND GRIEVANCE PROCESS Concerns pertaining to any aspect of the offender complaint and grievance process. Includes access to complaint/grievance forms; access to the process for settling complaints/grievances during labour disputes; the priority and level of review assigned to a complaint/grievance; measures taken against offenders who submit numerous complaints/grievances; delays in receiving a response to a complaint/grievance; and objectivity and fairness in the review of complaints/grievances.
20B	CORRECTIVE ACTION ON COMPLAINTS AND/OR GRIEVANCES Issues related to corrective actions prescribed in an offender complaint/grievance response. Includes timeliness of corrective action, and dissatisfaction with the outcome of the corrective action.
NON-GRIEVABLE SUBJECT MATTERS	
21	NON-GRIEVABLE SUBJECT MATTERS Subject matters that do not fall under the jurisdiction of the Commissioner of the CSC. The most common situations include: decisions made by the Independent Chairperson; charges laid before an outside court; court convictions; the judge's sentencing decisions; police action; action taken while the offender was in provincial custody; Parole Board of Canada decisions (the Board has its own appeal system); and decisions made by an agency other than the CSC, such as legal aid or Citizenship and Immigration Canada.
OTHER	
22	OTHER A grievable subject matter that cannot be easily coded in one of the above categories. Use the "Other" category conservatively, only when there is no clear correspondence between a complaint/grievance and the categories available in the coding system.
MOTHER-CHILD PROGRAM	
23A	MOTHER-CHILD PROGRAM – GENERAL ISSUES

Decisions or procedures related to any aspect of both the residential and non-residential components of the Institutional Mother-Child Program. (Note: Concerns pertaining to decisions or procedures affecting access to the residential component fall under 23B – Mother Child Program – Access to Residential Component.)

23B MOTHER-CHILD PROGRAM – ACCESS TO RESIDENTIAL COMPONENT

Decisions or procedures related to the offender's access to the residential component of the Institutional Mother-Child Program, including approval, suspension, or termination of participation in said component on a part-time or full-time basis.

ANNEX C**DECISIONS****RESOLVED**

If an offender no longer wishes to pursue a complaint/grievance through the redress process, they must submit a written explanation indicating how the matter was resolved. The written explanation must then be signed by the offender and the staff member involved in resolving the issue before being forwarded to the decision maker.

REJECTED

A complaint/grievance may be rejected when:

1. The issue being grieved is not under the jurisdiction of the Commissioner.

The decision maker must inform the offender in writing that the subject is non-grievable and provide the appropriate information on the means of redress available based on the subject. Refer to [Annex F](#) for a list of non-grievable subject matters and the available alternative means of redress.

2. The complaint is deemed to meet the definition of frivolous, vexatious or not made in good faith as set out in Annex A of [CD 081 – Offender Complaints and Grievances](#).

Applies to complaints ONLY. Rejection under these categories can only occur on a case-by-case basis. Each issue in the complaint must be analysed separately to determine if it is frivolous, vexatious, or submitted in bad faith.

In addition, pursuant to [CD 081 – Offender Complaints and Grievances](#), it is possible to reject only portions of a complaint if it is determined that it is frivolous, vexatious or not made in good faith. It is not always reasonable to reject an entire grievance and respondents should always consider this option when rejecting complaints.

3. The issue occurred more than 30 working days prior to the offender submitting the complaint/grievance.

The complaint/grievance may be rejected for this reason unless it can be reasonably concluded that the offender only became aware of or was first affected by the matter less than 30 working days before the complaint/grievance was submitted.

The decision maker may extend this 30-working-day timeframe. In deciding whether to review a complaint/grievance that has been submitted outside of this timeframe, the decision maker should consider whether the interests of the Service and the offender could be best served by reviewing the matter.

4. The offender escalated the complaint/grievance more than 30 working days after receiving the preceding response.

The complaint/grievance may be rejected for this reason unless it can be reasonably concluded that the offender attempted to have the submission escalated or that they were not able to escalate the submission due to unforeseen issues, such as, but not limited to, placement in segregation or institutional transfer.

The decision maker may extend this 30-working-day timeframe. In deciding whether to review a complaint/grievance that has been escalated outside of this timeframe, the decision maker should consider whether the interests of the Service and the offender could be best served by reviewing the matter.

5. The issue is being, or has been, addressed in a separate complaint/grievance.

If, during the analysis of a complaint/grievance at any given level, it is established that the issue is being, or has been, addressed in a separate complaint/grievance, the complaint/grievance may be rejected. However, if a submission is going to be rejected on this basis, it must be clear that the issue was the same and was addressed in the separate complaint/grievance. The response should also clearly outline the reason(s) for rejecting the complaint/grievance as well as the reference number(s) of the submission that already addressed the issue.

6. The offender raises a new issue that has not been addressed at the lowest possible level.

Each case should be reviewed on its own merits in order to determine whether a new issue being raised at a higher level should be addressed. That being said, it is possible to reject a grievance or part(s) thereof, especially if the new issue does not relate to the initial subject in any way.

EXAMPLE: If the complaint is concerning the denial of a request to purchase running shoes, it is reasonable that a respondent at the subsequent level would reject a new issue regarding the offender's suspension from their program assignment due to their placement in segregation.

Some factors that should be considered in determining whether new issues will be responded to include:

- a. whether the new issue is closely related to the original subject matter
- b. the potential prejudice suffered by the grievor should they be required to start at the beginning of the offender complaint and grievance process
- c. the nature of the issue being grieved (e.g., issues of life, liberty, and security will tend to require a response)
- d. the time that has elapsed since the issue first arose.

The decision to reject a grievance, or part(s) thereof, when an issue is raised for the first time at a subsequent level, should be made after balancing the preceding interests.
BEYOND AUTHORITY
A complaint or initial grievance is beyond authority when the decision maker establishes that the issue must be addressed at the next level (is beyond the authority of the current level to address).
DENIED
After reviewing the complaint/grievance and conducting the analysis, the issue is considered unfounded or the decisions or actions of staff members were deemed appropriate and in accordance with legislation and policy.
UPHELD
When a complaint/grievance is justified because the decision being grieved, the treatment of the offender or the procedure was unfairly or arbitrarily applied, or contrary to guiding legislation or policy.
The decision maker responding to the complaint/grievance will determine the corrective action that would effectively respond to the upheld complaint/grievance.
It is important to differentiate between the issue raised by the offender and the corrective action requested. The complaint/grievance may be upheld but the corrective action requested by the offender may not be granted. For example, an offender's request to have an officer dismissed for improperly conducting a search may not be the appropriate corrective action under the circumstances. Alternatively, corrective action requiring the Institutional Head to educate staff on the correct procedures for conducting a search may be appropriate. Any corrective action required is to be undertaken by the appropriate authorities depending on the nature of the action required.
UPHELD IN PART
A complaint/grievance will be upheld in part when several issues are grieved and/or elements are addressed in the response but not all of them are upheld (i.e. other elements are denied, rejected, no further action).
EXAMPLE: An offender grieves the decision to deny a transfer and the length of time it took to receive the decision. Upon review, the decision to not approve the transfer is found to be valid, but it is also found that the required timeframes were not respected. In such a case, the grievance would be upheld in part. The response would indicate that the timeframes were not respected (therefore upheld) but the reasons for denying the transfer were appropriate (therefore denied).
NO FURTHER ACTION
When it has been determined that the response at the previous level(s) was complete and appropriate or when it is deemed that the action taken at previous level(s), or since the submission of the complaint/grievance, rectified the situation in accordance with law and policy, the issue therefore requires no further action. Though the action may not be to the offender's satisfaction, the issue is nonetheless deemed to have been appropriately addressed.

ANNEX D

INFORMAL RESOLUTION

In accordance with [subsection 74\(2\)](#) of the CCRR, where a complaint is submitted, every effort shall be made by staff members and the offender to resolve the matter informally through discussion.

Alternative dispute resolution mechanisms such as coaching, counselling, mediation, healing/ resolution circles, and facilitation should be offered to the parties involved and must remain available throughout the redress process.

1. Healing/Resolution Circles

A healing/resolution circle is an Aboriginal cultural ceremony normally led by an Elder. There are many purposes for holding a circle depending on the circumstances and/or need at that time. The resolution of disputes, complaints or misunderstandings is one possibility. The circle could be called various names depending on the Elder and the traditions of the region.

Applicable policy: [CD 702 – Aboriginal Offenders](#), definitions in Annex A:

Cultural ceremonies: the purpose of a ceremony will depend on the Elder/Spiritual Advisor and their teaching as there are many reasons for attending or requesting a ceremony. Cultural ceremonies can include, but are not limited to, the following: smudging, sweat lodge ceremonies, traditional pow-wows, changing of the seasons ceremonies, sundance ceremonies, round dances, healing or sacred circles, pipe ceremonies, shaking tent ceremonies, potlatches, longhouse, fasts, feasts, moon ceremonies, tea ceremonies, waterbath ceremonies, PakKUjalitauvvik (Inuit candle light ceremony), return of the sun ceremonies, and return of the community hunt ceremonies.

Cultural competence: ability of individuals and systems to respond respectfully and effectively to people of all cultures, classes, races, faiths and ethnic backgrounds in a manner that recognises, affirms, and values the cultural differences and similarities, the worth of individuals, families and communities and protects and preserves the dignity of each.

2. Alternative Dispute Resolution Mechanisms

Various forms of alternative dispute resolution exist to facilitate principled, interest-based resolution of problems. Some involve facilitation by a third party and some are more structured than others. The Offender Redress Division is prepared to assist institutions in identifying and implementing alternative dispute resolution mechanisms.

ANNEX E

HOW TO ANALYSE A COMPLAINT OR GRIEVANCE

1. STEPS FOR ANALYSING A COMPLAINT/GRIEVANCE

- a. Read the complaint/grievance to determine the exact nature of the issue(s). If an offender has submitted two or more complaints/grievances on related issues, they may be addressed in one response, pursuant to [CD 081 – Offender Complaints and Grievances](#).
- b. Develop a plan for analysing the complaint/grievance.
- c. Create a timeline in accordance with the timeframes established in [CD 081 – Offender Complaints and Grievances](#).
- d. Analyse all information and draw conclusions.
- e. Prepare a response that is clear, complete, accurate, timely, and addresses all issues raised in the original complaint/grievance.

2. PREPARING THE RESPONSE

Step 1: Read the submission carefully to determine what the offender is alleging or seeking. The offender may be contacted if the substantive issue cannot be determined.

Step 2: Determine what information is required to complete the analysis. Obtain supporting documentation as required and refer to applicable legislation, policies, institutional/regional policies, etc. If necessary, consult the [Revoked Policy Documents](#) if the policy references have changed since the decision or action being grieved.

Step 3: Identify precedents related to the case and previous submissions by the offender.

Step 4: Determine the accuracy and credibility of the information by evaluating the facts alleged by the offender or stated by other persons. Conduct interviews, contact appropriate persons involved in the grievance, subject-matter experts, the offender (when applicable), etc. Include any information gathered, including interview questions and notes. Normally, if information is accurate, it will be supported by another source, whether it is written or verbal. Seek out information that could corroborate or contradict unsupported statements or documentation provided by the offender or other persons.

Some examples of assessing allegations:

- If the offender alleges “A” about a staff member, without any corroboration, and the staff member denies it, the offender’s allegation is not proven.

- If the offender alleges “A” about a staff member, there is a record created by another person that corroborates this, and the staff member simply denies the allegation without providing a verifiable or believable explanation or version of events, the offender’s allegation is credible.

NOTE: Where a person has the onus of proving facts, they must show that it is more likely than not that their allegations are true. Normally, where the offender alleges some misconduct or breach of rules, the onus is on the offender to prove the allegations. At other times, the onus is on others to disprove the offender’s allegations.

Some examples of “reversed onus”:

- Where the offender’s version appears accurate, the onus is on the relevant staff member/ decision maker, or other source of information, to disprove the offender’s allegations.
- Where some record (e.g., a Personal Effects List or search records) creates a presumption that certain information is correct, the onus is on the party who alleges a different version of events to show that the presumed facts are not true.

NOTE: There are numerous cases where CSC policy dictates that the recording of some information is proof of the information. In such cases, the onus becomes to disprove this information (e.g., information on a signed Personal Property Record is presumed accurate unless it can be proven otherwise).

Step 5: Analyse all relevant information. Determine whether the offender’s allegations are valid based on gathered evidence and/or supporting documentation. Evidence (video, audio, logbooks, etc.) and supporting documentation must be kept on file with the complaint/grievance so that it can be transmitted to the next level when applicable.

Step 6: Record your findings and set out your response as follows:

- 1) What was alleged by the offender
- 2) Information considered in responding
- 3) Any necessary examination of the credibility of offender’s or others’ evidence
- 4) How accurate, relevant information leads to a conclusion
- 5) If the grievance is upheld in any respect, what can be done to resolve the matter? What directions can be given to ensure that any discrepancy does not occur again in the future?

Prepare a response that is accurate, clear, complete, impartial and fair. The text of the response must reflect these qualities.

A) Criteria for Accurate, Clear, and Complete Responses

The response must identify the assertions (arguments, contentions) that the offender is making. It must set out the issue(s) and the specific question(s) raised by the submission. It must then identify:

- any information provided by the offender in support of their allegations
- other information considered in determining the response (statements, documents, policies, rules, etc.)
- the relevant information that leads to the conclusion of the response
- reasons for accepting or rejecting any of the arguments that the offender has made.

B) Impartiality of Responses

The text of the response must demonstrate that the relevant statements, allegations and points of view of all persons who contributed to the analysis and review are provided without bias, preconceptions, undue assumptions, “editorial slant” or other improper considerations on the part of the analyst.

The impression of impartiality is created by:

- considering all relevant facts and issues
- weighing the credibility of all the relevant information
- establishing findings on a reasonable foundation
- not making assumptions based on the offender’s associations with others unrelated to this case
- not permitting unrelated past behaviours or incidents to influence the decision
- maintaining an objective and respectful tone in the response.

C) Responses that are Fair

- Ensure that all available sources of information are considered.
- Demonstrate in the response which information was considered.

ANNEX F**NON-GRIEVABLE SUBJECT MATTERS AND ALTERNATIVE MEANS OF REDRESS**

Subject matter	Means of redress
Matters relating to the Privacy Act (e.g., delays, exemptions, and completeness of documents)	Privacy Commissioner of Canada 30 Victoria Street Gatineau, Quebec K1A 1H3 Phone: 819-994-5444 or 1-800-282-1376
Matters relating to the Access to Information Act	Office of the Information Commissioner of Canada 30 Victoria Street Gatineau, Quebec K1A 1H3 Phone: 1-800-267-0441
Content of files accessed under subsection 12(2) of the Privacy Act	Director, Access to Information and Privacy 340 Laurier Avenue West Ottawa, Ontario K1A 0P9
Complaints relating to the Official Languages Act (These complaints may be addressed through the offender complaint and grievance process, or sent to the Commissioner of Official Languages.)	Office of the Commissioner of Official Languages 30 Victoria Street, 6 th Floor Gatineau, Quebec K1A 0T8 Phone: 819-420-4877 or 1-877-996-6368
Matters under the jurisdiction of the provinces	Provincial authorities (as applicable)
Matters under the jurisdiction of agencies such as the Parole Board of Canada	Agency (as applicable)
Matters relating to the Office of the Correctional Investigator and staff	Office of the Correctional Investigator P.O. Box 3421, Station "D" Ottawa, Ontario K1P 6L4 Phone: 613-990-2692 or 1-877-885-8848
Matters relating to claims against the Crown for the loss of personal effects	Must file a claim against the Crown. The decision regarding that claim is grievable.
Matters relating to compensation for work injuries	Federal Workers' Compensation Service Phone: 1-855-535-7299
Matters relating to convictions and sentencing by the courts	Appeal process through the applicable court
Matters relating to the administration of justice including courts and police forces	Responsible court or police agency or responsible level of government
Matters relating to the treatment provided by non-CSC agencies or organizations (e.g., outside hospitals)	The agency or the government ultimately in charge of the agency
Decisions of the Independent Chairperson	Federal Court – Administrative procedures leading to the hearing may be grieved. Decisions of minor court may be grieved.



COMMISSIONER'S DIRECTIVE

083

DIRECTIVE DU COMMISSAIRE

INMATE COMMITTEES

COMITÉS DE DÉTENUS

Issued under the authority of the
Commissioner of the Correctional Service of Canada

Publiée en vertu de l'autorité du commissaire
du Service correctionnel du Canada

2008-09-26

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COMMISSIONER'S DIRECTIVE DIRECTIVE DU COMMISSAIRE

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INMATE COMMITTEES

COMITÉS DE DÉTENUS

POLICY OBJECTIVES

1. To define the roles and responsibilities of the Inmate Committee and to establish the procedures to be followed when conducting committee activities.
2. To articulate the process with respect to the selection of Inmate Committee members.

AUTHORITY

3. [Corrections and Conditional Release Act, sections 73 and 74 and subsection 98 \(1\)](#)

CROSS-REFERENCES

4. [CD 575 – Interception of Communications Related to the Maintenance of Institutional Security](#)
[CD 566-7 – Searching of Inmates](#)
[CD 568-3 – Identification and Management of Criminal Organizations](#)
[CD 726 – Correctional Programs](#)
[CD 860 – Inmate's Money](#)
[CD 890 – Inmate's Canteen](#)

PRINCIPLES

5. To assist in the rehabilitation and reintegration of inmates into communities as law abiding citizens.
6. To establish a means for inmates to provide input regarding institutional operations, thus contributing to safe and secure institutions.

RESPONSIBILITIES

7. The Institutional Head will be cognizant of the responsibilities and activities of the Inmate Committee.

OBJECTIFS DE LA POLITIQUE

1. Définir les rôles et les responsabilités du Comité de détenus et établir les procédures à suivre pour les activités qu'il mène.
2. Élaborer le processus de sélection des membres du Comité de détenus.

INSTRUMENT HABILITANT

3. [Loi sur le système correctionnel et la mise en liberté sous condition, articles 73 et 74 et paragraphe 98 \(1\)](#)

RENVOIS

4. [DC 575 – Interception des communications relatives au maintien de la sécurité dans l'établissement](#)
[DC 566-7 – Fouille des détenus](#)
[DC 568-3 – Identification et gestion des organisations criminelles](#)
[DC 726 – Programmes correctionnels](#)
[DC 860 – Argent des détenus](#)
[DC 890 – Cantine des détenus](#)

PRINCIPES

5. Contribuer à la réadaptation et à la réinsertion des détenus dans les collectivités à titre de citoyens respectueux des lois.
6. Établir un moyen permettant aux détenus de s'exprimer au sujet des opérations dans l'établissement, contribuant ainsi à rendre les établissements sûrs et sécuritaires.

RESPONSABILITÉS

7. Le directeur de l'établissement doit être au courant des responsabilités et des activités du Comité de détenus.



8. The Institutional Head will normally ensure the existence of an Inmate Committee and that it operates on a continuous basis in the institution for which he or she is responsible. All institutions, including Regional Treatment Centres, should normally have an Inmate Committee. In situations where this is not practical or feasible, measures must be implemented to ensure that open communications and consultations are maintained with the inmate population through alternative mechanisms.
9. The responsibilities of the executive members of the Inmate Committee shall be consistent with the [CORCAN Generic Work Description](#).
10. The Inmate Committee will make recommendations to the Institutional Head on decisions affecting the inmate population, except decisions relating to security matters.
11. The Inmate Committee is responsible for making recommendations to the Institutional Head or delegate regarding the use of the Inmate Welfare Fund, as per [CD 860 – Inmate's Money](#).

LIAISON

12. The Institutional Head shall designate a staff member, normally the Social Programs Officer, to serve as management's Liaison to the Inmate Committee.

COMMITTEE MEMBERSHIP

13. Members of the Inmate Committee will not benefit from any special privileges. They are subject to all regulations and directives in the same way as other inmates.
14. An Inmate Committee is a representative body. As such, it should reflect, wherever possible, the cultural, spiritual and ethnic background of the inmate population.

8. Le directeur de l'établissement doit s'assurer, en principe, de l'existence d'un Comité de détenus au sein de l'établissement dont il est responsable, et veiller à ce que ce comité fonctionne de façon permanente. Un Comité de détenus devrait être en place dans tous les établissements, y compris les centres régionaux de traitement. Dans les cas où ce n'est pas réalisable ou possible, des mesures doivent être prises pour assurer la mise en place de mécanismes de rechange qui permettront de maintenir des communications et des consultations ouvertes.
9. Les responsabilités des membres exécutifs du Comité de détenus doivent être conformes à la [description de travail générique de CORCAN](#).
10. Le Comité de détenus doit présenter des recommandations au directeur de l'établissement concernant les décisions relatives à la population carcérale, sauf celles ayant trait à la sécurité.
11. Le Comité de détenus est chargé de faire des recommandations au directeur de l'établissement ou à son délégué quant à l'utilisation de la Caisse de bienfaisance des détenus, en vertu de la [DC 860 – Argent des détenus](#).

AGENT DE LIAISON

12. Le directeur de l'établissement doit désigner un employé qui assumera la fonction d'agent de liaison entre la direction et le Comité de détenus, une tâche qui revient habituellement à l'agent des programmes sociaux.

COMPOSITION DU COMITÉ

13. Les membres du Comité de détenus ne doivent pas bénéficier de privilèges particuliers. Ils sont assujettis à l'ensemble des règlements et directives au même titre que les autres détenus.
14. Étant un organisme représentatif, le Comité de détenus devrait, dans la mesure du possible, respecter la composition culturelle, spirituelle et ethnique de la population carcérale.



15. The Inmate Committee will include at least two (2) elected executive members:
 - a. Chair;
 - b. Secretary-Treasurer.
16. A third elected executive member, a Vice-Chair, may be authorized at the discretion of the Institutional Head.
17. Other inmates may be members of the Inmate Committee as directed by the Institutional Head. The composition of the Inmate Committee should be reflective of the inmate population and consistent with all areas of the institution, including segregation and Secure Units.
18. The Institutional Head may authorize the creation of alternate committee(s) to represent inmate issues using alternative mechanisms where such a requirement exists, based on but not limited to incompatibilities as well as numeric, cultural and religious considerations.
19. Where applicable, range/living unit representatives will liaise with the unit's Correctional Manager regarding issues that involve the range/living unit. These representatives are responsible for ensuring that information is properly communicated to their range/living unit. Range/living unit representatives may also serve as liaisons between the inmates of their range/living unit and the Inmate Committee. In such instances, the representatives are responsible for communicating issues of concern to the Inmate Committee.

ELECTION OF THE COMMITTEE MEMBERS

20. All executive members of the Inmate Committee will be elected by secret ballot.
21. Elections will be coordinated by the Assistant Warden, Intervention. They will be held on the ranges/living units under the supervision of the Liaison and the unit's Correctional Manager.

15. Le Comité de détenus doit comprendre au moins deux (2) membres exécutifs élus :
 - a. un président;
 - b. un secrétaire-trésorier.
16. Le Comité de détenus peut comprendre un troisième membre exécutif élu, soit un vice-président, si le directeur de l'établissement le juge opportun.
17. D'autres détenus peuvent devenir membres du Comité de détenus si le directeur de l'établissement le juge bon. La composition du Comité devrait être à l'image de la population carcérale et représenter convenablement tous les secteurs de l'établissement, y compris les unités d'isolement et de garde en milieu fermé.
18. Le directeur de l'établissement peut autoriser la création d'un ou plusieurs autres comités pour représenter les préoccupations des détenus en utilisant des mécanismes de rechange quand la situation l'exige, entre autres en réponse à des incompatibilités et à des considérations d'ordre numérique, culturel et religieux.
19. S'il y a lieu, des représentants de rangée ou d'unité résidentielle doivent assurer la liaison avec le gestionnaire correctionnel de l'unité à l'égard des questions touchant la rangée ou l'unité. Ces représentants sont tenus de veiller à ce que l'information soit bien communiquée à leur rangée ou unité. Les représentants de rangée ou d'unité résidentielle peuvent également assurer la liaison entre les détenus de leur rangée ou unité et le Comité de détenus. Le cas échéant, ils sont chargés de faire part au Comité de détenus des préoccupations soulevées.

ÉLECTION DES MEMBRES DU COMITÉ

20. Tous les membres exécutifs du Comité de détenus doivent être élus par scrutin secret.
21. Les élections doivent être coordonnées par le directeur adjoint des Interventions et avoir lieu dans les rangées ou les unités résidentielles sous la supervision de l'agent de liaison et du gestionnaire correctionnel de l'unité.



22. Inmates interested in serving on the Inmate Committee will submit their names and position of interest to the Liaison at least two (2) weeks prior to the date of the scheduled election. The Liaison will then submit the list of candidates to the Institutional Head for approval. These candidates are subject to the criteria outlined in paragraph 32.
23. The Liaison will ensure that the list of candidates for election is posted in ranges/living units or transmitted to the overall population at least one (1) week prior to voting day.
24. The candidates receiving the most votes in their respective categories (see paragraph 15) will be elected to these positions.
25. Elections will normally be held at least once a year except in exceptional circumstances.
26. By-elections to fill vacant positions must be held within a reasonable period of time, normally within two (2) months of the vacancies. The Institutional Head may also assign an inmate to a vacant position, on an interim basis, pending the next election.
27. Executive Inmate Committee membership will normally be limited to two (2) consecutive terms. The Institutional Head may approve extensions. The Institutional Head also has the discretion to limit the number of consecutive terms for non-executive Inmate Committee members.
28. The Institutional Head may approve the creation of sub-committees to the Inmate Committee. The Inmate Committee executive will nominate and submit the names of prospective sub-committee members to the Institutional Head, for approval, through the Liaison.
22. Les détenus désireux de faire partie du Comité de détenus doivent soumettre leur nom et indiquer le poste convoité à l'agent de liaison au moins deux (2) semaines avant la date fixée pour les élections. L'agent de liaison doit ensuite soumettre la liste des candidats au directeur de l'établissement, aux fins d'approbation. Les candidats doivent satisfaire aux critères établis au paragraphe 32.
23. L'agent de liaison doit voir à ce que la liste des candidats soit affichée dans les rangées ou les unités résidentielles, ou soit transmise à la population carcérale, au moins une (1) semaine avant le jour du scrutin.
24. Les candidats qui reçoivent le plus de votes dans leurs catégories respectives (voir le paragraphe 15) seront élus à ces postes.
25. Des élections doivent habituellement avoir lieu au moins une fois par année, sauf dans des circonstances exceptionnelles.
26. Les postes vacants doivent être pourvus au moyen d'élections partielles tenues dans un délai raisonnable, généralement dans les deux (2) mois suivant le départ d'un membre. Le directeur de l'établissement peut également nommer un détenu à titre intérimaire à un poste vacant, en attendant la tenue des prochaines élections.
27. La participation des membres exécutifs du Comité de détenus est généralement limitée à deux (2) mandats consécutifs. Le directeur de l'établissement peut toutefois autoriser des prolongations. Il a aussi le pouvoir de limiter le nombre de mandats consécutifs des membres du Comité de détenus n'occupant pas un poste exécutif.
28. Le directeur de l'établissement peut approuver la formation de sous-comités par le Comité de détenus. Les membres exécutifs du Comité de détenus doivent nommer les membres éventuels des sous-comités et soumettre leurs noms, par l'entremise de l'agent de liaison, au directeur de l'établissement aux fins d'approbation.



29. Sole or unopposed candidates for executive positions will not be automatically elected by acclamation. Institutional management reserves the right to poll the general population or to refuse the appointment of a candidate based on the criteria outlined in paragraph 32. In such instances, the inmate must be provided with a written reason for the decision, to which he or she will have the opportunity to respond.
30. The selection of range/living unit representatives, where appropriate, will be held in accordance with the conditions set out by institutional management. These selections should normally be supervised by the unit's Correctional Manager and take place on the same day as the executive elections.
31. Range/living unit representatives, where appropriate, will be selected by the inmates living in the same range/unit. The selection must be supported by the unit's Correctional Manager.

CANDIDATES

32. Any inmate is eligible to be a candidate who:
- submits his or her name and position of interest to the Liaison;
 - is willing to work varied hours of work;
 - has been residing at the institution for at least three (3) months within the last year prior to the date of the election;
 - has at least four (4) months of incarceration to serve prior to his or her release date, if known, or approved transfer;
 - has not resided in the Special Handling Unit during the past six (6) months;

29. Les candidats aux postes exécutifs qui se présenteront sans opposition ne seront pas automatiquement élus par acclamation. La direction de l'établissement se réserve le droit d'exiger un suffrage auprès de la population carcérale ou de refuser la nomination d'un candidat compte tenu des critères établis au paragraphe 32. En pareil cas, le détenu doit être informé par écrit des motifs de la décision et se voir offrir la possibilité d'y répondre.
30. La sélection des représentants de rangée ou d'unité résidentielle doit s'effectuer suivant les conditions fixées par la direction de l'établissement, selon les besoins. Ces représentants devraient habituellement être choisis sous la supervision du gestionnaire correctionnel de l'unité, et ce, le jour des élections des membres exécutifs.
31. Les représentants de rangée ou d'unité résidentielle doivent être choisis, le cas échéant, par leurs codétenus vivant dans la même rangée ou unité. Le choix effectué doit recevoir l'appui du gestionnaire correctionnel de l'unité.

CANDIDATS

32. Tous les détenus peuvent présenter leur candidature pourvu qu'ils :
- soumettent leur nom et le poste qu'ils convoient à l'agent de liaison;
 - soient prêts à travailler à des heures variées;
 - aient été incarcérés à l'établissement depuis au moins trois (3) mois au cours de la dernière année précédant la date des élections;
 - aient encore au moins quatre (4) mois à purger avant la date de leur libération, si on la connaît, ou de leur transfèrement autorisé;
 - n'aient pas été placés dans l'Unité spéciale de détention au cours des six (6) derniers mois;



- f. is compliant with his or her Correctional Plan;
- g. would not normally be precluded from being a member of an Inmate Committee as a result of being a member or associate of a criminal organization as outlined in CD 568-3;
- h. agrees to accept the responsibilities incumbent upon the position of a member of the Inmate Committee; and
- i. has demonstrated a commitment to reasonably resolve issues in conjunction with the institution's management team as well as with the other members of the Inmate Committee.

VOTING

- 33. Each voting station will be monitored by both a staff and inmate volunteer(s) who will act as scrutineers. The unit's Correctional Manager and/or his or her delegate(s) should normally act as the staff scrutineer(s). The inmate volunteer(s) will act as inmate scrutineer(s) and must not be a candidate for the election.
- 34. Inmates interested in acting as scrutineers will submit their name to the Liaison a week prior to the date set for the election. The final list of inmate scrutineers will be released at least three (3) days prior to the voting day.
- 35. On voting day, inmates will receive a ballot on which they will indicate the candidate of their choice for the positions to be filled. The ballot will then be placed in a sealed box under the supervision of the scrutineers.
- 36. When the poll is closed, the votes will be counted by the scrutineers under the supervision of the Liaison.

- f. respectent leur Plan correctionnel;
- g. ne soient pas membres d'organisations criminelles ou associés à celles-ci, ce qui les empêcherait, en principe, de faire partie d'un Comité de détenus, tel qu'il est énoncé dans la DC 568-3;
- h. soient prêts à accepter les responsabilités qui incombent aux membres du Comité de détenus;
- i. aient démontré leur volonté de collaborer avec la direction de l'établissement et les autres membres du Comité de détenus à la résolution des problèmes d'une manière raisonnable.

SCRUTIN

- 33. Chaque lieu de scrutin doit être surveillé par un ou plusieurs employés et détenus bénévoles chargés d'agir à titre de scrutateurs. Le gestionnaire correctionnel de l'unité et/ou son ou ses délégués devraient normalement jouer le rôle d'employés scrutateurs. Quant aux détenus bénévoles qui jouent le rôle de détenus scrutateurs, ils n'ont pas le droit d'être candidats aux élections.
- 34. Les détenus désireux d'agir à titre de scrutateurs doivent soumettre leur nom à l'agent de liaison une semaine avant la date fixée pour les élections. La liste définitive des détenus scrutateurs doit être affichée au moins trois (3) jours avant la date du scrutin.
- 35. Le jour du scrutin, les détenus doivent recevoir un bulletin de vote sur lequel ils doivent indiquer le candidat de leur choix pour chaque poste à pourvoir. Le bulletin de vote doit ensuite être placé dans une boîte scellée sous la supervision des scrutateurs.
- 36. Une fois le scrutin terminé, les bulletins de vote doivent être comptés par les scrutateurs sous la supervision de l'agent de liaison.



37. Elected candidates reserve the right to refuse a position to which they have been elected. In such instances, the candidate with the next greatest number of votes will be offered the position.

COMPENSATION

38. The positions of Chair, Vice-Chair and Secretary-Treasurer of the Inmate Committee will normally be full-time paid positions.

39. The range/living unit representatives may be paid positions at the discretion of the Institutional Head.

MEETINGS

40. Unless precluded by extenuating circumstances, the Inmate Committee will meet with institutional management, including the Institutional Head or his/her replacement, at least four (4) times per year. The Liaison will attend all meetings.

41. In addition, the Inmate Committee will meet with the Assistant Warden, Intervention and/or the Liaison at least once a month to discuss institutional programs, activities and expenditures of the Inmate Committee. The Inmate Committee, through consultation with the Institutional Head or his/her delegate, will attempt to resolve as many matters as possible through regular channels before they are added to the agenda.

42. The secretary of the Inmate Committee and the Institutional Head or his/her delegate should normally exchange their agenda items at least five (5) working days before the scheduled meetings.

MINUTES OF MEETINGS

43. Minutes of each meeting will be kept and will reflect the rationale and discussion for decisions concerning each item. The minutes will be reviewed by the Institutional Head and the Chair of the Inmate Committee from whom approval must be obtained.

37. Les candidats élus ont le droit de refuser le poste pour lequel ils ont été élus. En cas de refus, le poste doit être offert au second candidat ayant reçu le plus de votes.

RÉMUNÉRATION

38. Les postes de président, de vice-président et de secrétaire-trésorier du Comité de détenus sont habituellement des postes à temps plein rémunérés.

39. Les représentants de rangée ou d'unité résidentielle peuvent être des postes rémunérés si le directeur de l'établissement le juge opportun.

RÉUNIONS

40. À moins de circonstances particulières, le Comité de détenus doit rencontrer la direction de l'établissement, y compris le directeur de l'établissement ou son remplaçant, au moins quatre (4) fois par année. L'agent de liaison doit assister à toutes les réunions.

41. De plus, le Comité de détenus doit rencontrer le directeur adjoint des Interventions et/ou l'agent de liaison au moins une fois par mois pour discuter des programmes de l'établissement, des activités et des dépenses du Comité de détenus. Le Comité de détenus doit consulter le directeur de l'établissement ou son délégué en vue de résoudre le plus de questions possible par les voies habituelles avant d'inclure celles-ci à l'ordre du jour des réunions.

42. Le secrétaire du Comité de détenus et le directeur de l'établissement ou son délégué devraient normalement se faire part des points qui figureront à l'ordre du jour au moins cinq (5) jours ouvrables avant la tenue des réunions.

PROCÈS-VERBAUX DES RÉUNIONS

43. Des procès-verbaux doivent être dressés pour toutes les réunions et rendre compte des discussions et des motifs justifiant les décisions prises pour tous les points à l'ordre du jour. Les procès-verbaux doivent être examinés par le directeur de l'établissement et le président du Comité de détenus, qui devront les approuver.



44. Minutes of the meetings will be distributed as follows:
- to the Institutional Head and his or her management team;
 - to each Inmate Committee member for posting in the ranges/living units;
 - to the Chairperson of the Citizens' Advisory Committee;
 - in sufficient quantity to ensure the institutional staff are informed; and
 - in an electronic format to be made available on the institution's InfoNet site.

MEETINGS WITH INMATES IN THE SEGREGATION AREA OR SECURE UNIT

45. The Chair or Vice-Chair of the Inmate Committee may meet with inmates in the segregation area or Secure Unit in compliance with the process described in paragraph 46.
46. Inmates in the segregation area or Secure Unit who wish to meet with the Chair or Vice-Chair of the Inmate Committee should normally submit a written request to the unit's Correctional Manager for approval.
47. The Chair or Vice-Chair of the Inmate Committee will be permitted to meet with the inmate in question in accordance with the threat and risk assessment procedures of the institution. He or she may meet with only one inmate at a time.
48. The Chair or Vice-Chair of the Inmate Committee will, upon his or her arrival and departure from the segregation area or Secure Unit, submit to a frisk search as outlined in [CD 566-7 – Searching of Inmates](#).

44. Les procès-verbaux des réunions doivent être distribués comme suit :
- au directeur de l'établissement et aux membres de son comité de gestion;
 - à tous les membres du Comité de détenus, qui devront les afficher dans les rangées ou les unités résidentielles;
 - au président du Comité consultatif de citoyens;
 - en quantité suffisante pour que le personnel de l'établissement soit informé;
 - sous forme de fichier électronique placé sur le site InfoNet de l'établissement.

RENCONTRES DES DÉTENUS PLACÉS DANS L'AIRE D'ISOLEMENT OU L'UNITÉ DE GARDE EN MILIEU FERMÉ

45. Le président ou le vice-président du Comité de détenus peut rencontrer les détenus placés dans l'aire d'isolement ou l'Unité de garde en milieu fermé suivant le processus décrit au paragraphe 46.
46. Les détenus dans l'aire d'isolement ou l'Unité de garde en milieu fermé qui désirent rencontrer le président ou le vice-président du Comité de détenus devraient normalement présenter une demande écrite au gestionnaire correctionnel de l'unité, aux fins d'approbation.
47. Le président ou le vice-président du Comité de détenus doit être autorisé à rencontrer le détenu concerné dans le respect de la procédure d'évaluation de la menace et des risques de l'établissement. Toutefois, il ne peut rencontrer qu'un seul détenu à la fois.
48. À son arrivée à l'aire d'isolement ou l'Unité de garde en milieu fermé et au moment de son départ, le président ou le vice-président du Comité de détenus doit se soumettre à une fouille par palpation, tel que prévu dans la [DC 566-7 – Fouille des détenus](#).



49. The Chair or Vice-Chair of the Inmate Committee will not be authorized to meet with inmates who are confined in the segregation area or Secure Unit for the purposes of an administrative or disciplinary investigation without written permission of the Institutional Head or his/her delegate.

FACILITIES

50. The Inmate Committee shall have a work space for its use in conducting committee activities. It is the responsibility of the Committee to ensure that the office is secure when leaving. The office will be subject to search at any time. The institution will provide the materials required for the normal operations of the Inmate Committee.

PROJECTS

51. Any proposals for new projects or activities must be consistent with the objectives of this policy whereby their implementation will benefit inmate/institutional operations and contribute to a safe/secure institutional environment.

52. The proposals must be developed in a format that includes:

- a. the objective of the project or activity;
- b. a description of the project or activity;
- c. anticipated costs both in terms of financial and human resources; and
- d. timeframe for implementation.

53. The Inmate Committee may submit proposals for special projects or activities to the Liaison for consideration. Upon review of the proposal, the Liaison will make a recommendation to the Institutional Head from which a written decision will be rendered to approve or deny the proposal.

49. Le président ou le vice-président du Comité de détenus ne doit pas être autorisé à rencontrer les détenus confinés à l'aire d'isolement ou l'Unité de garde en milieu fermé pour les fins d'une enquête administrative ou disciplinaire sans permission écrite du directeur de l'établissement ou de son délégué.

INSTALLATIONS

50. Le Comité de détenus doit avoir un endroit de travail à sa disposition pour mener à bien ses activités. Il revient aux membres du Comité de veiller à assurer la sécurité du bureau lorsqu'ils quittent les lieux. Le bureau peut faire l'objet d'une fouille à tout moment. L'établissement doit fournir le matériel nécessaire aux activités courantes du Comité de détenus.

PROJETS

51. Toute proposition d'une activité ou d'un projet nouveau doit être en conformité avec les objectifs de la présente politique, c'est-à-dire que leur exécution doit être utile aux opérations de l'établissement et des détenus ainsi que contribuer à rendre l'établissement sûr et sécuritaire.

52. Les propositions doivent être élaborées de manière à inclure :

- a. l'objectif du projet ou de l'activité;
- b. une description du projet ou de l'activité;
- c. les coûts prévus en matière de ressources humaines et financières;
- d. le délai de mise en œuvre.

53. Le Comité de détenus peut proposer des activités ou des projets spéciaux à l'agent de liaison. Après avoir examiné une proposition, l'agent de liaison doit faire une recommandation au directeur de l'établissement, qui rendra par la suite une décision écrite en faveur ou à l'encontre de la proposition.



54. Proposals for special projects will be submitted through the Liaison together with his or her comments, in accordance with a timeframe prescribed by the Institutional Head.

55. The project or activity may not be initiated prior to its approval by the Institutional Head.

TELEPHONE CALLS

56. The Liaison and his or her delegate will normally be the only persons authorized to place external telephone calls for members of the Inmate Committee.

57. Telephone calls to staff members in specific departments will, in all cases, be made to the officer in charge of the department or his/her delegate.

58. With the exception of calls to privileged correspondents for matters of direct concern to the Inmate Committee and internal calls, departmental staff may listen to telephone conversations of the Inmate Committee members as per [CD 575 – Interception of Communications Related to the Maintenance of Institutional Security](#).

REPORTING

59. The Inmate Committee must submit an annual report to the Institutional Head in accordance with a timeframe prescribed by the Institutional Head. The report is to be used as both a planning and evaluation tool with respect to those activities for which the Inmate Committee is responsible.

60. The Institutional Head has the discretion to establish the format of the annual report; however, it must provide an evaluation of the activities under the auspices of the Inmate Committee during the previous year. The report must outline any new activities and/or changes to existing ones proposed for the following year. The report must also identify how new and/or proposed changes to activities can be achieved.

54. Les propositions de projets spéciaux doivent être présentées par l'entremise de l'agent de liaison, accompagnées de ses observations, suivant un échéancier établi par le directeur de l'établissement.

55. Aucun projet ou activité ne peut être entamé tant que le directeur de l'établissement ne l'a pas approuvé.

COMMUNICATIONS TÉLÉPHONIQUES

56. L'agent de liaison et son délégué sont habituellement les seules personnes autorisées à faire des appels à l'extérieur au nom des membres du Comité de détenus.

57. Les appels téléphoniques aux membres du personnel d'autres secteurs doivent, dans tous les cas, être acheminés à l'agent responsable du secteur en question ou à son délégué.

58. À l'exception des appels aux correspondants privilégiés pour des questions liées directement au Comité de détenus et des appels internes, le personnel du SCC peut écouter les conversations téléphoniques des membres du Comité de détenus, conformément à la [DC 575 – Interception des communications relatives au maintien de la sécurité dans l'établissement](#).

RAPPORTS

59. Le Comité de détenus doit soumettre un rapport annuel au directeur de l'établissement en respectant l'échéancier établi par ce dernier. Ce rapport constituera un outil de planification et d'évaluation des activités dont le Comité est responsable.

60. Le directeur de l'établissement peut décider de la forme que prendra le rapport annuel, lequel doit cependant contenir une évaluation des activités menées par le Comité de détenus au cours de l'année précédente. Ce rapport doit aussi faire état de toute nouvelle activité et des changements touchant les activités en cours pendant l'année qui suivra. De plus, il doit indiquer comment les nouvelles activités et les changements proposés seront mis en œuvre.



61. The report will be distributed in the same manner as the minutes of the Inmate Committee meetings (see paragraph 44).

DISMISSAL AND RESIGNATION

62. The Institutional Head may remove a member of the Inmate Committee where:

- a. the member's committee activities pose a threat to the security of the institution or to the protection of staff, inmates and the public;
- b. the member abuses his or her committee position to achieve ends which are inconsistent with his or her mandate; or
- c. the member fails to adhere to his or her Correctional Plan or demonstrates deteriorating institutional behaviour.

63. Where an Inmate Committee member is dismissed, the Institutional Head shall inform, in writing, the affected inmate of the reason for the decision to which the inmate member shall have an opportunity to make representations verbally or in writing.

64. Any, or all, of the representatives may resign at any time when they feel it may be in their best interest, or in the best interest of the inmate population. Individual resignations will normally be submitted through the Liaison to the Institutional Head.

Commissioner,

61. Le rapport sera distribué de la même manière que les procès-verbaux des réunions du Comité de détenus (voir le paragraphe 44).

DESTITUTION ET DÉMISSION

62. Le directeur de l'établissement peut destituer un membre du Comité de détenus dans les circonstances suivantes :

- a. les activités du membre ayant trait au Comité menacent la sécurité de l'établissement, du personnel, des détenus ou du public;
- b. le membre profite de son poste pour parvenir à des fins incompatibles avec son mandat;
- c. le membre ne respecte pas son Plan correctionnel, ou son comportement dans l'établissement laisse de plus en plus à désirer.

63. Lorsqu'un membre du Comité de détenus est destitué, le directeur de l'établissement doit l'informer, par écrit, des motifs de la décision. Le détenu doit ensuite avoir la possibilité de présenter ses observations verbalement ou par écrit.

64. Tout représentant ou l'ensemble du Comité de détenus peut démissionner en tout temps s'il estime que cela vaut mieux pour lui ou pour la population carcérale. Les démissions individuelles doivent normalement être remises au directeur de l'établissement, par l'entremise de l'agent de liaison.

Le Commissaire,

Original signed by /Original signé par :

Don Head



COMMISSIONER'S DIRECTIVE

084

DIRECTIVE DU COMMISSAIRE

**INMATES' ACCESS TO
LEGAL ASSISTANCE AND
THE POLICE**

**ACCÈS DES DÉTENUS AUX
SERVICES JURIDIQUES ET
À LA POLICE**

Issued under the authority of the
Commissioner of the Correctional Service of Canada

Publiée en vertu de l'autorité de la commissaire
du Service correctionnel du Canada

2002-03-28



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COMMISSIONER'S DIRECTIVE DIRECTIVE DU COMMISSAIRE

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INMATES' ACCESS TO LEGAL ASSISTANCE AND THE POLICE

ACCÈS DES DÉTENUS AUX SERVICES JURIDIQUES ET À LA POLICE

POLICY OBJECTIVE

1. To ensure respect for the rights of inmates by providing them with reasonable access to legal counsel and the courts, as well as to appropriate legal and regulatory documents, and to ensure the right of access by inmates to the police in a secure and confidential manner.

OBJECTIF DE LA POLITIQUE

1. Assurer le respect des droits des détenus en leur permettant, dans des limites raisonnables, d'avoir accès aux services d'un avocat et aux tribunaux, ainsi qu'aux documents juridiques et de réglementation pertinents. Assurer également le respect des droits des détenus d'avoir accès à la police de façon sécuritaire et confidentielle.

AUTHORITIES

2. Subsections [140 \(8\) and \(9\)](#) of the [Corrections and Conditional Release Act](#);

Subsections [31 \(2\)](#), [97 \(1\), \(2\) and \(3\)](#) of the [Corrections and Conditional Release Regulations](#);

Sections [7 and 10](#) of the [Canadian Charter of Rights and Freedom](#).

INSTRUMENTS HABILITANTS

2. Paragraphes [140 \(8\) et \(9\)](#) de la [Loi sur le système correctionnel et la mise en liberté sous condition](#);
Paragraphes [31 \(2\)](#) et [97 \(1\), \(2\) et \(3\)](#) du [Règlement sur le système correctionnel et la mise en liberté sous condition](#);
Articles [7 et 10](#) de la [Charte canadienne des droits et libertés](#).

CROSS REFERENCES

3. [Commissioner's Directive 085 – Correspondence and Telephone Communication](#);

[Commissioner's Directive 540 – Transfer of Offenders](#);

[Commissioner's Directive 575 – Interception of Communications Related to the Maintenance of Institutional Security](#);

[Commissioner's Directive 580 – Discipline of Inmates](#);

[Commissioner's Directive 581 – Violations of the Law by Inmates](#);

[Commissioner's Directive 590 – Administrative Segregation](#);

[Commissioner's Directive 720 – Education of Offenders](#).

RENOIS

3. [Directive du commissaire n° 085 – Correspondance et communications téléphoniques](#);

[Directive du commissaire n° 540 – Transfèrement de délinquants](#);

[Directive du commissaire n° 575 – Interception des communications relatives au maintien de la sécurité dans l'établissement](#);

[Directive du commissaire n° 580 – Mesures disciplinaires prévues à l'endroit des détenus](#);

[Directive du commissaire n° 581 – Contraventions de la loi commises par les détenus](#);

[Directive du commissaire n° 590 – Isolement préventif](#);

[Directive du commissaire n° 720 – Éducation des délinquants](#).



RESPONSIBILITIES

4. Institutional Heads shall ensure that inmates are permitted, subject to Commissioner's Directives [085](#) and [575](#), confidential visits, written and telephone communication with legal counsel, the courts and their agents.
5. Institutional Heads and District Directors shall ensure that offenders are made aware of the existence of appropriate legal and regulatory documents and are guaranteed reasonable access to them.
6. [Commissioner's Directive 720](#) provides direction on the Service's obligation to include legal and regulatory documents in inmate libraries.

ACCESS TO AND REPRESENTATION BY LEGAL COUNSEL

7. According to [section 10](#) of the *Canadian Charter of Rights and Freedoms*, everyone has the right on arrest or detention to retain and instruct counsel without delay and to be informed of that right. [Subsections 97\(1\) and \(2\)](#) of the *Corrections and Conditional Release Regulations* specify some of the situations in a penitentiary context in which access to counsel is to be provided. There may be other situations in which [section 10](#) applies.
8. In accordance with [subsection 97 \(1\)](#) of the *Regulations*, an inmate who is arrested shall be informed of his or her right to legal counsel and shall be provided an opportunity to retain and instruct legal counsel by telephone, without delay.
9. In accordance with [subsection 97 \(2\)](#) of the *Regulations*, an inmate shall be informed of his or her right to legal counsel and shall be given reasonable opportunity to retain and instruct legal counsel by telephone, without delay:
 - a. following placement in administrative segregation;
 - b. following notification of a proposed involuntary transfer;

RESPONSABILITÉS

4. Les directeurs d'établissement doivent s'assurer que les détenus peuvent, sous réserve des Directives du commissaire n^{os} [085](#) et [575](#), communiquer en toute confidentialité avec un avocat, les tribunaux et leurs employés, et ce, en personne, par écrit ou par téléphone.
5. Les directeurs d'établissement et de district doivent s'assurer que les délinquants ont, dans des limites raisonnables, accès aux documents juridiques et de réglementation pertinents et qu'ils en connaissent l'existence.
6. La [Directive du commissaire n° 720](#) traite de l'obligation du Service de placer des exemplaires des documents juridiques et de réglementation dans les bibliothèques des détenus.

ACCÈS ET RECOURS AUX SERVICES D'UN AVOCAT

7. Aux termes de l'[article 10](#) de la *Charte canadienne des droits et libertés*, chacun a le droit, en cas d'arrestation ou de détention, d'avoir recours sans délai à l'assistance d'un avocat et d'être informé de ce droit. Les [paragraphes 97\(1\) et \(2\)](#) du *Règlement sur le système correctionnel et la mise en liberté sous condition* précisent quelques situations, en milieu carcéral, dans lesquelles l'accès aux services d'un avocat est permis. L'[article 10](#) pourrait cependant s'appliquer à d'autres situations.
8. Un détenu qui est arrêté doit être informé de son droit d'avoir recours à l'assistance d'un avocat et de lui donner des instructions, et il doit avoir la possibilité de le faire sans délai, par téléphone, conformément au [paragraphe 97 \(1\)](#) du *Règlement*.
9. Conformément au [paragraphe 97 \(2\)](#) du *Règlement*, il faut informer le détenu de son droit d'avoir recours à l'assistance d'un avocat et de lui donner des instructions, et il faut lui permettre, dans des limites raisonnables, de le faire par téléphone, sans délai :
 - a. à la suite d'un placement en isolement préventif;
 - b. à la suite d'un avis de projet de transfèrement imposé;



c. following completion of an emergency transfer.

10. In paragraphs 8 and 9, "without delay" means immediately unless there are compelling circumstances preventing immediate action and in those circumstances, the delay cannot be more than 24 hours.
11. In circumstances other than those specified in paragraphs 8 and 9, inmates are required to provide reasonable notice, of no less than 24 hours, of their wish to communicate by telephone with privileged correspondents. However, the Institutional Head or designate may decide, depending on the circumstances, that the reasonable notice is not required.
12. Inmates shall be given a reasonable opportunity to retain counsel prior to a disciplinary hearing on a serious disciplinary offence. Such counsel shall, at the hearing, be permitted to participate in the proceedings in the manner and to the extent provided for in [subsection 31 \(2\)](#) of the *Regulations*.
13. While there is no automatic right to counsel for minor disciplinary proceedings, the Institutional Head or designated staff member conducting the hearing must consider any request for counsel. Decisions shall be based on the circumstances of the case, including the complexity of the charge and the consequences of conviction for the inmate, e.g., transfer to a higher security level. A record of the reasons for the decision on the request for counsel and the factors considered shall be documented.
14. Inmates may retain counsel to act in the capacity of an assistant at National Parole Board hearings, in accordance with [subsections 140 \(8\) and \(9\)](#) of the *Corrections and Conditional Release Act*.

c. à la suite d'un transfèrement d'urgence.

10. Aux paragraphes 8 et 9, l'expression « sans délai » signifie immédiatement, sauf dans des circonstances exceptionnelles où il est absolument impossible de prendre des mesures immédiates. Dans de telles circonstances, la durée du délai ne peut dépasser 24 heures.
11. Dans des situations autres que celles décrites aux paragraphes 8 et 9, les détenus doivent faire savoir dans un délai raisonnable, d'au moins 24 heures, qu'ils désirent communiquer par téléphone avec des correspondants privilégiés. Cependant, le directeur d'établissement ou son remplaçant peut déterminer qu'il n'est pas nécessaire de respecter ce délai, compte tenu des circonstances.
12. Il faut, dans des limites raisonnables, permettre au détenu d'avoir recours à l'assistance d'un avocat avant une audience disciplinaire relative à une infraction disciplinaire grave. Lors de l'audience, l'avocat doit être autorisé à prendre part aux procédures, conformément au [paragraphe 31 \(2\)](#) du *Règlement*.
13. Bien que l'on n'accorde pas d'office aux détenus le droit d'avoir recours à l'assistance d'un avocat pour se défendre d'accusations d'infraction disciplinaire mineure, le directeur de l'établissement ou l'agent désigné qui dirige l'audience doit tenir compte de toutes les demandes des détenus portant sur un tel recours. Il doit fonder sa décision sur les circonstances de l'affaire, notamment la complexité de l'accusation et les conséquences de la condamnation pour le détenu (p. ex., le transfèrement à un établissement dont le niveau de sécurité est supérieur). Les raisons motivant sa décision et les facteurs pris en considération doivent être consignés.
14. Un détenu peut retenir les services d'un avocat à titre d'assistant pour une audience de la Commission nationale des libérations conditionnelles, conformément aux [paragrophes 140 \(8\) et \(9\)](#) de la *Loi sur le système correctionnel et la mise en liberté sous condition*.



INMATE ACCESS TO THE POLICE

15. The Service shall ensure that inmates have reasonable access to administrative telephones to contact the police in a secure and confidential manner:
- a. Staff should only involve themselves if the inmate specifically requests their assistance.
 - b. Staff should encourage the inmate to record information on the incident that may be of relevance to a possible police investigation such as date, time, witnesses, and physical evidence.

SWEARING OF AFFIDAVITS

16. Inmates shall be informed of the names of the members of the Service in each institution who are designated as Commissioners for Oaths or officials empowered to take affidavits.
17. Institutional Heads shall ensure that a member so designated is available to the inmate within a maximum period of two (2) working days following the inmate's request to swear an affidavit.

LEGAL AID

18. Inmates shall be provided with information regarding the availability of legal aid services upon request. Should legal aid be unavailable or should the inmate choose not to make use of this service, legal fees will be paid by the inmate.

ACCÈS DES DÉTENUS À LA POLICE

15. Le Service correctionnel doit s'assurer que les détenus ont accès, dans des limites raisonnables, à des téléphones administratifs pour communiquer de façon sécuritaire et confidentielle avec la police.
- a. Les employés ne devraient intervenir que si le détenu demande leur aide.
 - b. Les employés devraient inciter le détenu à prendre en note les renseignements relatifs à l'incident susceptibles d'être pertinents si une enquête policière était tenue, tels que la date, l'heure, les témoins et les preuves matérielles.

DÉCLARATIONS SOUS SERMENT

16. Les détenus doivent être informés des noms des membres du Service dans chaque établissement qui sont désignés commissaires à l'assermentation ou personnes habilitées à recevoir des déclarations sous serment.
17. Les directeurs d'établissement doivent veiller à ce qu'un détenu qui désire faire une déclaration sous serment ait accès à un membre ainsi désigné dans un délai maximal de deux (2) jours ouvrables après avoir fait sa demande.

AIDE JURIDIQUE

18. Les détenus qui en font la demande doivent être renseignés sur la disponibilité des services d'aide juridique. Si ces services ne sont pas disponibles ou si le détenu choisit de ne pas s'en prévaloir, il doit payer lui-même les honoraires d'avocat.



PHOTOCOPIES

19. Institutional Heads shall ensure that inmates have reasonable access to services for photocopying of legal materials. This shall be confidential where the photocopying involves privileged correspondence. Inmates shall normally be responsible for payment of the costs of these services. However, Institutional Heads may, at their discretion, authorize the photocopying of a limited quantity of documents without charge to the inmate, where the inmate lacks sufficient funds.

Commissioner,

PHOTOCOPIES

19. Les directeurs d'établissement doivent s'assurer que les détenus ont, dans des limites raisonnables, accès à des services de photocopie pour reproduire des textes juridiques. Dans le cas de correspondance privilégiée, ces services doivent être de nature confidentielle. Les détenus doivent normalement assumer les frais de ces services. Toutefois, un directeur peut, à sa discrétion, autoriser un détenu à faire photocopier une quantité limitée de documents à titre gratuit lorsque celui-ci n'a pas suffisamment d'argent.

La Commissaire,

Original signed by / Original signé par :

Lucie McClung



COMMISSIONER'S DIRECTIVE

085

DIRECTIVE DU COMMISSAIRE

CORRESPONDENCE AND TELEPHONE COMMUNICATION

CORRESPONDANCE ET COMMUNICATIONS TÉLÉPHONIQUES

Issued under the authority of the
Commissioner of the Correctional Service of Canada

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CORRESPONDENCE AND TELEPHONE COMMUNICATION

CORRESPONDANCE ET COMMUNICATIONS TÉLÉPHONIQUES

POLICY OBJECTIVE

1. To encourage inmates to maintain and develop family and community ties through written correspondence and telephone communication, consistent with the principle of protection of the public, staff members and offenders.

AUTHORITY

2. [Section 71\(1\)](#) of the [CCRA](#).

CROSS-REFERENCES

3. [Section 184](#) of the [CCRA](#);
[Sections 88, 89, 94 and 95](#) of the [CCRR](#);
[Commissioner's Directive 084 - Inmates' Access to Legal Assistance](#);
[Commissioner's Directive 090 - Personal Property of Inmates](#);
[Commissioner's Directive 566 - Prevention of Security Incidents](#);
[Commissioner's Directive 566-7 - Searching of Inmates](#);
[Commissioner's Directive 566-8 - Searching of Staff and Visitors](#);
[Commissioner's Directive 566-9 - Searching of Cells, Vehicles and Other Areas of the Institution](#);
[Commissioner's Directive 575 - Interception of Communications Related to the Maintenance of Institutional Security](#);
[Commissioner's Directive 860 - Inmate's Money](#).

CORRESPONDENCE

4. Inmates who are unable to read or write are entitled to the assistance of a person to assist them in preparing and reading correspondence.
5. The following measures shall be taken to verify the contents of envelopes:

OBJECTIF DE LA POLITIQUE

1. Encourager les détenus à établir et à entretenir des liens avec des membres de leur famille et de la collectivité au moyen de lettres et de communications téléphoniques, conformément au principe relatif à la protection du public, des membres du personnel et des délinquants.

INSTRUMENT HABILITANT

2. [Article 71 \(1\)](#) de la [LSCMLC](#).

RENOIS

3. [Article 184](#) de la [LSCMLC](#);
[Articles 88, 89, 94 et 95](#) du [RSCMLC](#);
[Directive du commissaire n° 084, intitulée « Accès des détenus aux services juridiques »](#);
[Directive du commissaire n° 090, intitulée « Effets personnels des détenus »](#);
[Directive du commissaire n° 566, intitulée « Prévention des incidents de sécurité »](#);
[Directive du commissaire n° 566-7, intitulée « Fouille des détenus »](#);
[Directive du commissaire n° 566-8, intitulée « Fouille du personnel et des visiteurs »](#);
[Directive du commissaire n° 566-9, intitulée « Fouille de cellules, de véhicules et d'autres secteurs de l'établissement »](#);
[Directive du commissaire n° 575, intitulée « Interception des communications relatives au maintien de la sécurité dans l'établissement »](#);
[Directive du commissaire n° 860, intitulée « Argent des détenus »](#).

CORRESPONDANCE

4. Tout détenu qui ne sait ni lire ni écrire a droit à l'assistance d'une personne pour lui aider à lire et à rédiger sa correspondance.
5. Il faut prendre les mesures suivantes pour vérifier le contenu des enveloppes :



- a. letters sent to an inmate shall be opened and the contents of the envelope inspected by a staff member; and
 - b. letters from an inmate shall be handed over unsealed to a staff member who will inspect the contents of the envelope.
6. If items are found in the letters, the rules for inmates' money, personal property or confiscation of contraband shall apply. Envelopes in which letters have been forwarded to inmates may be withheld.
7. When items are found in letters, the inmate shall be advised of the measures taken in accordance with paragraph 6.

READING OF CORRESPONDENCE

8. Normally, letters to and from inmates shall not be read. However, pursuant to [subsection 94\(1\)](#) of the [Corrections and Conditional Release Regulations](#), the Institutional Head or designate may, in writing, authorize a staff member to read correspondence when he or she believes on reasonable grounds, that:
- a. the correspondence between the inmate and the member of the public contains or will contain evidence of an action that would jeopardize the security of the penitentiary or the safety of an individual; and
 - b. interception of the inmate's correspondence with the member of the public is the least restrictive alternative available in the circumstances.
9. When letters are intercepted and read, this reading and the reasons for it shall be recorded. The inmate shall be promptly advised, in writing, thereof and given the opportunity to make representations, except in situations where the information would adversely affect an on-going investigation. In this case the inmate would be advised of the reasons and given an opportunity to make representations once the investigation is completed.

- a. un membre du personnel doit ouvrir les lettres adressées aux détenus et examiner le contenu des enveloppes;
 - b. les détenus doivent remettre les lettres qu'ils envoient, non cachetées, à un membre du personnel qui examinera le contenu de l'enveloppe.
6. Si les enveloppes contiennent divers articles, il faut mettre en application les règlements relatifs à l'argent des détenus, à leurs effets personnels ou à la confiscation d'objets interdits. On peut conserver les enveloppes dans lesquelles ont été transmises les lettres adressées aux détenus.
7. Lorsque les enveloppes contiennent des articles, il faut informer le détenu des mesures qui seront prises conformément au paragraphe 6 ci-dessus.

LECTURE DE LA CORRESPONDANCE

8. Habituellement, on ne doit pas lire les lettres reçues ou envoyées par les détenus. Cependant, sous réserve du [paragraphe 94\(1\)](#) du [Règlement sur le système correctionnel et la mise en liberté sous condition](#), le directeur ou la personne désignée peut, par écrit, autoriser un agent à lire la correspondance lorsqu'il a des motifs raisonnables de croire :
- a. que la correspondance entre le détenu et le membre de la collectivité contient ou contiendra un élément de preuve d'un acte qui risque de compromettre la sécurité de l'établissement ou de quiconque;
 - b. que l'interception de la correspondance entre le détenu et le membre de la collectivité est la solution la moins restrictive dans les circonstances.
9. Lorsque les lettres sont interceptées et lues, ce fait et les motifs qui le justifient doivent être consignés. Le détenu en cause doit être informé, promptement et par écrit, des motifs de cette mesure et avoir la possibilité de présenter ses observations à ce sujet, à moins que cet avis ne risque de nuire à une enquête en cours, auquel cas l'avis au détenu et la possibilité de présenter ses observations doivent être donnés à la conclusion de l'enquête.



10. When letters are read, the Institutional Head or designate shall authorize the following measures to be taken, as applicable:

- a. letters considered unfit for delivery shall normally be returned to the sender;
- b. the original letter or a copy may be retained by the institution, depending on the circumstances;
- c. any retention shall be duly recorded and the reason for it stated. When prevented from communicating with a person, the inmate shall be promptly informed, in writing, of the reasons, and shall be given the opportunity to make representations. The sender shall be notified and advised of the reason, unless the purpose of the retention would be thwarted.

PRIVILEGED CORRESPONDENCE

11. Correspondence between an inmate, or the person or group representing him or her and a person listed in Annex "A" is privileged and shall be forwarded unopened to the addressee.
12. The Institutional Head or designate may authorize the correspondence to be opened and read in accordance with the considerations of paragraphs 9 and 10 if he or she is satisfied that there are reasonable and probable grounds to believe that the communication will not be or is not properly the subject of a privilege, and if conditions as outlined in subparagraphs 8 a. and b. exist. The person intercepting the privileged correspondence should treat the information contained therein as confidential.

DISTRIBUTION OF MAIL

13. Under normal circumstances, incoming mail shall be distributed to inmates and outgoing mail forwarded to the Post Office within 24 hours of receipt.

INMATE TELEPHONE COMMUNICATION

10. Lorsque les lettres sont lues, le directeur ou la personne désignée doit autoriser la prise des mesures suivantes, selon le cas :

- a. les lettres jugées non livrables sont habituellement renvoyées à l'expéditeur;
- b. la lettre originale ou une copie peut être conservée par l'établissement, selon les circonstances;
- c. lorsqu'une lettre est conservée, ce fait ainsi que le motif doivent être dûment consignés. Lorsque le directeur ou la personne désignée empêche un détenu de communiquer avec une personne, il doit aviser le détenu, promptement et par écrit, des motifs de cette mesure et lui donner la possibilité de présenter ses observations à ce sujet. L'expéditeur doit en être informé, à moins que cela n'aille à l'encontre du but recherché.

CORRESPONDANCE PRIVILÉGIÉE

11. La correspondance entre un détenu, ou la personne ou le groupe qui le représente, et une personne mentionnée à l'annexe « A » est privilégiée et doit être transmise au destinataire sans être ouverte.
12. Le directeur ou la personne désignée peut autoriser l'ouverture et la lecture de la correspondance, conformément aux paragraphes 9 et 10, s'il est convaincu qu'il existe des motifs raisonnables de croire que les communications n'auront pas ou n'ont pas à proprement parler un caractère privilégié, et s'il existe une des conditions énoncées au paragraphe 8 a. et b. La personne qui intercepte une communication à caractère privilégié doit traiter les renseignements qu'elle contient d'une manière confidentielle.

DISTRIBUTION DU COURRIER

13. Dans des circonstances normales, le courrier d'arrivée doit être remis aux détenus et le courrier de départ transmis au bureau de poste dans les 24 heures suivant sa réception.

COMMUNICATIONS TÉLÉPHONIQUES DES DÉTENUS



14. National Headquarters shall be responsible for the selection, installation and maintenance of a national inmate telephone system.
15. Access to telephones, through an inmate telephone system, should be provided, on a fair and consistent basis, to help maintain family and community ties and to provide a direct link with families in the event of an emergency. To ensure consistency, standards for inmate access to telephones and the use of an inmate telephone system are provided in Annex "B".
16. Telephone calls between inmates and members of the public may be intercepted (interception is defined as the listening to and/or recording of a conversation by some mechanical devices) if both of the criteria outlined in subsection [94\(1\)](#) of the [Corrections and Conditional Release Regulations](#) are met, and in accordance with [Commissioner's Directive 575](#), entitled "Interception of Communications Related to the Maintenance of Institutional Security".
17. The telephone monitoring system provides the Institutional Head or designate with the ability to manage, supervise and control inmate access to the inmate telephone system and its use for communication with members of the public.
18. Telephone communication is a part of the overall program of reintegration into the community, similar to visits and temporary absences.
19. Telephone calls for humanitarian purposes, such as illness, death in the family, or birth of a child, shall normally be provided without delay.
14. Il incombe à l'administration centrale de procéder au choix, à l'installation et à l'entretien d'un système téléphonique national pour les détenus.
15. Il faut, par un système téléphonique pour les détenus, donner à ces derniers l'accès à des appareils téléphoniques de façon équitable et régulière pour les aider à conserver des liens avec les membres de leur famille et de la collectivité et assurer un lien direct avec leur famille en cas d'urgence. Afin d'assurer l'application uniforme de cette politique, des normes relatives à l'accès des détenus aux appareils téléphoniques et à l'utilisation d'un système téléphonique pour les détenus figurent à l'annexe « B ».
16. Les appels téléphoniques entre un détenu et un membre de la collectivité peuvent être interceptés (interception se définit par l'écoute et/ou l'enregistrement d'une conversation par des dispositifs mécaniques) si les deux conditions énoncées au [paragraphe 94\(1\)](#) du [Règlement sur le système correctionnel et la mise en liberté sous condition](#) sont présentes, et en conformité avec la [Directive du commissaire n° 575](#), intitulée « Interception des communications relatives au maintien de la sécurité dans l'établissement ».
17. Le «système d'interception téléphonique» donne au directeur ou à la personne désignée la capacité de gérer, de superviser et de contrôler l'accès des détenus au système téléphonique qui leur est destiné et son utilisation pour les communications avec le public.
18. Les communications téléphoniques font partie du programme global de réinsertion sociale au même titre que les visites et les permissions de sortir.
19. Les appels téléphoniques à des fins humanitaires, telles que la maladie, un décès dans la famille ou la naissance d'un enfant, doivent normalement être autorisés sans délai.

PREVENTION OF COMMUNICATIONS

20. An inmate may be prevented from communicating with members of the public by mail or telephone when:

EMPÊCHEMENT DE COMMUNIQUER

20. Un détenu peut être empêché de communiquer avec des membres de la collectivité par correspondance ou par téléphone quand :



- a. the Institutional Head or designate believes, on reasonable grounds, that the safety of any person, both in the institution and the community would be jeopardized; or
- b. the Institutional Head or designate is satisfied that the intended recipient of the communication, or the parent or guardian of an intended recipient who is a minor, does not want to receive communications from the inmate.

21. Where an inmate's application to have a telephone number added to his or her call allow list is disallowed or an approved telephone number is blocked, pursuant to paragraph 20, the inmate shall be promptly advised of the reasons, in writing, by the Institutional Head or designate, and shall be given an opportunity to respond.

COMMUNICATION TO RETAIN LEGAL COUNSEL

22. Inmates shall be given the opportunity to retain legal counsel in accordance with [Commissioner's Directive 084](#), entitled "Inmates' Access to Legal Assistance".

COMMUNICATIONS WITH PRIVILEGED CORRESPONDENTS

23. Telephone calls to those identified in Annex "A" as authorized privileged correspondents, shall normally be granted. Such calls shall be provided, subject to operational constraints, during normal business hours. Inmates are required to provide reasonable notice, of no less than 24 hours, of their wish to communicate by telephone with privileged correspondents. However, the Institutional Head or designate may decide, depending on the circumstances, that the reasonable notice is not required.

- a. le directeur ou la personne désignée a des motifs raisonnables de croire que la sécurité d'une personne, dans l'établissement ou dans la collectivité, serait compromise; ou

- b. le directeur ou la personne désignée est convaincu que le destinataire, ou le père, la mère ou le tuteur du destinataire s'il est un mineur, ne veut pas recevoir de communication du détenu.

21. Lorsque la demande d'un détenu de faire ajouter un numéro de téléphone à sa liste d'appels autorisés est refusée ou qu'un appel téléphonique approuvé est bloqué, conformément au paragraphe 20, le directeur ou la personne désignée doit l'informer promptement des motifs de la décision et lui donner la possibilité de présenter des observations.

COMMUNICATIONS POUR RETENIR LES SERVICES D'UN AVOCAT

22. Il faut donner au détenu la possibilité de communiquer avec un avocat pour retenir ses services, conformément à la [Directive du commissaire n° 084](#), intitulée « Accès des détenus aux services juridiques ».

APPELS AUX CORRESPONDANTS PRIVILÉGIÉS

23. Les appels téléphoniques aux personnes mentionnées à l'annexe « A », à titre de correspondants privilégiés autorisés doivent normalement être accordés. Ces appels doivent, sous réserve des contraintes opérationnelles, être autorisés pendant les heures normales de bureau. Les détenus doivent donner un avis raisonnable, soit un minimum de 24 heures, de leur intention de communiquer par téléphone avec les correspondants privilégiés. Le directeur ou la personne désignée peut toutefois décider, selon les circonstances, que l'avis raisonnable n'est pas requis.



24. Calls between inmates and privileged correspondents are normally confidential. They may however be subject to interception if both of the conditions stipulated in subsection [94\(2\)](#) of the [Corrections and Conditional Release Regulations](#) are met and in accordance with [Commissioner's Directive 575](#).
25. Should the Institutional Head or designate determine the need to restrict access to telephone communication with privileged correspondents, he or she shall communicate the rationale for the decision in writing to the inmate and to the person concerned. Copies shall be forwarded to Regional and National Headquarters.
26. Inmates or the recipients of the calls shall normally be responsible for the cost of telephone calls.
27. The Institutional Head or designate may authorize the use of government telephone network lines by inmates for emergency situations such as serious family illness or death, or for any other special circumstance.
24. Les appels téléphoniques entre un détenu et des correspondants privilégiés sont normalement confidentiels. Ces appels peuvent toutefois être interceptés lorsque les deux conditions énoncées au [paragraphe 94\(2\)](#) du [Règlement sur le système correctionnel et la mise en liberté sous condition](#) sont présentes, et en conformité avec la [Directive du commissaire n° 575](#).
25. Si le directeur ou la personne désignée détermine qu'il est nécessaire de restreindre l'accès à la communication téléphonique avec les correspondants privilégiés, il doit justifier sa décision par écrit auprès de la personne concernée et du détenu. Des copies doivent être transmises aux administrations régionales et nationale.
26. Les détenus ou les personnes qui reçoivent les appels doivent habituellement payer leurs appels téléphoniques.
27. Le directeur ou la personne désignée peut autoriser l'usage d'un téléphone relié au réseau téléphonique du gouvernement dans des situations d'urgence telle une maladie grave ou le décès d'un membre de la famille, ou dans toute autre circonstance spéciale.

Commissioner,

La Commissaire,

Original signed by / Original signé par :

Lucie McClung



PRIVILEGED CORRESPONDENTS

The following is a list of authorized privileged correspondents and shall normally include the office and/or staff thereof.

1. Solicitor General of Canada
2. Deputy Solicitor General of Canada
3. Commissioner of the Correctional Service of Canada
4. Chairperson of the National Parole Board
5. Correctional Investigator of Canada
6. Assistant Commissioner, Performance Assurance of the Correctional Service of Canada
7. Governor General of Canada
8. Canadian Human Rights Commission
9. Commissioner of Official Languages
10. Information Commissioner
11. Privacy Commissioner
12. Members of the House of Commons
13. Members of the Senate
14. Members of the Legislative Council for the Yukon, the Northwest Territories or the Nunavut
15. Members of provincial legislatures
16. Provincial ombudspersons
17. Consular Officials

CORRESPONDANTS PRIVILÉGIÉS

Les personnes suivantes et leur personnel sont des correspondants privilégiés :

1. Solliciteur général du Canada
2. Sous-solliciteur général du Canada
3. Commissaire du Service correctionnel du Canada
4. Président de la Commission nationale des libérations conditionnelles
5. Enquêteur correctionnel du Canada
6. Commissaire adjoint, Évaluation du rendement, Service correctionnel du Canada
7. Gouverneur général du Canada
8. Commission canadienne des droits de la personne
9. Commissaire aux langues officielles
10. Commissaire à l'information
11. Commissaire à la vie privée
12. Députés fédéraux
13. Sénateurs
14. Les membres des assemblées législatives du Yukon, des Territoires du Nord-Ouest, ou du Nunavut
15. Les membres des assemblées législatives provinciales
16. Les protecteurs du citoyen des provinces
17. Les membres du corps consulaire



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|---|--|
| 18. Judges and provincial court judges of Canadian courts, including the registrars of those courts | 18. Juges des tribunaux canadiens, y compris les juges des cours provinciales, et les greffiers de ces tribunaux |
| 19. Legal Counsel | 19. Avocats |
| 20. Privacy Coordinators of federal departments | 20. Coordonnateurs de la protection de la vie privée des ministères fédéraux |



STANDARDS FOR INMATE ACCESS TO THE INMATE TELEPHONE SYSTEM

PURPOSE

1. Standards will be developed to permit the Institutional Head or designate to control and supervise inmate telephone communications.

RESPONSIBILITIES

2. Institutional Standing Orders shall set out the following:
 - a. procedures for assignment of Personal Identification Number (PIN) to each offender;
 - b. procedures for establishing or amending an inmate's authorized call list (Call Allow List) - normally this should be processed within 15 working days of the inmate's written request;
 - c. information to be provided on the authorized call list which shall include the address and name and relationship to the inmate;
 - d. procedures for establishing, posting, and amending the Common Access Telephone List of up to a maximum of 35 telephone numbers;
 - e. procedures for determining the time periods, during the week and weekend, that the inmate telephone system will be activated;
 - f. procedures for the activation of the Call Duration Feature when there is a high demand for use of telephones so as to ensure equitable access;

NORMES RELATIVES À L'ACCÈS PAR LES DÉTENUS AU SYSTÈME TÉLÉPHONIQUE QUI LEUR EST DESTINÉ

OBJET

1. Des normes seront élaborées pour permettre au directeur ou à la personne désignée de contrôler et de superviser les communications téléphoniques des détenus.

RESPONSABILITÉS

2. Les ordres permanents de l'établissement doivent préciser :
 - a. une procédure pour l'attribution d'un numéro d'identification personnelle (NIP) à chaque délinquant;
 - b. une procédure pour l'établissement ou la modification d'une liste d'appels autorisés pour un détenu - ce qui devrait normalement être fait dans les 15 jours ouvrables qui suivent la demande écrite du détenu;
 - c. les renseignements à fournir sur la liste des appels autorisés, y compris l'adresse, le nom et la relation avec le détenu;
 - d. une procédure pour l'établissement, l'affichage ou la modification d'une liste commune d'accès à des numéros de téléphone jusqu'à concurrence de 35 numéros;
 - e. une procédure pour déterminer les périodes, en semaine et pendant les fins de semaine, où le système téléphonique destiné aux détenus sera en activité;
 - f. une procédure pour la mise en marche de l'option Durée des appels lorsque la demande est forte afin d'assurer un accès équitable;



- g. requirement that inmate telephones be positioned to permit line-of-site supervision by staff;
- h. procedures to ensure the confidentiality of private information provided by the inmates on their application to have a telephone number inserted on the authorized call list;
- i. procedures to ensure that the terminals associated with the inmate telephone system are held in a secure area;
- j. procedures to ensure that information derived from the inmate telephone system is accessed only on a need to know basis; and
- k. provision of access to a maximum of 40 telephone numbers on the authorized call list.

- g. l'obligation de placer les téléphones pour les détenus de façon à permettre une vue directe par le personnel chargé de la surveillance;
- h. une procédure pour assurer la confidentialité des informations à caractère privé fournies par les détenus dans leur demande pour faire ajouter un numéro à la liste des appels autorisés;
- i. une procédure pour que les terminaux liés au système téléphonique pour les détenus soient conservés dans un lieu sûr;
- j. une procédure pour que l'information provenant du système ne puisse être consultée que selon le principe de l'accès sélectif;
- k. la possibilité d'accès à un maximum de 40 numéros de téléphone inscrits sur la liste de numéros autorisés.



COMMISSIONER'S DIRECTIVE 087

In Effect: 2019-09-16

Due for Review: 2022-09-01

Official Languages

CORE RESPONSIBILITY

Internal Services

OFFICE(S) OF PRIMARY INTEREST

Human Resource Management Sector
Communications and Engagement Sector

ONLINE @

- <http://thehub/En/collections/policy-legislation/CommissionersDirectives/087-cd-eng.pdf>
- <http://thehub/En/collections/policy-legislation/CommissionersDirectives/087-cd-fra.pdf>
- <http://www.csc-scc.gc.ca/acts-and-regulations/087-cd-eng.shtml>
- <http://www.csc-scc.gc.ca/lois-et-reglements/087-cd-fra.shtml>

AUTHORITIES

- [*Canadian Charter of Rights and Freedoms*](#)
- [*Official Languages Act*](#)
- [*Official Languages \(Communications with and Services to the Public\) Regulations*](#)
- Treasury Board [Policy on Official Languages](#)

PURPOSE

- To ensure compliance with the [*Official Languages Act*](#), the spirit of the Act and related regulations on services to offenders and the public

APPLICATION

Applies to all individuals employed by the Correctional Service of Canada (CSC) and [contractors](#) working in CSC's [operational units](#) and headquarters

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RESPONSIBILITIES

1. The Assistant Commissioner, Human Resource Management, is responsible for the Official Languages Program within the Correctional Service of Canada (CSC), including the provision of interpretation and tools to ensure consistent application and monitoring of Parts [IV](#), [V](#), [VI](#) and [XI \(section 91\)](#) of the [Official Languages Act](#).
2. The Assistant Commissioner, Communications and Engagement, will provide interpretation and tools to ensure consistent application and monitoring of [Part VII \(section 41\)](#) of the [Official Languages Act](#) within CSC.
3. Regional Deputy Commissioners will ensure:
 - a. the demand for services in minority official language is monitored on a quarterly basis in every operational unit
 - b. any requirement to re-designate an [operational unit](#) and modify the Language Obligations of CSC's Workplaces ([Annex B](#)) is reported promptly to the Assistant Commissioner, Human Resource Management

- c. [positive measures](#) are taken to implement the obligations of [Part VII \(section 41\)](#) of the [Official Languages Act](#).

4. All managers will ensure the effective implementation of this directive in their operational unit.

SERVICES TO OFFENDERS

Designation of Operational Units

5. Operational units will be designated as having either comprehensive or basic official languages obligations towards offenders. The designation will be based on the significance of the demand.

Comprehensive Obligations

- 6. In operational units where there is a [significant demand](#) for services in the [minority official language](#), CSC has the statutory obligation to actively offer and provide the offenders with all [substantive communications](#) and services in their official language of choice. This obligation applies to both CSC employees and contractors acting on behalf of CSC. Operational units that have comprehensive obligations are listed in [Annex B](#).
- 7. These communications and services must respect the principle of [substantive equality](#).

Basic Obligations

- 8. In all other operational units, CSC will make every reasonable effort to offer the following services to offenders in their official language of choice, whether they are provided by CSC employees or contractors acting on behalf of CSC:
 - a. placement services
 - b. orientation
 - c. any other case management activities
 - d. [health care services](#) (institutions only)
 - e. spiritual services
 - f. disciplinary action
 - g. complaints and grievances process
 - h. correctional interventions.

Offender Placement and Transfers

9. The choice of official language is a significant factor in offender placement and transfer decisions. Offenders must be informed of the language consequences of their potential placement and transfers. As a general rule, offenders who state a preference for the minority official language are not to be placed in, or transferred to, operational units where there is no significant demand in that official language, except under exceptional circumstances. Should such exceptional circumstances change, a placement in an operational unit where there is a significant demand in the official language shall be facilitated at the earliest opportunity.

Provision of Correctional Interventions in the Minority Official Language

10. Regions where no operational unit is designated as carrying comprehensive official languages obligations toward offenders must organize the provision of a reasonable range of correctional interventions (i.e., those assessed as being an important component of parole considerations), in the minority official language of the region. Such correctional interventions are to be made available unless:
- a. the number of interested offenders (actual and potential) does not warrant such provision and/or
 - b. linguistically qualified professionals in the field required are not available in the region.
11. In operational units where the number of minority official language offenders interested in participating in correctional interventions in their official language of choice is too small to constitute a viable group (other than those identified in their Correctional Plan), the following alternatives are considered:
- a. offer other interventions that are needed by a greater number of minority official language offenders
 - b. where feasible, and where security considerations permit, allow minority official language offenders in different operational units of the same region to form a group in order to participate in the correctional interventions in their official language of choice.

Provision of Secondary Services

12. Current videos, newspapers and magazines, television signals and library holdings will be made available in offenders' official language of choice, where feasible.

Oral Communications

13. Where there is a significant demand, substantive communications with offenders will be carried out in English or in French in accordance with the offender's preference.

Establishing Significant Demand

14. Regions must monitor, using monthly Offender Management System data, the demand for services in the minority official language in every operational unit.
15. Quarterly reports will be prepared within 10 business days following the end of the quarter.
16. If, in a particular operational unit, the demand for services in the minority official language exceeds five per cent for a period of six consecutive months, the operational unit will develop a plan to respond to the demand. Should this demand continue for an additional six consecutive months, the plan will be implemented.
17. The operational unit will be re-designated and [Annex B](#) will be modified to reflect the change. The same procedure applies to an operational unit which drops below five per cent for a period of twelve consecutive months.

Language(s) Used in Disciplinary Courts

18. Inmate disciplinary hearings are not subject to [Part III](#) of the [Official Languages Act](#), as the person conducting the hearing does not carry out adjudicative functions.
19. The disciplinary hearing shall be conducted in the official language of the inmate's choice. If an accused offender is deaf or does not speak or understand either of the official languages, an interpreter will be provided by CSC.
20. When an operational unit is located in a bilingual region for the purpose of [Part V](#) of the [Official Languages Act](#), a CSC employee called to testify at a disciplinary court hearing has the right to provide testimony in the official language of their choice, regardless of the inmate's official language of choice.
21. In such circumstances, an inmate who is unable to understand an employee's testimony has the right to the services of an interpreter in accordance with the principles of procedural fairness, which require that the offender be able to understand the disciplinary court proceedings.
22. In unilingual regions, a CSC employee shall testify in the majority official language of the region. An offender who is unable to understand an employee's testimony has the right to the services of an interpreter in accordance with the principles of procedural fairness, which require that the offender be able to understand the disciplinary court proceedings.
23. For disciplinary court hearings, a CSC employee or contractor may serve as an interpreter if they are bilingual and have no conflicting interest in the disciplinary matter. The person conducting the hearing may choose to serve as interpreter.

Available Means of Redress

24. Offenders must be informed of the various means of redress available to them for infringements of their linguistic rights as defined in the [Official Languages Act](#).

CSC'S OBLIGATIONS TO THE GENERAL PUBLIC

25. Operational units will be designated as having either bilingual or unilingual official languages obligations towards the public. The bilingual designation is based on the nature of the operational unit and significance of demand as per the most recent decennial census data.
26. National and Regional Headquarters, as well as the operational units designated bilingual in [Annex B](#), have the statutory obligation to ensure that any member of the public can communicate with and obtain available services from CSC, or contractors acting on its behalf, in either official language. Communications include telephone reception and follow-up, visitor reception, and correspondence.
27. All operational units have the obligation to ensure that the response to written communications received from members of the general public is in the official language chosen by the correspondent.
28. Each operational unit that is designated bilingual in [Annex B](#) has an obligation to clearly indicate visually and verbally that members of the public can communicate in either English or French.

Commitments Toward Official Language Minority Communities

29. CSC encourages operational units to take additional positive measures to support, assist, and foster the development of official language minority communities.
30. To ensure the promotion of English and French in communities in which it operates, each operational unit will:
- a. raise awareness about CSC's commitments toward official language minority communities
 - b. consult with appropriate stakeholders that are impacted when developing and/or implementing policies, programs, and services that impact official language minority communities.

ENQUIRIES

31. Strategic Policy Division

National Headquarters

Email: Gen-NHQPolicy-Politi@csc-scc.gc.ca

Commissioner,

Anne Kelly

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada](#)

[CD 800 – Health Services](#)

Treasury Board [Analytical Grid \(Substantive Equality\) – Caldech \(Desrochers\) Decision](#)

Treasury Board [Directive on Official Languages for Communications and Services](#)

Treasury Board [Directive on Official Languages for People Management](#)

Treasury Board [Directive on the Implementation of the Official Languages \(Communications with and Services to the Public\) Regulations](#)

[Regions of Canada prescribed under subsection 35\(2\) of the *Official Languages Act*](#)

DEFINITIONS

Active offer: clearly indicate visually and verbally that members of the public (including offenders) can communicate with and obtain services from a designated operational unit or office in either English or French.

Bilingual region: region where both English and French are the official languages of work as prescribed in paragraph 35(1)(a) of the [*Official Languages Act*](#).

Contractor: a person providing services of a prescribed class to CSC under a contract.

Health care services: physical and mental health services, which include health promotion, disease prevention, health maintenance, patient education, diagnosis and treatment of illnesses, in accordance with the National Essential Health Services Framework.

Minority official language: English in Quebec and French in all other provinces and in the territories.

Operational unit: an institution, district or area parole office, or Community Correctional Centre.

Positive measures: actions taken by a federal department that have real and positive effects on the vitality of official language minority communities, and on progress toward the equal status of English and French in Canadian society.

Significant demand: when five per cent or more of offenders in an operational unit in Quebec indicate that English is their official language of choice, or when five per cent or more of offenders in an operational unit outside of Quebec indicate that French is their official language of choice over a one-year period.

Substantive communications: all oral or written communications involving the provision of services and programs to offenders and communications involved in disciplinary actions. Casual communications between employees and offenders are excluded from this category.

Substantive equality: when one takes into account, where necessary, the differences in characteristics and circumstances of minority communities and provides services with distinct content or using a different method of delivery to ensure that the minority receives services of the same quality as the majority.

Unilingual regions: regions where one official language predominates. They are all the regions of Canada other than those prescribed in subsection 35(2) of the [Official Languages Act](#).

ANNEX B**LANGUAGE OBLIGATIONS OF CSC'S WORKPLACES**

Note: The Information on the current list may change without notice.

National Headquarters

WORKPLACE	SERVICE TO THE PUBLIC	LANGUAGE OF WORK	SERVICE TO THE OFFENDER POPULATION
National Headquarters - Ottawa	Bilingual	Bilingual	N/A

Atlantic Region

WORKPLACE	SERVICE TO THE PUBLIC	LANGUAGE OF WORK	SERVICE TO THE OFFENDER POPULATION
Regional Headquarters – Atlantic	Bilingual	Bilingual	N/A
Correctional Learning and Development Centre – Atlantic	Bilingual	Bilingual	N/A
Atlantic Institution	Bilingual	Bilingual	Bilingual
Dorchester Penitentiary (Med/Min)	Bilingual	Bilingual	Bilingual
Nova Institution for Women	Bilingual	English	English
Shepody Healing Centre	Bilingual	Bilingual	Bilingual
Springhill Institution	English	English	English
Regional Reception Centre – Springhill	Bilingual	English	Bilingual
Atlantic District Office	Bilingual	Bilingual	N/A
New Brunswick/Prince Edward Island Area Office	Bilingual	Bilingual	N/A
Bathurst Parole Office	Bilingual	Bilingual	Bilingual
Jamieson Community Correctional Centre	Bilingual	English	English
Charlottetown Parole Office	Bilingual	English	English
Corner Brook Parole Office	Bilingual	English	English
Dartmouth Parole Office	Bilingual	English	English
Edmundston Parole Sub-office for Bathurst	Bilingual	Bilingual	Bilingual
Fredericton Parole Office	Bilingual	Bilingual	English
Grand Falls-Windsor Parole Sub-Office for St. John's Newfoundland and Labrador	English	English	English
Halifax Parole Office	Bilingual	English	English
Kentville Parole Office	English	English	English
Labrador Parole Sub-Office for Corner Brook	English	English	English
Moncton Parole Office	Bilingual	Bilingual	Bilingual
Newfoundland and Labrador Community Correctional Centre	English	English	English
Parrtown Community Correctional Centre	Bilingual	Bilingual	Bilingual
Saint John Parole Office	Bilingual	Bilingual	English
St. John's Parole Office	English	English	English
Stephenville Parole Office	English	English	English
Sydney Parole Office	Bilingual	English	English
Truro Parole Office	Bilingual	English	English
Yarmouth Parole Sub-Office for Kentville	Bilingual	English	English

Quebec Region

WORKPLACE	SERVICE TO THE PUBLIC	LANGUAGE OF WORK	SERVICE TO THE OFFENDER POPULATION
Regional Headquarters – Quebec	Bilingual	Bilingual	N/A
Correctional Learning and Development Centre – Quebec	Bilingual	Bilingual	N/A
CORCAN Industries	Bilingual	Bilingual	N/A
Montreal Court House Court Liaison Office	Bilingual	Bilingual	N/A
Archambault Institution (Med/Min)	Bilingual	French	Bilingual
Cowansville Institution	Bilingual	Bilingual	Bilingual
Donnacona Institution	French	French	Bilingual
Drummond Institution	Bilingual	French	Bilingual
Federal Training Centre (Multi/Min)	Bilingual	Bilingual	Bilingual
Joliette Institution	Bilingual	French	Bilingual
La Macaza Institution	Bilingual	French	Bilingual
Port-Cartier Institution	French	French	Bilingual
Regional Reception Centre	Bilingual	French	Bilingual
Chicoutimi Parole Office	French	French	French
Quebec East/West District	Bilingual	French	N/A
Estrie Parole Office	Bilingual	Bilingual	French
Granby Parole Office	Bilingual	French	French
Hochelaga Community Correctional Centre	French	Bilingual	Bilingual
Outaouais Parole Office	Bilingual	Bilingual	Bilingual
Laferrière Community Correctional Centre	French	French	Bilingual
Lanaudière Parole Office	French	French	French
Laurentides Area Parole Office	French	French	Bilingual
Laval Parole Office	French	Bilingual	Bilingual
Longueuil Parole Office	French	French	Bilingual
Maisonnette Parole Office	Bilingual	Bilingual	Bilingual
Marcel Caron Community Correctional Centre	Bilingual	French	French
Martineau Community Correctional Centre	French	Bilingual	French
Metropolitan Montréal District	Bilingual	Bilingual	N/A
Ogilvy Community Correctional Centre	French	Bilingual	Bilingual
Québec Parole Office	Bilingual	French	French
Rimouski Parole Office	Bilingual	French	French
Rouyn-Noranda Parole Office	Bilingual	French	Bilingual
Sherbrooke Community Correctional Centre	Bilingual	Bilingual	French
Trois-Rivières Parole Office	Bilingual	French	French
Ville-Marie Parole Office	Bilingual	Bilingual	Bilingual

Ontario Region

WORKPLACES	SERVICE TO THE PUBLIC	LANGUAGE OF WORK	SERVICE TO THE OFFENDER POPULATION
Regional Headquarters – Ontario	Bilingual	English	N/A
Correctional Learning and Development Centre – Ontario	Bilingual	English	N/A
CSC Museum	Bilingual	English	N/A
Bath Institution	Bilingual	English	English
Beaver Creek Institution (Med/Min)	English	English	English
Collins Bay Institution (Max/Med/Min)	Bilingual	English	English
Grand Valley Institution	Bilingual	English	English
Joyceville Institution (Med/Min)	Bilingual	English	English
Millhaven Institution	Bilingual	English	English
Regional Treatment Centre – Bath Institution (Med)	Bilingual	English	English
Warkworth Institution	English	English	English
Barrie Parole Office	Bilingual	English	English
Brantford Parole Office	English	English	English
Central Ontario District	Bilingual	English	N/A
Downtown Toronto Area Parole Office	Bilingual	English	English
Durham Parole Office	English	English	English
Greater Ontario and Nunavut District	Bilingual	English	N/A
Guelph Parole Office	Bilingual	English	English
Hamilton Parole Office	Bilingual	English	English
Keele Community Correctional Centre	Bilingual	English	English
Kingston Parole Office	Bilingual	English	English
London Parole Office	Bilingual	English	English
North Bay Parole Sub-Office for Sudbury	Bilingual	Bilingual	English
Nunavut Parole Office	Bilingual	English	English
Ottawa Parole Office	Bilingual	Bilingual	Bilingual
Henry Trill Community Correctional Centre	Bilingual	English	English
Peterborough Parole Office	Bilingual	English	English
Sault Ste. Marie Parole Sub-Office for Sudbury	Bilingual	Bilingual	English
St. Catharines Parole Office	Bilingual	English	English
Sudbury Parole Office	Bilingual	Bilingual	Bilingual
Toronto East Parole Office	English	English	English
Toronto West Parole Office	English	English	English
Windsor Parole Office	Bilingual	English	English
Women's Supervision Unit	English	English	English

Prairies Region

WORKPLACES	SERVICE TO THE PUBLIC	LANGUAGE OF WORK	SERVICE TO THE OFFENDER POPULATION
Regional Headquarters – Prairies	Bilingual	English	N/A
Correctional Learning and Development Centre – Prairies	English	English	N/A
Bowden Institution (Med/Min)	English	English	English
Drumheller Institution	English	English	English
Edmonton Institution for Women	Bilingual	English	English
Edmonton Institution	Bilingual	English	English
Grande Cache Institution	English	English	English
Grierson Institution	Bilingual	English	English
Okimaw Ohci Healing Lodge	English	English	English
Pê Sâkâstêw Centre	English	English	English
Regional Psychiatric Centre	English	English	English
Saskatchewan Penitentiary (Max/Med/Min)	English	English	English
Stony Mountain Institution (Med/Min)	Bilingual	English	English
Willow Cree Healing Lodge	English	English	English
Brandon Parole Office	Bilingual	English	English
Calgary Parole Office	Bilingual	English	English
Driftpile Parole Office	Bilingual	English	English
Drumheller Parole Office	English	English	English
La Ronge Parole Office	English	English	English
Lethbridge Parole Office	English	English	English
Manitoba/Saskatchewan/Northwest Ontario District	Bilingual	English	N/A
Medicine Hat Parole Office	English	English	English
Alberta/Northwest Territories District	Bilingual	English	N/A
Edmonton Area and Rural Parole Office	Bilingual	English	English
Osborne Community Correctional Centre	Bilingual	English	English
Oskana Community Correctional Centre	English	English	English
Prince Albert Parole Office	Bilingual	English	English
Red Deer Parole Office	English	English	English
Regina Parole Office/Saskatchewan South District	Bilingual	English	English
Saskatoon Parole Office/Saskatchewan North District	English	English	English
The Pas Parole Office	English	English	English
Thompson Parole Office	English	English	English
Thunder Bay Parole Office	Bilingual	English	English
Wetaskiwin Parole Office	Bilingual	English	English
Winnipeg Parole Office	Bilingual	English	English

Pacific Region

WORKPLACES	SERVICE TO THE PUBLIC	LANGUAGE OF WORK	SERVICE TO THE OFFENDER POPULATION
Regional Headquarters – Pacific	Bilingual	English	N/A
Correctional Learning and Development Centre – Pacific	English	English	N/A
Fraser Valley Institution	English	English	English
Kent Institution	English	English	English
Kwìkwèxwelhp Healing Village (Min)	English	English	English
Matsqui Institution	English	English	English
Mission Institution (Med/Min)	English	English	English
Mountain Institution (Med)	English	English	English
Pacific Institution/Regional Treatment Centre (Multi)	English	English	English
William Head Institution	Bilingual	English	English
Abbotsford Parole Office	English	English	English
Chilliwack Community Correctional Centre	English	English	English
Chilliwack Parole Office	English	English	English
Courtenay Sub-Office for Nanaimo	Bilingual	English	English
Kamloops Parole Office	English	English	English
Kelowna Parole Office/Northern Interior Community Corrections	English	English	English
Maple Ridge Parole Office	Bilingual	English	English
Nanaimo Parole Office	Bilingual	English	English
New Westminster Parole Office/Metro Vancouver East Community Corrections	Bilingual	English	English
Pacific District Office	Bilingual	English	English
Prince George Parole Office	English	English	English
Vancouver Parole Office/Metro Vancouver West Community Corrections	Bilingual	English	English
Victoria Parole Office/Vancouver Island Parole Office	Bilingual	English	English



BULLETIN

POLICY

POLITIQUE

ISSUE ÉMISSION	DATE
120	2001 12 17 Y-A M D-J

What is new/changed?

Technical amendments have been made to the following Commissioner's Directives (CDs) and Standard Operating Practices (SOPs):

SOP 670	Security Equipment;
SOP 700-10	Post-Release Decision Process;
SOP 700-12	Private Family Visits;
SOP 700-16	Temporary Absences;
CD 085	Correspondence and Telephone Communication;
CD 090	Personal Property of Inmates;
CD 740	Work Releases;
CD 768	Institutional Mother-Child Program;
CD 770	Visiting;
CD 783	Observers At Hearings.

Why was the policy changed?

The CDs and SOPs have been revised to reflect the correct cross-references to the recently approved security-related policies. (For example, some current policies refer to CD 605 Use of Force, which is now replaced with CD 567-1 Use of Force.)

What is the purpose of the change?

The purpose is to update policy cross-references.

Qu'est-ce qui est nouveau ou a été modifié?

Des modifications techniques ont été apportées aux directives du commissaire (DC) et aux instructions permanentes (IP) suivantes :

IP 670	Matériel de sécurité;
IP 700-10	Processus de décision postlibératoire;
IP 700-12	Visites familiales privées;
IP 700-16	Permissions de sortir;
DC 085	Correspondance et communications téléphoniques;
DC 090	Effets personnels des détenus;
DC 740	Placements à l'extérieur;
DC 768	Programme mère-enfant en établissement;
DC 770	Visites;
DC 783	Présence d'observateurs lors d'une audience.

Pourquoi la politique a-t-elle été modifiée?

On a modifié les DC et les IP dans le but de mettre en lumière les renvois pertinents aux politiques reliées à la sécurité qui ont été publiées dernièrement. (À titre d'exemple, certaines politiques actuelles font référence à la DC 605, Le recours à la force, laquelle est maintenant remplacée par la DC 567-1, Recours à la force.)

Quel est l'objectif du changement?

Le changement vise à mettre à jour les renvois de nature politique.

How was it developed?

The technical amendments were developed during a review of policies. This review followed the sign-off of security CD packages one and two.

Accountability?

No change in accountability.

Who will be affected by the policy?

Primarily correctional staff who are involved in searches and seizures of contraband, use of force, urinalysis, and staff who escort inmates.

Expected cost?

No expected costs.

Other impacts?

None.

Comment la politique a-t-elle été élaborée?

Les modifications techniques ont été élaborées pendant l'examen des politiques. Cet examen faisait suite à l'approbation des séries de DC un et deux portant sur la sécurité.

Y aura-t-il des comptes à rendre?

Aucune modification quant à l'obligation de rendre compte.

Qui sera touché par la politique?

Principalement, le personnel de correction chargé des fouilles et des saisies d'objets interdits, du recours à la force, des analyses d'urine, ainsi que le personnel servant d'escorte aux détenus.

Quels coûts prévoit-on?

Aucun coût n'est prévu.

Y aura-t-il d'autres répercussions?

Aucune.

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BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
124	2002 03 28
	Y-A M D-J



What is new/changed?

Commissioner's Directive 084 – Inmates' Access to Legal Assistance and the Police.

Why was the policy changed?

CD 084 has been updated and its scope broadened to include instructions on inmates' access to the police, the right to counsel under the *Canadian Charter of Rights and Freedoms* and a requirement for considering legal counsel in minor disciplinary charges under certain circumstances.

What is the purpose of the changes?

The changes clarify inmate rights and bring the CD into compliance with Federal Court decisions and the *Canadian Charter of Rights and Freedoms*.

How was it developed?

The Office of the Correctional Investigator was consulted on current issues as well as institutions, inmates, Legal Services and the NHQ Policy Branch, NHQMC and Assistant Deputy Commissioners.

Accountability?

Compliance will be monitored through the Performance Assurance Sector in accordance with the framework.

Who will be affected by the policy?

This policy impacts on offenders and on staff.

Qu'est-ce qui est nouveau ou a été modifié?

La Directive du commissaire n° 084 – Accès des détenus aux services juridiques et à la police.

Pourquoi la politique a-t-elle été modifiée?

On a mis à jour la DC 084 afin d'y inclure des directives concernant l'accès des détenus à la police, le droit à l'assistance d'un avocat garanti par la *Charte canadienne des droits et libertés*, ainsi que la nécessité d'envisager le recours à un avocat dans certains cas d'accusations d'infractions disciplinaires mineures.

Quel est l'objectif des changements?

Ces changements clarifient les droits des détenus et rendent la DC conforme aux décisions de la Cour fédérale et à la *Charte canadienne des droits et libertés*.

Comment la politique a-t-elle été élaborée?

On a consulté le Bureau de l'enquêteur correctionnel, les Services juridiques ainsi que les établissements et les détenus, la Division des politiques de l'AC, le Comité de gestion de l'administration centrale et les sous-commissaires adjoints, afin de connaître leur opinion sur des questions actuelles.

Y aura-t-il des comptes à rendre?

Le respect de la nouvelle politique sera contrôlé par le Secteur de l'évaluation du rendement conformément au cadre de responsabilité du SCC.

Qui sera touché par la politique?

La politique aura des répercussions sur les délinquants et le personnel.

Expected cost?

No additional cost is anticipated.

Other impacts?

None identified.

Quels coûts prévoit-on?

On ne prévoit aucun coût additionnel.

Y aura-t-il d'autres répercussions?

Aucune n'a été déterminée.

**CONTACT: CORRECTIONAL INVESTIGATOR RELATIONS /
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BULLETIN

POLITIQUE

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What is new/changed?

Commissioner's Directive 087 on Official Languages has been deleted and the Standard Operating Practices on Official Languages have been updated. The listing of offices having official languages obligations will be posted separately from the SOP through a hyperlink, to facilitate periodic updates required under the *Official Languages Act*. The Standard Operating Practices provide information on official languages services that must be offered to offenders and to members of the general public.

For more information on the language of work, you may refer to the Treasury Board policy.

Why was the policy changed?

Some institutions and parole offices have been added to or removed from the list as a result of changes in the numerical composition of the linguistic minorities. Newly opened institutions and offices have also been added to the list.

What is the purpose of the change?

To ensure that staff and offenders are aware of the modifications to the policy.

How was it developed?

Consultation took place with employee representatives (USGE, PIPS, SSEA, APSFA) the Regional Official Languages Coordinators and Treasury Board representatives.

Qu'est-ce qui est nouveau ou a été modifié?

La Directive du commissaire n° 087 sur les langues officielles a été supprimée et les instructions permanentes connexes ont été mises à jour. La liste des bureaux ayant des obligations en matière de langues officielles sera affichée séparément des instructions permanentes grâce à un hyperlien, afin d'en faciliter la mise à jour tel que l'exige la *Loi sur les langues officielles*. Les instructions permanentes fournissent des renseignements sur les services en matière de langues officielles qui doivent être offerts aux délinquants et aux membres du grand public.

Pour plus de détails au sujet de la langue de travail, vous pouvez consulter la politique du Conseil du Trésor.

Pourquoi la politique a-t-elle été modifiée?

Certains établissements et bureaux de libération conditionnelle ont été ajoutés à la liste ou enlevés de celle-ci par suite d'une augmentation ou d'une diminution du nombre de personnes faisant partie des minorités linguistiques. De plus, des établissements et des bureaux récemment ouverts ont été ajoutés à la liste.

Quel est l'objectif du changement?

Veiller à ce que les employés et les délinquants soient informés des modifications apportées à la politique.

Comment la politique a-t-elle été élaborée?

Les représentants des employés (SESG, IPFP, AESS et AGFFP), les coordonnateurs régionaux des langues officielles et des représentants du Conseil du Trésor ont été consultés.

Accountability?

SOP 087 clearly outline official languages accountabilities in conjunction with CD 068 on Delegation of Authorities in Human Resource Management.

Who will be affected by the policy?

CSC staff and offenders are all affected by the policy.

Expected cost?

No new costs are expected.

Other impacts?

None.

Y aura-t-il des comptes à rendre?

Les responsabilités à assumer au regard des langues officielles sont clairement énoncées dans les IP 087 ainsi que la DC 068 sur la délégation des pouvoirs en matière de gestion des ressources humaines.

Qui sera touché par la politique?

La politique s'applique à tous les délinquants et tous les membres du personnel du SCC.

Quels coûts prévoit-on?

On ne prévoit aucun coût additionnel.

Y aura-t-il d'autres répercussions?

Aucune.



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176	2004 06 30
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Policy number and title:

**Commissioner's Directive 009 – RESEARCH
Guidelines 009 - RESEARCH**

What is new /changed?

The Commissioner's Directive has been revised to clarify CSC's policy framework for conducting research. Guidelines have also been developed to detail required procedures and practices.

Why was the policy changed?

The policy was revised and guidelines developed to ensure that medical research and experimental methodologies meet the ethical, methodological and scientific standards of the appropriate professional and scientific bodies. No medical experimentation will be permitted unless it complies with this research policy and related health services policies.

What is the purpose of the changes?

The Service is committed to the advancement of correctional knowledge and the development of best practices. It is also committed to ensuring that informed and written consent is obtained from subjects involved in experimental research prior to their participation.

How was it developed?

The CD was developed through consultation with Health Services, Legal Services, and the regional planning and regional health services centres, the Correctional Investigator and researchers both inside and outside of the federal government. The draft policy instruments were also shared with USGE and PIPS.

Numéro et titre de la politique :

**Directive du commissaire n° 009 – RECHERCHE
Lignes directrices n° 009 - RECHERCHE**

Qu'est-ce qui est nouveau/a été modifié?

La Directive du commissaire a été révisée afin de préciser le cadre de politique pour la réalisation des projets de recherche au SCC. On a également élaboré des lignes directrices connexes qui expliquent les procédures et les pratiques à suivre.

Pourquoi la politique a-t-elle été modifiée ?

La politique a été révisée et les lignes directrices ont été élaborées pour s'assurer que tout projet de recherche médicale et les méthodologies expérimentales utilisées respectent les normes des organismes professionnels et scientifiques compétents concernant les considérations d'éthique, la méthodologie et la rigueur scientifique. Aucune expérience médicale ne pourra se faire sauf si elle est autorisée par la présente directive sur la recherche, ou par les directives relatives aux services de santé.

Quel est l'objectif du changement?

Bien que le Service se soit déjà engagé à l'avancement des connaissances en matière correctionnelle et à l'utilisation des meilleures pratiques possibles, il s'engage aussi à s'assurer l'obtention, avant le début de la recherche, du consentement écrit et éclairé des sujets devant participer à la recherche expérimentale.

Comment la politique a-t-elle été élaborée ?

La DC a été élaborée en consultation avec les Services de santé, les Services juridiques, la planification régionale, les centres régionaux des services de santé, l'enquêteur correctionnel et les chercheurs, tant ceux du SCC que ceux de l'extérieur. L'ébauche en a été communiquée au SESG et à l'IPFPC.

Accountability?

Accountability for various aspects of this policy rests with the Executive Committee; Assistant Commissioner Policy, Planning and Co-ordination; Director General, Research; Deputy Commissioner for Women; Regional Research committees; Director General, Health Services; CSC researchers and external researchers that require access to CSC staff, offenders or information.

Who will be affected by the policy?

CSC staff and offenders are affected by the policy, as are outside researchers.

Expected cost?

No new costs are expected.

Other impacts?

No other impacts are expected.

Contact:

Larry Motiuk
Director General, Research Branch
(613) 995-4694
Motiuk Larry (NHQ-AC)

Y aura-t-il des comptes à rendre?

La responsabilité liée aux divers aspects de cette politique incombe au Comité de direction, au commissaire adjoint de la politique, de la planification et de la coordination, au directeur général de la Recherche, à la sous-commissaire pour les Femmes, aux comités régionaux de la recherche, au directeur général des Services de santé et aux chercheurs du SCC et de l'extérieur qui désirent consulter les membres du personnel, les délinquants ou qui veulent obtenir des renseignements.

Qui sera touché par la politique ?

La politique aura des répercussions sur les délinquants et le personnel du SCC, ainsi que sur les chercheurs de l'extérieur.

Quels coûts prévoit-on?

On ne prévoit aucun coût additionnel.

Y aura-t-il d'autres répercussions?

On ne prévoit aucune autre répercussion.

Personne-ressource :

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Policy number and title:

**GUIDELINES 005-1 – INSTITUTIONAL
MANAGEMENT STRUCTURE:
Roles and Responsibilities**

Numéro et titre de la politique :

**LIGNES DIRECTRICES N° 005-1 – STRUCTURE
DE GESTION DES ÉTABLISSEMENTS :
rôles et responsabilités**

Why was the policy changed?

Interim Guidelines 005-1 have been amended in order to bring greater clarity where required, pending the release of a new Commissioner's Directive on Management Structures aimed at establishing national norms for regional operations that will include these guidelines.

Pourquoi la politique a-t-elle été modifiée?

On a apporté les modifications jugées nécessaires aux Lignes directrices provisoires 005-1 aux fins d'éclaircissement, en attendant la publication d'une nouvelle directive du commissaire visant à établir des normes nationales s'appliquant aux structures de gestion dans les régions, qui inclura ces lignes directrices.

What has changed?

Annex A - Roles and Responsibilities was amended to clarify the ratio of Manager, Assessment and Intervention (MAI). The formula is still based on the number of Parole Officers but a maximum supervision ratio has been introduced.

Qu'est-ce qui a changé?

L'annexe A - Rôles et responsabilités a été modifiée afin d'apporter des précisions sur le ratio pour les gestionnaires, Évaluation et interventions (GEI). La formule est toujours basée sur le nombre d'agents de libération conditionnelle, mais un ratio de supervision maximal a été introduit.

The following institutions now have an additional Manager, Assessment and Intervention: Atlantic, Westmorland, Kent, Montée Saint-François and Archambault.

Les établissements suivants ont maintenant un gestionnaire, Évaluation et interventions supplémentaire : Atlantique, Westmorland, Kent, Montée Saint-François et Archambault.

In addition, technical amendments were made to the guidelines.

De plus, des modifications de forme ont été apportées aux lignes directrices.

How was it developed?

The policy owner revised the existing guidelines in consultation with the Regional Management Teams and Sector Heads.

Comment la politique a-t-elle été élaborée?

Le responsable de la politique a révisé les lignes directrices existantes en consultation avec les équipes régionales de gestion et les chefs de secteur.

Accountabilities?

Specific accountabilities are reflected within the Guidelines 005-1.

Who will be affected by the policy?

Staff working in institutions.

Expected cost?

The 2008-09 Resource Indicators have been amended to reflect the new MAI ratio.

Other impacts?

None

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- Senior Advisor
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- HarveyRP@csc-scc.gc.ca

Y aura-t-il des comptes à rendre?

Les responsabilités sont précisées dans les Lignes directrices 005-1.

Qui sera touché par la politique?

Le personnel des établissements.

Quels coûts prévoit-on?

Les indicateurs de ressources 2008-2009 ont été modifiés afin de refléter le nouveau ratio concernant les GEI.

Y aura-t-il d'autres répercussions?

Aucune

Personne-ressource :

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-



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POLITIQUE

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NEW LEGISLATION AND PROPOSED AMENDMENTS TO COMMISSIONER'S DIRECTIVE 085 – CORRESPONDENCE AND TELEPHONE COMMUNICATION

What is the issue?

To communicate recent changes to the *Criminal Code* that emanate from Bill C-13 (*An Act to amend the Criminal Code (criminal procedure, language of the accused, sentencing and other amendments)*), as well as proposed consequential amendments to Commissioner's Directive (CD) 085.

What is the legislative amendment?

The *Criminal Code* amendments respecting sentencing provide for, among other things, the power of the sentencing judge to order an offender not to communicate with identified persons while in custody and the creation of an offence for failing to comply with the order.

Bill C-13 received Royal Assent on May 29, 2008. Specifically, paragraph 42 of the Bill, which will come into force on **October 1, 2008**, amends the *Criminal Code* by adding the following after section 743.2 (*Report by court to Correctional Service*):

743.21 (1) The sentencing judge may issue an order prohibiting the offender from communicating, directly or indirectly, with any victim, witness or other person identified in the order during the custodial period of the sentence, except in accordance with any conditions specified in the order that the sentencing judge considers necessary.

NOUVELLE LOI ET CHANGEMENTS PROPOSÉS À LA DIRECTIVE DU COMMISSAIRE N°085 (CORRESPONDANCE ET COMMUNICATIONS TÉLÉPHONIQUES)

De quoi s'agit-il?

Faire le point sur les changements apportés récemment au *Code criminel* qui émanent du projet de loi C-13 (*Loi modifiant le Code criminel (la procédure pénale, la langue de l'accusé, la détermination de la peine et d'autres modifications)*), et sur les changements proposés en conséquence à la DC n°085 (*Correspondance et communications téléphoniques*).

En quoi consistent les changements?

Les changements apportés au *Code criminel* en matière de détermination de la peine prévoient entre autres donner au juge qui impose la peine le pouvoir d'ordonner au délinquant de ne pas communiquer avec certaines personnes durant sa période d'emprisonnement, ainsi que la création d'une infraction en cas d'omission de se conformer à cette ordonnance.

Le projet de loi C-13 a reçu la sanction royale le 29 mai 2008. Précisément, l'article 42 du projet de loi, qui entrera en vigueur le **1^{er} octobre 2008**, modifie le *Code criminel* par l'ajout, après l'article 743.2 (*Rapport au Service correctionnel*), de ce qui suit :

743.21 (1) Le tribunal peut ordonner au délinquant de s'abstenir, pendant la période de détention en cause, de communiquer directement ou indirectement avec toute personne — victime, témoin ou autre — identifiée dans l'ordonnance si ce n'est en conformité avec les conditions qui y sont prévues et qu'il estime nécessaires.

(2) Every person who fails, without lawful excuse, the proof of which lies on that person, to comply with the order

(a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding two years; or

(b) is guilty of an offence punishable on summary conviction and liable to imprisonment for a term not exceeding eighteen months.

What are the existing provisions regarding offender restrictions to communication?

Currently, Section 95 of the *Corrections and Conditional Release Regulations* (CCRR) allows the institutional head to prevent an inmate from communicating with identified persons on reasonable grounds that the safety of any person would be jeopardized, or upon request of an intended recipient. These provisions are also reflected in CD 085, paragraph 20 (Prevention of Communications).

What will be changed?

An amendment will be made to CD 085, paragraph 20, to include, among the criteria for the prevention of communications, reference to the new *Criminal Code* section 743.21 non-communication orders. **An important distinction is that a breach of such an order will constitute a criminal offence, the conviction of which carries a term of imprisonment.** It will be the responsibility of the Institutional Head to ensure that breaches are reported to the police.

The Correctional Operations and Programs Sector will lead a comprehensive review of CD 085 to commence in the fall of 2008. The aforementioned amendment will be incorporated as part of this larger review. *In effect, the new Criminal Code section 743.21 will come into force prior to the promulgation of the amended CD.*

(2) Quiconque omet, sans excuse légitime, dont la preuve lui incombe, de se conformer à l'ordonnance visée au paragraphe (1) est coupable :

a) soit d'un acte criminel passible d'un emprisonnement maximal de deux ans;

b) soit d'une infraction punissable sur déclaration de culpabilité par procédure sommaire passible d'un emprisonnement maximal de dix-huit mois.

Que précisent les dispositions actuelles au sujet des restrictions de communication?

À l'heure actuelle, l'article 95 du *Règlement sur le système correctionnel et la mise en liberté sous condition* permet au directeur du pénitencier d'empêcher le détenu de communiquer avec quiconque lorsqu'il a des motifs raisonnables de croire que la sécurité d'une personne serait menacée, ou lorsque le destinataire prévu en fait la demande. Ces dispositions figurent aussi au paragraphe 20 (Empêchement de communiquer) de la DC n° 085.

Qu'est-ce qui sera changé?

Le paragraphe 20 de la DC n° 085 sera modifié pour inclure parmi les critères définissant un empêchement de communiquer un renvoi à l'ordonnance de non-communication visée par le nouvel article 743.21 du *Code criminel*. **Une importante distinction est que le non-respect d'une telle ordonnance constituera une infraction criminelle, qui conduira le délinquant à une peine d'emprisonnement.** Il incombera au directeur de l'établissement de s'assurer que tout non-respect est signalé aux autorités policières.

Le Secteur des opérations et des programmes correctionnels orchestrera une révision en profondeur de la DC n° 085, laquelle débutera à l'automne 2008. Le changement susmentionné sera effectué dans le cadre de cette révision. *Dans les faits, le nouvel article 743.21 du Code criminel entrera en vigueur avant l'adoption de la directive modifiée.*

Who will be affected by the policy change?

Institutional Heads, Sentence Management, Admission & Discharge, Visits & Correspondence, Institutional and Community Parole Officers and any other staff who are involved with offenders' correspondence and/or telephone communication.

Other considerations/changes

Identification of the Order

The legislation does not create a new *Criminal Code* form for the use of the Courts when issuing section 743.21 orders. The non-communication order could either be noted on the Warrant of Committal or found in the court documents received following sentence i.e. Judge's Reasons for Sentence, Certificate of Conviction, etc. Sentence Management will need to review all court documents to ascertain that an order exists.

Impact of Bill C-13 on Community Operations

The *Criminal Code* amendment would also apply during any circumstance that an offender meets the definition of "inmate", for example, is temporarily outside penitentiary by reason of a Temporary Absence, Work Release, order to attend court, or transfer. The existence of such an order, therefore, should be flagged in any submissions to the releasing authority.

The s. 743.21 non-communication orders should also be considered and respected to the extent possible (even if not technically in force), when establishing community strategies for offenders on conditional release.

The s.743.21 orders will also apply during any period of re-commitment to custody as a result of a suspension of parole or Statutory Release.

Qui sera touché par le changement?

Les directeurs d'établissement, de même que les membres du personnel chargés de la gestion des peines, de l'admission et de la libération, des visites et de la correspondance, les agents de libération conditionnelle en établissement et dans la collectivité, et tous ceux qui ont un lien avec la correspondance ou les communications téléphoniques des délinquants.

Autres points à considérer/changements

Identification de l'ordonnance

La loi n'entraîne pas la création d'un nouveau formulaire dont se servirait la cour au moment d'imposer une ordonnance en vertu de l'article 743.21. L'ordonnance de non-communication pourrait soit être notée sur le mandat de dépôt ou figurer dans les documents de la cour reçus après le prononcé de la peine, c'est-à-dire dans les motifs justifiant la décision du juge, dans l'attestation de déclaration de culpabilité, etc. Les responsables de la gestion de la peine devront examiner tous les documents de la cour pour vérifier la présence d'une ordonnance.

Impact du projet de loi C-13 sur les opérations communautaires

La modification du *Code criminel* s'appliquerait aussi à toute circonstance dans laquelle un délinquant satisfait à la définition de « détenu », par exemple, lorsqu'il se trouve temporairement à l'extérieur d'un établissement pénitentiaire en raison d'absence temporaire, de placement à l'extérieur, d'une ordonnance d'assister à une audience ou d'un transfèrement. L'existence de cette ordonnance doit donc être signalée dans toute présentation à l'autorité compétente.

Il faut aussi tenir compte des ordonnances de non-communication visées par l'article 743.21 et les respecter dans la mesure du possible (même si elles ne sont pas rigoureusement parlant en vigueur), lors de l'établissement de stratégies communautaires visant les délinquants en liberté conditionnelle.

Les ordonnances visées par l'article 743.21 s'appliqueront aussi durant toute période de réincarcération par suite d'une suspension de la liberté conditionnelle ou d'une libération d'office.

Offender Management System

The creation of new OMS fields will enable the section 743.21 orders to be recorded and flagged on offender files as applicable. Upon confirmation of the existence of a non-communication order, Sentence Management will enter the information in OMS, which will also create a flag to alert staff of the order.

As well, the *Criminal Code* Table list will include the new *Criminal Code* offence of *Fail to Comply with the Order* as per section 743.21(2) CCC.

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Système de gestion des délinquants

La création de nouveaux champs dans le SGD permettra aux ordonnances visées par l'article 743.21 d'être inscrites et annotées aux dossiers des délinquants concernés. Lorsqu'ils auront la confirmation de l'existence d'une ordonnance de non-communication, les responsables de la gestion de la peine consigneront l'information dans le SGD, ce qui créera du coup une annotation qui alertera le personnel.

En outre, la liste de la table du *Code criminel* comprendra une nouvelle infraction, celle de non-respect de l'ordonnance de communication, en vertu du paragraphe 743.21(2) du *Code criminel*.

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BULLETIN

POLITIQUE

POLICY

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267	2008 09 26
	Y-A M D-J

Policy number and title:

COMMISSIONER'S DIRECTIVE 083 – INMATE COMMITTEES

Why was the policy created?

A need has been identified to establish procedures regarding the operation of Inmate Committees within institutions.

What has changed?

A new policy has been developed to ensure that national consistency exists with respect to the creation of Inmate Committees, election of Committee members, and establishment of roles and responsibilities commensurate with Inmate Committees.

How was it developed?

The policy was developed through consultations with institutions, Regional Administrators of Correctional Programs, NHQ Program Managers, Institutional Reintegration, Community Reintegration, Strategic Policy, Legal Services, Portfolio Managers and Rights Redress and Resolution.

Accountabilities?

The Institutional Head will be responsible for decisions regarding the implementation of initiatives brought forth by the Inmate Committee.

The Assistant Warden, Interventions and the Liaison will serve as intermediaries between the Inmate Committee and the Institutional Head where warranted.

Numéro et titre de la politique :

DIRECTIVE DU COMMISSAIRE N° 083 – COMITÉS DE DÉTENUS

Pourquoi la politique a-t-elle été créée?

Le besoin d'établir des procédures à l'égard du fonctionnement des Comités de détenus dans les établissements a été constaté.

Qu'est-ce qui a changé?

On a donc élaboré une nouvelle politique afin d'assurer une certaine uniformité à l'échelle nationale en ce qui concerne la formation de Comités de détenus, l'élection des membres de ces comités et l'établissement des rôles et responsabilités à assumer par rapport à ces comités.

Comment la politique a-t-elle été élaborée?

L'élaboration s'est effectuée en consultation avec le personnel des établissements, les administrateurs régionaux des Programmes correctionnels, les gestionnaires de programme à l'AC, Réinsertion sociale en établissement, Réinsertion sociale dans la collectivité, Politique stratégique, ainsi que les Services juridiques, les gestionnaires de portefeuille et les responsables des Droits, recours et résolution.

Y aura-t-il des comptes à rendre?

Les directeurs d'établissement seront responsables des décisions concernant la mise en application des initiatives proposées par les Comités de détenus.

Le directeur adjoint des Interventions et l'agent de liaison agiront à titre d'intermédiaires entre le Comité de détenus et le directeur de l'établissement lorsque cela sera justifié.

The Inmate Committee will be responsible for providing a means by which the inmate population can recommend and promote activities in support of institutional operations.

Who will be affected by the policy?

CSC institutional staff and offenders.

Expected cost?

Resource implications can include office space and materials required for the operations of the Inmate Committees.

Other impacts?

No other impacts are anticipated.

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Le Comité de détenus sera chargé d'établir un mécanisme permettant à la population carcérale de recommander et de promouvoir des activités à l'appui des opérations dans l'établissement.

Qui sera touché par la politique?

Les membres du personnel du SCC œuvrant dans les établissements et les délinquants.

Quels coûts prévoit-on?

Les répercussions en matière de ressources peuvent inclure l'aménagement de bureaux et l'acquisition de fournitures pour les Comités de détenus.

Y aura-t-il d'autres répercussions?

Aucune autre répercussion prévue.

Personne-ressource :

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POLICY

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321	2010 11 19 Y-A M D-J

Policy number and title:

COMMISSIONER'S DIRECTIVE (CD) 041 – INCIDENT INVESTIGATIONS

Why was the policy changed?

CD 041 on Incident Investigations was amended to correct a process error outlined in one of the paragraphs which was brought to our attention after promulgation.

What has changed?

Paragraph 54 was amended to clarify the retention of documentation relating to national tier I and tier II investigations.

Accountabilities?

The accountabilities relate to the Director General of Incident Investigations.

Who will be affected by the policy?

Staff in the Incident Investigations Branch.

Expected cost?

None

Other impacts?

None

Contact:

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- 613-947-3922
- gen-nhq-dgii@csc-scc.gc.ca

Numéro et titre de la politique :

DIRECTIVE DU COMMISSAIRE (DC) 041 – ENQUÊTES SUR LES INCIDENTS

Pourquoi la politique a-t-elle été modifiée?

La DC 041 – *Enquêtes sur les incidents*, a été modifiée pour corriger une erreur qui a été portée à notre attention après la promulgation et qui concernait un processus énoncé dans un paragraphe.

Qu'est-ce qui a changé?

Des modifications ont été apportées au paragraphe 54 afin de fournir des précisions relativement à la conservation des documents liés aux enquêtes nationales de niveau I et de niveau II.

Y aura-t-il des comptes à rendre?

Les responsabilités touchent le directeur général des Enquêtes sur les incidents.

Qui sera touché par la politique?

Le personnel de la Direction des enquêtes sur les incidents.

Quels coûts prévoit-on?

Aucun

Y aura-t-il d'autres répercussions?

Aucune

Personne-ressource :

- Directeur général, Enquêtes sur les incidents
- 613-947-3922
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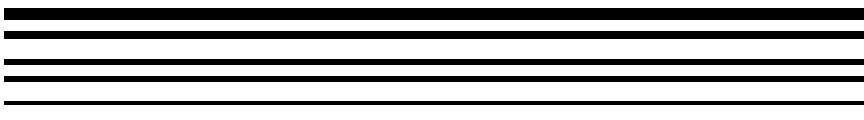


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334	2011 08 02
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Policy number and title:

**COMMISSIONER'S DIRECTIVE 060 –
CODE OF DISCIPLINE**

Numéro et titre de la politique :

**DIRECTIVE DU COMMISSAIRE 060 –
CODE DE DISCIPLINE**

Why was the policy changed?

A new annex to [Commissioner's Directive 060 – Code of Discipline](#) has been added to:

- reinforce staff accountability to report any mistreatment, harassment or discrimination towards offenders by staff; and
- provide a process to promptly address and resolve staff allegations of mistreatment, harassment or discrimination by a staff member towards an offender whether or not a complaint/grievance has been made.

The actions of mistreatment, harassment and discrimination have been added within the body of the CD where applicable.

How was the process developed?

Several consultations have occurred with a number of stakeholders, including: Labour Relations; Rights, Redress and Resolution; Incident Investigations; Values and Ethics; Strategic Policy; Legal Services; and Correctional Operations and Programs Sector at National Headquarters. The Assistant Deputy Commissioners, Institutional Operations, were consulted, as well as the unions, the Office of the Correctional Investigator, the Citizen Advisory Committee National Executive Committee and the Canadian Human Rights Commission.

Accountability?

All staff.

Pourquoi la politique a-t-elle été modifiée?

Une nouvelle annexe a été ajoutée à la [Directive du commissaire 060 – Code de discipline](#) afin :

- de souligner l'importance de la responsabilité du personnel de signaler tout cas de mauvais traitements, de harcèlement ou de discrimination de la part du personnel à l'endroit de délinquants;
- de créer un processus pour traiter et régler promptement les allégations formulées par des employés au sujet d'actes de mauvais traitements, de harcèlement ou de discrimination de la part d'un membre du personnel à l'endroit d'un délinquant, qu'une plainte ou un grief ait été déposé ou non.

La mention des actes de mauvais traitement, de harcèlement et de discrimination a été ajoutée dans le corps de la DC aux endroits nécessaires.

Comment ce processus a-t-il été élaboré?

Des consultations ont été menées auprès de nombreux intervenants, incluant : Relations de travail; Droits, recours et résolutions; Enquêtes sur les incidents; Valeurs et éthique; Politique stratégique; Services juridiques; Secteur des opérations et des programmes correctionnels à l'administration centrale. On a également consulté les sous-commissaires adjoints, Opérations en établissement, les syndicats, le Bureau de l'enquêteur correctionnel, le Comité national de direction des Comités consultatifs de citoyens ainsi que la Commission canadienne des droits de la personne.

Y aura-t-il des comptes à rendre?

Tous les membres du personnel.

Who will be affected by the policy?

All staff and offenders.

Expected cost?

The region will incur the cost of the fact finding/investigation, regardless of who convenes it.

Other impacts?

None.

Contact:

- Marie Claude Dussault
- Manager, Labour Relations, NHQ
- 613-947-1590
- MarieClaude.Dussault@CSC-SCC.GC.CA

Qui sera touché par la politique?

Tous les membres du personnel et les délinquants.

Quels coûts prévoit-on?

Les coûts de l'examen des faits/enquête seront à la charge de la région, peu importe qui en ordonne la tenue.

Y aura-t-il d'autres répercussions?

Aucune.

Personne-ressource :

- Marie Claude Dussault
 - Gestionnaire, Relations de travail, AC
 - 613-947-1590
 - MarieClaude.Dussault@CSC-SCC.GC.CA
-



POLICY

ISSUE ÉMISSION	DATE
407	2013 07 29
Y-A	M D-J

BULLETIN

POLITIQUE



Policy number and title:

**COMMISSIONER'S DIRECTIVE 001 –
MISSION, VALUES AND ETHICS FRAMEWORK**

Why was the policy changed?

This directive was updated to incorporate CSC's new Values Statement and the new Values and Ethics Code for the Public Sector.

What has changed?

This Commissioner's Directive has been renamed "Mission, Values and Ethics Framework" and provides a common understanding of CSC's shared beliefs and expected standards of behaviour in achieving its Mission. It also reinforces CSC's commitment to gender and diversity considerations.

How was it developed?

The Values, Integrity and Conflict Management Branch consulted with the National Advisory Committee on Ethics and worked with Strategic Policy to reflect the tone and lessons learned during the Values and Ethics training and consultation sessions that were held across CSC over the past few years.

Numéro et titre de la politique :

**DIRECTIVE DU COMMISSAIRE 001 –
CADRE DE LA MISSION, DES VALEURS ET DE
L'ÉTHIQUE**

Pourquoi la politique a-t-elle été modifiée?

Cette directive a été mise à jour afin d'y incorporer le nouvel Énoncé des valeurs du SCC et le nouveau Code de valeurs et d'éthique du secteur public.

Qu'est-ce qui a changé?

La présente directive du commissaire a été renommée « Cadre de la mission, des valeurs et de l'éthique » et crée une conception commune des croyances que partage le SCC et des normes de comportement à respecter dans la réalisation de sa mission. Elle vient également réitérer l'engagement du SCC à l'égard des questions liées au sexe et à la diversité.

Comment la politique a-t-elle été élaborée?

La Direction des valeurs, de l'intégrité et de la gestion des conflits a consulté le Comité consultatif national sur l'éthique et collaboré avec la Division de la politique stratégique afin de refléter le ton et les leçons apprises dans le cadre des séances de formation et de consultation sur les valeurs et l'éthique tenues dans l'ensemble du SCC au cours des dernières années.

Accountabilities?

Responsibilities have been clarified at all levels of the organization and recourse measures have been updated.

Who will be affected by the policy?

All staff are affected by this policy.

Expected cost?

N/A

Other impacts?

None

Contact:

- John Tremble
- Senior Advisor, Values and Ethics
- 613-992-6799
- John.Tremble@csc-scc.gc.ca

Y aura-t-il des comptes à rendre?

Les responsabilités ont été clarifiées à tous les niveaux de l'organisation et les mesures de recours ont été mises à jour.

Qui sera touché par la politique?

Tous les membres du personnel sont touchés par cette politique.

Quels coûts prévoit-on?

S.O.

Y aura-t-il d'autres répercussions?

Aucune.

Personne-ressource :

- John Tremble
 - Conseiller principal, Valeurs et éthique
 - 613-992-6799
 - John.Tremble@csc-scc.gc.ca
-



BULLETIN POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
412	2013 09 30 Y-A M D-J



Policy number and title:

CD 023 – Citizen Advisory Committees
GL 023-1 – Citizen Advisory Committee Conflict of Interest Assessment

Numéro et titre de la politique :

DC 023 – Comités consultatifs de citoyens
LD 023-1 – Évaluation des conflits d'intérêts au sein des Comités consultatifs de citoyens

Why was the policy changed?

Commissioner's Directive 023 has been revised in order to help bring consistency, where required, to the management of Citizen Advisory Committees (CACs) and to better reflect roles and responsibilities. As well, the format of the Commissioner's Directive, and of the Guidelines, has been revised to comply with the new format for national policies as per the Commissioner's Directives Standardization Project.

Pourquoi la politique a-t-elle été modifiée?

La Directive du commissaire 023 a été révisée pour apporter une plus grande cohérence à la gestion des comités consultatifs de citoyens (CCC), là où c'était nécessaire, et pour mieux refléter les rôles et les responsabilités. Le format de la directive du commissaire et des lignes directrices a également été révisé pour correspondre à celui des politiques nationales dans le cadre du projet de normalisation des directives du commissaire.

What has changed?

The title of the CD was modified slightly to be consistent with the spelling of "Citizen Advisory Committee" as per the *Corrections and Conditional Release Regulations*.

Qu'est-ce qui a changé?

La graphie de l'appellation anglaise des CCC, soit *Citizen Advisory Committee*, a été modifiée pour la rendre conforme au *Règlement sur le système correctionnel et la mise en liberté sous condition*.

The language has been modified to provide clarity and accuracy on the following:

Le libellé de la DC a été modifié de manière à clarifier et préciser les éléments suivants :

- where CACs should and need to be established;
- reimbursement of expenses;
- conflict of interest;
- membership and renewals.

- les endroits où des CCC devraient et doivent être établis;
- le remboursement des dépenses;
- les conflits d'intérêts;
- la composition des CCC et le renouvellement des mandats.

The revised policy clarifies the fact that a CAC may represent more than one operational unit.

Additional changes, including the reorganization of entire sections to reflect accountability at various levels, as well as the development of a new section on Committee Structure were made.

Guidelines 023-1 were developed to address conflict of interest situations for CAC membership. Attached as an annex to the Guidelines is a conflict of interest assessment tool.

How was it developed?

The revised policy was developed by the Citizen Engagement Branch in the Communications and Engagement Sector in collaboration with the Executive Committee members, the Strategic Policy Division, the National Executive Committee of CACs and the Knowledge Networks which consisted of regional representatives and NHQ ad hoc members.

Accountabilities?

The responsibilities of the Assistant Commissioner, Communications and Engagement Sector, Regional Deputy Commissioners, Operational Unit Heads and CAC members are outlined in the Commissioner's Directive.

Who will be affected by the policy?

All individuals involved in the establishment and management of Citizen Advisory Committees as well as current and prospective members and offenders.

Expected cost?

No expected cost.

Other impacts?

N/A

La politique révisée précise qu'un CCC peut représenter plus d'une unité opérationnelle.

D'autres modifications, y compris la restructuration de sections entières, ont été apportées pour refléter les comptes à rendre à divers niveaux, et une nouvelle section sur la structure des comités a été ajoutée.

Les Lignes directrices 023-1 ont été élaborées pour régir les conflits d'intérêts chez les membres des CCC. Un outil d'évaluation des conflits d'intérêts au sein des CCC y est annexé.

Comment la politique a-t-elle été élaborée?

La politique révisée a été élaborée par la Direction de l'engagement des citoyens du Secteur des communications et de l'engagement, en collaboration avec les membres du Comité de direction, la Division de la politique stratégique, le Comité national de direction des CCC et les réseaux de savoir composés de représentants régionaux et de membres ad hoc de l'administration centrale.

Y aura-t-il des comptes à rendre?

Les responsabilités du commissaire adjoint, Communications et engagement, des sous-commissaires régionaux, des responsables des unités opérationnelles et des membres des CCC sont décrites dans la directive du commissaire.

Qui sera touché par la politique?

Toutes les personnes qui interviennent dans la mise sur pied et la gestion des comités consultatifs de citoyens ainsi que leurs membres actuels et futurs et les délinquants.

Quels coûts prévoit-on?

Aucun coût prévu.

Y aura-t-il d'autres répercussions?

Sans objet.

Contact:

- Jim Murphy
- Manager, Community and Stakeholder Relations, Citizen Engagement
- 613-992-8374
- Jim.Murphy@csc-scc.gc.ca

Personne-ressource :

- Jim Murphy
 - Gestionnaire, Relations avec la collectivité et les intervenants, Engagement des citoyens
 - 613-992-8374
 - Jim.Murphy@csc-scc.gc.ca
-



POLICY

BULLETIN

POLITIQUE

ISSUE ÉMISSION	DATE
413	2013 09 30
	Y-A M D-J



Policy number and title:

**COMMISSIONER'S DIRECTIVE (CD) 002 –
DESIGNATION OF RELEASE SITES OTHER THAN
PENITENTIARIES**

Numéro et titre de la politique :

**DIRECTIVE DU COMMISSAIRE (DC) 002 –
DÉSIGNATION DES EMPLACEMENTS DE MISE EN
LIBERTÉ AUTRES QUE LES PÉNITENCIERS**

Why was the policy changed?

This policy was modified as a result of the Commissioner's Directives Standardization Project.

Pourquoi la politique a-t-elle été modifiée?

La présente politique a été modifiée dans le cadre du projet de normalisation des directives du commissaire.

What has changed?

Technical modifications have been made to the document. These include:

- a new look, resulting in stand-alone English and French versions;
- a clearer context for the policy document by including its relation to the Program Alignment Architecture, the Office(s) of Primary Interest as well as information on dates of past reviews and future ones;
- the purpose, which replaces the "policy objective", is more practical in nature; and
- a more concise language/style is used throughout the document.

Qu'est-ce qui a changé?

Des modifications de forme ont été apportées à ce document, dont les suivantes :

- les versions française et anglaise sont maintenant autonomes;
- on a précisé le contexte du document de politique en indiquant son lien avec l'Architecture d'alignement des programmes, le(s) bureau(x) de première responsabilité ainsi que les dates des examens antérieurs et futurs;
- le but, qui remplace « l'objectif de la politique », est formulé dans des termes plus pratiques;
- tout le document est rédigé dans un style et un langage plus concis.

How was it developed?

This policy was standardized by Strategic Policy and approved by the office of the Assistant Commissioner, Correctional Operations and Programs.

Accountabilities?

Roles and responsibilities are detailed in the policy document. These have not changed since the last review of this CD.

Contact:

- Claude Tellier, Director
- Community Operations Division
- Community Reintegration Branch
- 613-943-7485
- Claude.Tellier@csc-scc.gc.ca

Comment la politique a-t-elle été élaborée?

Cette politique a été normalisée par les responsables de la Politique stratégique et approuvée par le bureau du commissaire adjoint, Opérations et programmes correctionnels.

Y aura-t-il des comptes à rendre?

Les rôles et les responsabilités sont décrits dans le document de politique. Ils n'ont pas changé depuis le dernier examen de la présente DC.

Personne-ressource :

- Claude Tellier, directrice
 - Division des opérations dans la collectivité
 - Direction de la réinsertion sociale dans la collectivité
 - 613-943-7485
 - Claude.Tellier@csc-scc.gc.ca
-



POLICY

ISSUE ÉMISSION	DATE
436	2014 01 20
Y-A	M D-J

Policy number and title:

**Commissioner' Directive (CD) 022 –
Media Relations**

Why was the policy changed?

This CD was modified as a result of the Commissioner's Directives Standardization Project. It clarifies roles and responsibilities, and gives additional direction to ensure consistent application when processing media requests.

What has changed?

The updated CD outlines specific responsibilities for the Assistant Commissioner, Communications and Engagement, and Communications staff at National and Regional Headquarters.

The CD contains expanded directions on offender interviews. It also clarifies the criteria for assessing an offender's participation in a media interview, and how it relates to his/her Correctional Plan.

The list of designated spokespersons now includes Regional Directors, Communications and Executive Services. As well, there is clarification to all staff on the procedures to follow when a media call is received.

BULLETIN

POLITIQUE



Numéro et titre de la politique :

**Directive du commissaire (DC) 022 –
Relations avec les médias**

Pourquoi la politique a-t-elle été modifiée?

Cette DC a été modifiée dans le cadre du projet de normalisation des directives du commissaire. Elle précise les rôles et les responsabilités à assumer et contient des instructions additionnelles afin d'en assurer l'application uniforme lors du traitement des demandes des médias.

Qu'est-ce qui a changé?

La DC révisée décrit les responsabilités précises du commissaire adjoint, Communications et engagement, ainsi que du personnel des Communications des administrations centrale et régionales.

La DC fournit des instructions détaillées concernant les entrevues des délinquants. De plus, elle précise les critères servant à évaluer les répercussions de la participation du délinquant à une entrevue avec les médias et comment cela influe sur son Plan correctionnel.

Les directeurs régionaux, Communications et Services à la haute direction, sont maintenant au nombre des porte-parole désignés. De plus, la DC fournit à tous les membres du personnel des éclaircissements quant aux procédures à suivre lors de la réception d'un appel des médias.

Additional changes include clear instructions on processing media project requests, using the form in Annex B.

There are changes to the procedures, roles and responsibilities surrounding news releases, including timelines for issuing a news release following the death of an offender.

The updated CD also outlines procedures for assessing requests from media representatives who are identified as a contact for an inmate, including assessing those requests under CD 559 – Visits and CD 085 – Correspondence and Telephone Communication, as well as CD 022 – Media Relations.

Finally, there is an expanded definition of media to include social media (Annex A), and direction on responding to social media inquiries.

How was it developed?

This policy was updated by the National Headquarters Media Relations team, in collaboration with NHQ Strategic Policy, following national consultations.

Accountabilities?

The Assistant Commissioner, Communications and Engagement, is the senior communications officer for CSC as well as the Office of Primary Interest (OPI) for this CD. Responsibilities at the various levels (i.e. National and Regional Headquarters, and institutions and districts) are outlined in the policy document.

Who will be affected by the policy?

All CSC staff and offenders involved in activities dealing with the media.

Contact:

- Lynn Brunette
- Manager, NHQ Media Relations
- 613-992-7711
- media@csc-scc.gc.ca

En outre, la DC révisée décrit clairement comment traiter les demandes de projet des médias en utilisant le formulaire inclus à l'annexe B.

On a apporté des modifications aux procédures, aux rôles et aux responsabilités ayant trait aux communiqués de presse, notamment en ce qui concerne le moment opportun d'émettre un communiqué suivant le décès d'un délinquant.

La DC mise à jour décrit également les procédures à suivre pour évaluer les demandes des représentants des médias qui sont identifiés comme étant une relation d'un détenu, et ce, conformément à la DC 559 – Visites, à la DC 085 – Correspondance et communications téléphoniques et à la DC 022 – Relations avec les médias.

Enfin, la DC définit maintenant les médias sociaux à l'annexe A et décrit comment traiter les demandes de renseignements des médias sociaux.

Comment la politique a-t-elle été élaborée?

Les responsables des Relations avec les médias à l'administration centrale ont mis à jour cette politique, en collaboration avec la Division de la politique stratégique à l'AC, après avoir mené des consultations à l'échelle nationale.

Y aura-t-il des comptes à rendre?

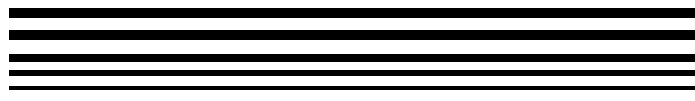
Le commissaire adjoint, Communications et engagement, est l'agent de communications principal du SCC ainsi que le bureau responsable de cette DC. Les responsabilités des divers paliers (c.-à-d. les administrations centrale et régionales, les établissements et les districts) sont décrites dans le document de politique.

Qui sera touché par la politique?

Tous les délinquants et les membres du personnel du SCC qui participent aux activités liées aux relations avec les médias.

Personne-ressource :

- Lynn Brunette
 - Gestionnaire, Relations avec les médias à l'AC
 - 613-992-7711
 - media@csc-scc.gc.ca
-



POLICY

ISSUE ÉMISSION	DATE		
433	2014	01	13
	Y-A	M	D-J

Policy number and title:

**CD 081 – OFFENDER COMPLAINTS AND
GRIEVANCES**

**GL 081-1 – OFFENDER COMPLAINT AND
GRIEVANCE PROCESS**

Why was the policy changed?

- Effective October 24, 2013, the second level (regional) of the offender complaint and grievance process is eliminated. Amendments have been made to the *Corrections and Conditional Release Regulations* reflecting this change.
- Other modifications were made pursuant to the Commissioner's Directives Standardization Project.

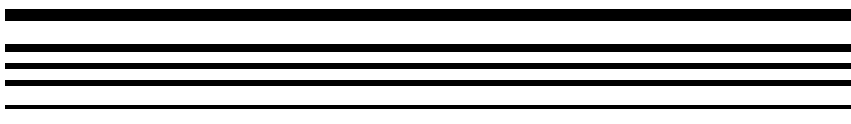
What has changed?

Several modifications have been made to each of the documents. These include:

- the levels of the offender complaint and grievance process, to account for the elimination of the second level (regional);
- a new look, resulting in stand-alone English and French versions;

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POLITIQUE



Numéro et titre de la politique :

**DC 081 – PLAINTES ET GRIEFS
DES DÉLINQUANTS**

**LD 081-1 – PROCESSUS DE RÈGLEMENT DES
PLAINTES ET GRIEFS DES DÉLINQUANTS**

Pourquoi la politique a-t-elle été modifiée?

- À compter du 24 octobre 2013, le deuxième palier (régional) du processus de règlement des plaintes et griefs des délinquants a été éliminé. Des modifications ont été apportées au *Règlement sur le système correctionnel et la mise en liberté sous condition* pour tenir compte de ce changement.
- D'autres modifications ont été apportées dans le cadre du projet de normalisation des directives du commissaire.

Qu'est-ce qui a changé?

Plusieurs modifications ont été apportées à chacun de ces documents, dont les suivantes :

- les paliers du processus de règlement des plaintes et griefs des délinquants, afin de tenir compte de l'élimination du deuxième palier (régional);
- les versions française et anglaise sont maintenant autonomes;

- the purpose, which replaces the “policy objective”, is more practical in nature;
- a more concise language/style is used throughout the document.

Accountabilities?

- Assistant Commissioner, Policy

Who will be affected by the policy?

- Staff involved in the offender complaint and grievance process.
- Offenders who utilize the offender complaint and grievance process.

Expected cost?

None anticipated. This initiative is part of CSC's contribution to the Economic Action Plan.

Contact:

- Brigitte de Blois
- Director, Offender Redress
- 613-996-2502
- Brigitte.Deblois@csc-scc.gc.ca

- le but, qui remplace « l'objectif de la politique », est formulé dans des termes plus pratiques;
- tout le document est rédigé dans un style et un langage plus concis.

Y aura-t-il des comptes à rendre?

- Commissaire adjoint, Politiques

Qui sera touché par la politique?

- Les membres du personnel qui participent au processus de règlement des plaintes et griefs.
- Les délinquants qui ont recours au processus de règlement des plaintes et griefs.

Quels coûts prévoit-on?

Aucun coût prévu. Cette initiative s'inscrit dans la contribution du SCC au Plan d'action économique.

Personne-ressource :

- Brigitte de Blois
 - Directrice, Recours des délinquants
 - 613-996-2502
 - Brigitte.Deblois@csc-scc.gc.ca
-



POLICY

ISSUE ÉMISSION	DATE
448	2014 04 03
	Y-A M D-J

Policy number and title:

SEE ANNEX FOR RELEVANT CDs

**NEW RHQ/NHQ GOVERNANCE STRUCTURES –
POLICY IMPACTS**

Introduction

On January 23, 2014, CSC's Executive Committee approved a new organizational structure for Regional Headquarters (RHQ), resulting in new position titles, new reporting relationships and the realignment of some responsibilities.

This Policy Bulletin provides information about both the new structure as well as how to work with it. While revisions to policy and related documents will be forthcoming, it is important to understand what needs to be done until the revisions are in place.

What has changed?

A. Centralized reporting

Effective April 1, 2014, the following areas are consolidated and will report to the National Headquarters (NHQ). Information on these changes is being provided under separate cover:

- **Regional Chaplains** will report to NHQ

BULLETIN

POLITIQUE



Numéro et titre de la politique :

VOIR L'ANNEXE POUR LES DC PERTINENTES

**NOUVELLES STRUCTURES DE GOUVERNANCE
DES AR ET DE L'AC –
RÉPERCUSSIONS SUR LES POLITIQUES**

Introduction

Le 23 janvier 2014, le Comité de direction du SCC a approuvé une nouvelle structure organisationnelle pour les administrations régionales (AR), ce qui a entraîné la création de nouveaux titres de poste et rapports hiérarchiques ainsi que le remaniement de certaines responsabilités.

Le présent Bulletin de politique fournit des renseignements sur la nouvelle structure et son fonctionnement. Des révisions seront apportées aux politiques et aux documents connexes prochainement, mais il est important de comprendre les mesures qui doivent être prises d'ici là.

Qu'est-ce qui a changé?

A. Rapports hiérarchiques centralisés

À compter du 1^{er} avril 2014, les secteurs suivants seront regroupés et relèveront de l'administration centrale (AC). Des renseignements sur ces changements seront fournis dans d'autres documents :

- les **aumôniers régionaux** relèveront de

Chaplaincy;

- **Regional OMS Managers** will report to NHQ IMS;
- Regional Administrator, Human Resources, will transition to the new role of **Strategic Human Resources Management Advisor** and will report to NHQ HRMS;
- **Regional Treatment Centre Executive Directors** will report to NHQ Health Services through the Regional Directors, Health Services.

l'Aumônerie, à l'AC;

- les **gestionnaires régionaux du SGD** relèveront des SGI, à l'AC;
- le poste d'administrateur régional, Ressources humaines, deviendra le poste de **conseiller stratégique, Gestion des ressources humaines**, et relèvera du SGRH, à l'AC;
- les **directeurs exécutifs des centres régionaux de traitement** relèveront des Services de santé, à l'AC, par l'entremise des directeurs régionaux, Services de santé.

B. RHQ Organizational Structure

Also **effective April 1, 2014**, the following three positions will report directly to the Regional Deputy Commissioner. Their new titles and the reporting structures are described below:

- **Assistant Deputy Commissioner, Correctional Operations (ADCCO)** (formerly the Assistant Deputy Commissioner, Institutional Operations): Institutional Heads and District Directors will report directly to the ADCCO.
- **Assistant Deputy Commissioner, Integrated Services (ADCIS)** (formerly the Assistant Deputy Commissioner, Corporate Services): Regional Administrators for Security Operations, Assessment and Intervention, Aboriginal Initiatives, Technical Services, Regional Comptroller and Informal Conflict Resolution and Values and Ethics will report directly to the ADCIS.

This new organization sets in place an integrated governance framework that supports complementary accountabilities between the ADCs. The two ADCs will work collaboratively to enhance integration in achieving correctional results and share a mutual commitment in the delivery of correctional services.

B. Structure organisationnelle des AR

De plus, à compter du **1^{er} avril 2014**, les trois postes suivants relèveront directement du sous-commissaire régional. Les nouveaux titres et rapports hiérarchiques sont décrits ci-dessous :

- **Sous-commissaire adjoint, Opérations correctionnelles (SCAOC)** [anciennement le sous-commissaire adjoint, Opérations en établissement] : les directeurs d'établissement et les directeurs de district relèveront directement du SCAOC.
- **Sous-commissaire adjoint, Services intégrés (SCASI)** [anciennement le sous-commissaire adjoint, Services corporatifs] : les administrateurs régionaux des Opérations de sécurité, de l'Évaluation et interventions, des Initiatives pour les Autochtones et des Services techniques, ainsi que les contrôleurs régionaux et les responsables du règlement informel des conflits et des valeurs et de l'éthique relèveront directement du SCASI.

Cette nouvelle organisation met en place un cadre de gouvernance intégré qui appuie les responsabilités complémentaires entre les SCA. Les deux SCA travailleront de concert pour améliorer l'intégration des résultats correctionnels et miseront sur un engagement mutuel envers la prestation de services correctionnels.

- **Regional Administrator, Communications and Executive Services (RACES):** Communications (includes Community Engagement and Ethno-Cultural Programs), Information Management and Administrative Services, Policy and Planning (includes ATIP) and Regional Victims Services will report directly to the RACES.
- **Administrateur régional, Communications et Services à la haute direction (ARCSHD) :** les responsables des Communications (comprend l'Engagement communautaire et les Programmes ethnoculturels), des Services de gestion de l'information et des Services administratifs, des Politiques et de la planification (comprend l'AIPRP) ainsi que des Services aux victimes régionaux relèveront directement de l'ARCSHD.

Policies impacts:

In many instances, responsibilities and accountability remain the same as currently detailed in Commissioner's Directives and other policy documents (i.e., only the position title has changed); however, in some instances, responsibilities may have shifted.

In the interim:

- For the overall responsibilities within the policy framework, until further clarification has been made, ADCIO should be replaced by ADCCO and ADCCS should be replaced by ADCIS.
- The two ADCs, understanding fully the intent of the changes, will work together to ensure that the policy framework is operationalized in a seamless fashion. If there is communication with an ADC at RHQ that is misdirected, the ADC will identify where the responsibility lies and ensure the information is communicated to the respective area.

Next Steps

As the new model is operationalized, regular discussions between the Regions and NHQ will be required to further inform the scope of the impacts. This will allow us to further refine the direction to ensure full integration of the new model.

Incidences sur les politiques :

Dans de nombreux cas, les responsabilités et la reddition de compte établies dans les directives du commissaire et autres documents de politique existants demeureront telles quelles (seul le titre du poste a changé); cependant, dans certains cas, certaines responsabilités peuvent avoir été déplacées.

Dans l'intervalle :

- Pour les responsabilités générales établies dans le cadre de politiques, dans l'attente de plus d'éclaircissements, « SCAOE » devrait être remplacé par « SCAOC » et « SCASC », par « SCASI ».
- Les deux SCA comprennent très bien l'objectif de ces changements et collaboreront pour faire en sorte que le cadre de politiques soit opérationnalisé de façon harmonieuse. Si des renseignements ne sont pas communiqués au bon SCA à l'AR, ce dernier déterminera à qui revient la responsabilité et veillera à ce que les renseignements soient communiqués au bon secteur.

Prochaines étapes

À mesure que le nouveau modèle sera opérationnalisé, il faudra tenir des discussions régulières entre les régions et l'AC pour déterminer la portée des répercussions. Nous pourrions ainsi mieux préciser l'orientation pour assurer une

intégration complète du nouveau modèle.

Other impacts?

The new titles, responsibilities and reporting requirements will be incorporated as policy documents are updated and promulgated.

Contacts:

Please refer to **Contacts** identified in the most recent Policy Bulletin related to the affected Commissioner's Directives and other related policy documents with which you are working.

Commissioner,

Y aura-t-il d'autres répercussions?

Les nouveaux titres, responsabilités et rapports hiérarchiques seront incorporés aux politiques à mesure que celles-ci seront mises à jour et promulguées.

Personnes-ressources :

Veuillez vous adresser aux **personnes-ressources** indiquées dans le plus récent Bulletin de politique portant sur les directives du commissaire et autres documents de politique visés qui vous concernent.

Le Commissaire,

Original signed by / Original signé par:

Don Head

Annex

Policy Framework Impacts

This list may not be exhaustive.

CD/GL	Title
CD 004	National Standards for the Deployment of Correctional Officers
CD 022	Media Relations
CD 318	Environmental Programs
CD 345	Fire Safety
CD 550	Inmate Accommodation
CD 566-6	Security Escorts
CD 566-7	Searching of Inmates
CD 566-8	Searching of Staff and Visitors
CD 566-10	Urinalysis Testing
CD 566-13	Detector Dog Program
CD 567	Management of Security Incidents
CD 567-1	Use of Force
CD 567-4	Use of Chemical and Inflammatory Agents
CD 567-5	Use of Firearms
CD 568	Management of Security Information and Intelligence
CD 568-1	Recording and Reporting of Security Incidents
CD 568-3	Identification and Management of Security Threat Groups
CD 568-4	Preservation of Crime Scenes and Evidence
CD 568-7	Management of Incompatibles Offenders
CD 568-8	Authority for Use of Surveillance Equipment
CD 568-9	Management of Human Sources
CD 568-10	Interception of Inmate Communications
CD 577	Staff Protocol in Women Offender Institutions
CD 578	Intensive Intervention Strategy in Women's Institutions
CD 700	Correctional Interventions

CD 701	Information Sharing
CD 705	Intake Assessment Process and Correctional Plan Framework
CD 705-7	Security Classification and Penitentiary Placement
CD 709	Administrative Segregation
CD 710	Institutional Supervision Framework
CD 710-2	Transfer of Inmates
GL 710-2-1	CCRA Section 81: Admission and Transfer of Offenders
CD 712	Case Preparation and Pre-Release Framework
CD 712-1	Pre-Release Decision Making
CD 712-2	Detention
CD 712-4	Release Process
CD 715	Community Supervision Framework
CD 715-2*	Post-Release Decision Process
CD 719*	Long-Term Supervision Orders
CD 726	Correctional Programs
GL 726-1	National Standards for Correctional Programs
CD 767	Ethnocultural Offenders: Services and Interventions
CD 784	Information Sharing Between Victims and the Correctional Service of Canada
CD 880	Food Services

FOps-DIR-2014-307	Events and Hospitality (pending)
FOps-DIR-2013-326	Pay Verification
FOps-DIR-2013-307	Events and Hospitality (under revision)
FOps-DIR-2008-300	Personal Use of Mobile Wireless Devices
FOps-DIR-2013-323	Verification of Hospitality Expenditures (under revision)
FOps-DIR-2013-324	Verification of Travel Expenditures (under revision)
FOps-DIR-2013-325	Account Verification
FOps-DIR-2007-03	Accounting for Information Management Equipment and Software
FOps-DIR-2007-02	Capital Expenditure
FOps-DIR-2007-01	International Agreements (with other Federal Departments or Foreign Countries)
FOps-DIR-2006-08r	Footwear Allowance for Correctional Officers

FOps-DIR-2006-06	Preparation of T1204 and T4A-NR information slips for individuals or businesses engaged through contracts for services and required withholding of tax from amounts paid to non-resident persons performing services in Canada
FOps-DIR-2006-05	Commitment Control (under revision)
FOps-DIR-2006-04r	Designated Travel Cards (DTC) – Management of Delinquent Accounts
FOps-DIR-2006-02	Petty Cash Advances to Correctional Officers
FOps-DIR-2006-01	Corporate Memberships
FOps-INST-2009-303	Maintenance of the Financial Signing Authorities (FSA) Delegation Instrument and Specimen Signature Cards, which include Specimen Signature Letters for Departmental Bank Accounts (DBA)

Annexe

Incidences sur le cadre de politiques

La présente liste n'est peut-être pas exhaustive.

DC/LD	Titre
DC 004	Normes nationales de déploiement des agents de correction
DC 022	Relations avec les médias
DC 318	Programmes environnementaux
DC 345	Sécurité-incendie
DC 550	Logement des détenus
DC 566-6	Escortes de sécurité
DC 566-7	Fouille des détenus
DC 566-8	Fouille du personnel et des visiteurs
DC 566-10	Prise et analyse d'échantillons d'urine
DC 566-13	Programme de chiens détecteurs
DC 567	Gestion des incidents de sécurité
DC 567-1	Recours à la force
DC 567-4	Utilisation d'agents chimiques et inflammatoires
DC 567-5	Utilisation des armes à feu
DC 568	Gestion de l'information et des renseignements de sécurité
DC 568-1	Consignation et signalement des incidents de sécurité
DC 568-3	Identification et gestion des groupes menaçant la sécurité
DC 568-4	Protection des lieux de crime et conservation des preuves
DC 568-7	Gestion des délinquants incompatibles
DC 568-8	Pouvoirs concernant l'utilisation d'appareils de surveillance
DC 568-9	Gestion des sources humaines
DC 568-10	Interception des communications des détenus
DC 577	Protocole relatif au personnel dans les établissements pour délinquantes
DC 578	Stratégie d'intervention intensive dans les établissements pour femmes
DC 700	Interventions correctionnelles
DC 701	Communication de renseignements

DC 705	Cadre du processus d'évaluation initiale et du Plan correctionnel
DC 705-7	Cote de sécurité et placement pénitentiaire
DC 709	Isolement préventif
DC 710	Cadre de surveillance en établissement
DC 710-2	Transfèrement de détenus
LD 710-2-1	Article 81 de la LSCMLC : Admission et transfèrement de délinquants
DC 712	Cadre pour la préparation des cas et la mise en liberté
DC 712-1	Processus de décision prélibératoire
DC 712-2	Maintien en incarcération
DC 712-4	Processus de mise en liberté
DC 715	Cadre de surveillance dans la collectivité
DC 715-2*	Processus décisionnel postlibératoire
DC 719*	Ordonnances de surveillance de longue durée
DC 726	Programmes correctionnels
LD 726-1	Normes nationales relatives aux programmes correctionnels
DC 767	Délinquants ethnoculturels : Services et interventions
DC 784	Communication de renseignements entre les victimes et le Service correctionnel du Canada
DC 880	Services d'alimentation

FOps-DIR-2014-307	Événements et accueil (à venir)
FOps-DIR-2013-326	Vérification de la paie
FOps-DIR-2013-307	Événements et accueil (sous révision)
FOps-DIR-2008-300	Utilisation des dispositifs mobiles sans fil dans le cadre des activités personnelles « appels personnels »
FOps-DIR-2013-323	Vérification des dépenses de frais d'accueil (sous révision)
FOps-DIR-2013-324	Vérification des dépenses de voyages (sous révision)
FOps-DIR-2013-325	Vérification des comptes
FOps-DIR-2007-03	Comptabilisation de l'équipement et des logiciels de gestion de l'information
FOps-DIR-2007-02	Dépenses en capital
FOps-DIR-2007-01	Accords internationaux (avec d'autres ministères fédéraux ou des pays étrangers)
FOps-DIR-2006-08r	Allocation pour l'achat de chaussures pour les agents de correction

FOps-DIR-2006-06	Préparation des feuillets T1204 et T4A-NR pour les entreprises ou les particuliers visés par un contrat de services et retenues fiscales à la source obligatoire sur les montants versés à une personne non-résidente pour des services rendus au Canada
FOps-DIR-2006-05	Contrôle des engagements (sous révision)
FOps-DIR-2006-04r	Carte de voyage désignée (CVD) – Gestion des comptes en souffrance
FOps-DIR-2006-02	Avances de petite caisse aux agents correctionnels
FOps-DIR-2006-01	Cotisations ministérielles
FOps-INST-2009-303	Maintien de l'instrument de délégation des pouvoirs de signer des documents financiers (PSDF) et des cartes de spécimen de signature, incluant les lettres de spécimen de signature des comptes bancaires ministériels (CBM)



POLICY

BULLETIN

POLITIQUE

ISSUE ÉMISSION	DATE		
462	2014	10	14
	Y-A	M	D-J

Policy number and title:

GUIDELINES (GL) 005-1 – Institutional Management Structure: Roles and Responsibilities

Interim Policy on Roles and Responsibilities and Operations Management

Why was the policy changed?

This Policy Bulletin provides new policy direction pending the update of [Guidelines 005-1 – Institutional Management Structure: Roles and Responsibilities](#). The amendments, which are effective immediately, are a result of changes to Commissioner's [Directive 709 – Administrative Segregation](#), which was promulgated on March 10, 2014. Changes are also being made to clarify the delegation of decision-making authority concerning private family visits.

What is new/changed?

Administrative Segregation

Daily Visits

The Institutional Head will visit the segregation unit on a daily basis. This responsibility cannot be delegated.

Numéro et titre de la politique :

LIGNES DIRECTRICES (LD) 005-1 – Structure de gestion des établissements : rôles et responsabilités

Politique provisoire sur les rôles et les responsabilités et la gestion des opérations

Pourquoi la politique a-t-elle été modifiée?

Le présent bulletin de politique fournit une nouvelle orientation stratégique en attendant la mise à jour des [Lignes directrices 005-1 – Structure de gestion des établissements : rôles et responsabilités](#). Les modifications, qui entrent en vigueur immédiatement, découlent des changements apportés à la [Directive du commissaire 709 – Isolement préventif](#), promulguée le 10 mars 2014. Des changements sont également faits afin d'apporter des précisions à l'égard de la délégation des pouvoirs de décisions relativement aux visites familiales privées.

Qu'est-ce qui est nouveau ou a été modifié?

Isolement préventif

Visites quotidiennes

Le directeur de l'établissement visitera quotidiennement l'unité d'isolement. Cette responsabilité ne peut pas être déléguée.

Roles and Responsibilities of the Chairperson of the Segregation Review Board (SRB)

The Deputy Warden will chair the Segregation Review Board for all 60-day reviews and subsequent reviews.

The Assistant Warden level or above will chair the Segregation Review Board for 30-day reviews following placement in administrative segregation.

The Manager, Assessment and Interventions (MAI), or a Correctional Manager (CM), or a staff member at the same level or above will chair fifth-day reviews following placement in administrative segregation.

Private Family Visits

As indicated in [CD 710-8 – Private Family Visits](#), the Institutional Head may delegate the authority to authorize private family visits.

How was it developed?

These changes were developed by the Institutional Reintegration Operations Division in collaboration with the Strategic Policy Division.

Contact:

- Director
- Institutional Reintegration Operations
- 613-995-7954

Rôles et responsabilités du président du Comité de réexamen des cas d'isolement (CRCI)

Le sous-directeur de l'établissement présidera le Comité de réexamen des cas d'isolement pour tous les réexamens du 60^e jour et les réexamens ultérieurs.

Un membre du personnel d'un niveau équivalent ou supérieur à celui de directeur adjoint présidera le Comité de réexamen des cas d'isolement pour les réexamens du 30^e jour suivant le placement en isolement préventif.

Le gestionnaire, Évaluation et interventions (GEI), un gestionnaire correctionnel (GC) ou un membre du personnel d'un niveau équivalent ou supérieur présidera le Comité pour les réexamens du cinquième jour suivant le placement en isolement préventif.

Visites familiales privées

Tel qu'il est mentionné dans la [DC 710-8 – Visites familiales privées](#), le directeur de l'établissement peut déléguer le pouvoir d'approbation pour les visites familiales privées.

Comment la politique a-t-elle été élaborée?

Ces modifications ont été élaborées par la Division des opérations de réinsertion sociale en établissement de concert avec la Division de la politique stratégique.

Personne-ressource :

- Directeur
- Opérations de réinsertion sociale en établissement
- 613-995-7954



POLICY

ISSUE ÉMISSION	DATE		
507	2015	08	24
	Y-A	M	D-J

Policy number and title:

COMMISSIONER'S DIRECTIVE 026 – COMMUNICATIONS

Why was the policy developed?

CSC's new Commissioner's Directive (CD) on communications was developed to provide comprehensive direction to CSC staff on internal and external communications and related activities, initiatives and products. As such, it aims to increase awareness and accountability with respect to the roles and responsibilities pertaining to communications, and help ensure that communications are well coordinated and managed consistently and effectively across the organization.

This CD will provide an overarching policy framework for all current and future communications-related CDs and Guidelines.

How was it developed?

This policy document was developed jointly by Strategic Communications and Strategic Policy at NHQ, in consultation with internal and external stakeholders.

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POLITIQUE



Numéro et titre de la politique :

DIRECTIVE DU COMMISSAIRE 026 – COMMUNICATIONS

Pourquoi la politique a-t-elle été élaborée?

Cette nouvelle directive du commissaire (DC) du SCC portant sur les communications a été élaborée afin de fournir une orientation complète au personnel du SCC en ce qui concerne les communications internes et externes ainsi que les activités, les initiatives et les produits connexes. Elle vise à faire mieux connaître les rôles et responsabilités ayant trait aux communications, à accroître l'imputabilité et à aider à s'assurer que les communications sont bien coordonnées et gérées uniformément et efficacement dans l'ensemble de l'organisation.

Cette DC fournira un cadre stratégique global applicable à toutes les DC et aux lignes directrices actuelles et futures en matière de communications.

Comment la politique a-t-elle été élaborée?

La politique a été élaborée conjointement par les responsables des Communications stratégiques et de la Politique stratégique à l'AC, avec la collaboration d'intervenants internes et externes.

Accountabilities?

Accountabilities are detailed in the CD.

Who will be affected by the policy?

All CSC staff will be directly affected by the policy.

Expected cost?

None.

Other impacts?

N/A

Contact:

- Sheila Liston
- Manager, Strategic Communications
- 613-992-8420
- Sheila.Liston@csc-scc.gc.ca

Y aura-t-il des comptes à rendre?

Les responsabilités sont précisées dans la DC.

Qui sera touché par la politique?

Tous les membres du personnel du SCC seront directement touchés par la politique.

Quels coûts prévoit-on?

Aucun.

Y aura-t-il d'autres répercussions?

S.O.

Personne-ressource :

- Sheila Liston
 - Gestionnaire, Communications stratégiques
 - 613-992-8420
 - Sheila.Liston@csc-scc.gc.ca
-



POLICY

ISSUE ÉMISSION	DATE
525	2016 03 07
	Y-A M D-J

BULLETIN

POLITIQUE



Policy number and title:

**COMMISSIONER'S DIRECTIVE (CD) 002 –
DESIGNATION OF RELEASE SITES OTHER THAN
PENITENTIARIES**

Numéro et titre de la politique :

**DIRECTIVE DU COMMISSAIRE (DC) 002 –
DÉSIGNATION DES EMPLACEMENTS DE MISE EN
LIBERTÉ AUTRES QUE LES PÉNITENCIERS**

Why was the policy changed?

Minor updates to this policy were required.

Pourquoi la politique a-t-elle été modifiée?

Des modifications mineures à la politique étaient requises.

What has changed?

The changes made include:

- changing the title of Regional Chief, Sentence Management, to Chief, Sentence Management, and
- adding a cross-reference to CD 703 – Sentence Management.

Qu'est-ce qui a changé?

Voici les changements qui ont été apportés :

- on a remplacé le titre de chef régional, Gestion des peines, par celui de chef, Gestion des peines
- on a ajouté un renvoi à la DC 703 – Gestion des peines.

How was it developed?

This policy was reviewed and amended by the Correctional Operations and Programs Sector and the Policy Sector.

Comment la politique a-t-elle été élaborée?

Cette politique a été examinée et modifiée par le Secteur des opérations et des programmes correctionnels et le Secteur des politiques.

Accountabilities?

Roles and responsibilities are detailed in the policy document.

Y aura-t-il des comptes à rendre?

Les rôles et les responsabilités sont décrits dans le document de politique.

Who will be affected by the policy?

This policy applies to staff responsible for designating places, other than penitentiaries, from which offenders may be released.

Contact:

Liz Smith, A/Director
Institutional Reintegration Operations
613-996-3622
Elizabeth.Smith@csc-scc.gc.ca

Qui sera touché par la politique?

Cette politique s'applique aux membres du personnel responsables de désigner les endroits autres que les pénitenciers d'où la libération de délinquants peut être effectuée.

Personne-ressource :

Liz Smith, directrice par intérim
Opérations de réinsertion sociale en établissement
613-996-3622
Elizabeth.Smith@csc-scc.gc.ca

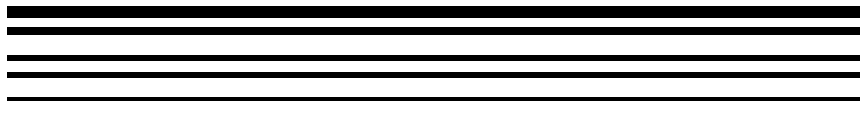


POLICY

BULLETIN

POLITIQUE

ISSUE ÉMISSION	DATE		
557	2017	02	13
	Y-A	M	D-J



Policy number and title:

**COMMISSIONER'S DIRECTIVE (CD) 024 –
MANAGEMENT OF CORRECTIONAL
SERVICE OF CANADA VOLUNTEERS**

Numéro et titre de la politique :

**DIRECTIVE DU COMMISSAIRE (DC) 024 –
GESTION DES BÉNÉVOLES DU SERVICE
CORRECTIONNEL DU CANADA**

Why was the policy changed?

CD 024 – formerly CD 775 – has been updated to clarify the roles and responsibilities for the management of Correctional Service of Canada volunteers.

The format of the CD has been updated in order to comply with the new format for national policies as per the Commissioner's Directives Standardization Project.

What has changed?

The current CD 775 was last updated in 1997. This directive has been updated to reflect current legislation, policies and practices, including accountability at various levels. It also defines CSC volunteers by providing clarity and criteria for staff to distinguish between CSC volunteers and visitors.

Pourquoi la politique a-t-elle été modifiée?

On a mis à jour la DC 024 – anciennement la DC 775 – afin de préciser les rôles et les responsabilités en ce qui concerne la gestion des bénévoles du Service correctionnel du Canada.

On a également mis à jour la présentation de la DC de sorte qu'elle soit conforme à la nouvelle présentation des politiques nationales, dans le cadre du projet de normalisation des directives du commissaire.

Qu'est-ce qui a changé?

La dernière mise à jour de la DC 775 avait été faite en 1997. Les modifications apportées visent à refléter les mesures législatives, les politiques et les pratiques actuelles, dont la responsabilisation aux divers paliers. La nouvelle DC définit également ce qu'est un bénévole du SCC en fournissant des éclaircissements et des critères afin d'aider le personnel à faire la distinction entre les bénévoles et les visiteurs du SCC.

How was it developed?

The revised CD was developed by the Citizen Engagement Directorate of the Communications and Engagement Sector in collaboration with Strategic Policy Division, and in consultation with internal and external stakeholders.

Accountabilities?

The CD outlines the responsibilities of the Assistant Commissioner, Communications and Engagement Sector; Regional Deputy Commissioners; operational unit heads; Project Officers, Engagement and Ethnocultural Services; Social Program Officers and community volunteer coordinators.

Who will be affected by the policy?

All staff involved in the management of CSC volunteers. The policy will also impact on CSC volunteers, some of whom may now be considered visitors.

Expected cost?

None.

Other impacts?

N/A

Contact:

David Molzahn
Manager, Community and Stakeholder Relations

613-995-4706
David.Molzahn@csc-scc.gc.ca

Comment la politique a-t-elle été élaborée?

La DC révisée a été élaborée par la Direction de l'engagement des citoyens, une composante du Secteur des communications et de l'engagement, en collaboration avec la Division de la politique stratégique, et en consultation avec des intervenants internes et externes.

Y aura-t-il des comptes à rendre?

La DC définit les responsabilités du commissaire adjoint, Secteur des communications et de l'engagement, des sous-commissaires régionaux, des responsables des unités opérationnelles, des agents de projet, Engagement et Services ethnoculturels, des agents de programmes sociaux et des coordonnateurs des bénévoles dans la collectivité.

Qui sera touché par la politique?

Tous les employés qui s'occupent de la gestion des bénévoles du SCC. La politique touche aussi les bénévoles du SCC, dont certains seront dorénavant considérés comme des visiteurs.

Quels coûts prévoit-on?

Aucun.

Y aura-t-il d'autres répercussions?

S.O.

Personne-ressource :

David Molzahn
Gestionnaire, Relations avec la collectivité et les intervenants

613-995-4706
David.Molzahn@csc-scc.gc.ca



POLICY

ISSUE ÉMISSION	DATE
560	2017 04 10 Y-A M D-J

Policy numbers and titles:

Guidelines (GL) 005-1 – Institutional Management Structure: Roles and Responsibilities
Commissioner's Directive (CD) 703 – Sentence Management
CD 705-7 – Security Classification and Penitentiary Placement
CD 712-2 – Detention
CD 712-4 – Release Process
CD 715-2 – Post-Release Decision Process

Why were the policies changed?

CD 703 has been revised to reflect the changes to sentence management as a result of the Regional Headquarters Governance (effective April 1, 2015) and service delivery requirements. This revision was necessary to update procedures and to streamline and standardize service delivery. As well, changes to other policies are necessary so that roles and responsibilities for sentence management are consistent. These latter consequential changes, while in effect with the promulgation of this Policy Bulletin, will be reflected in the actual policy documents when they will be updated in the future.

What has changed?

GL 005-1 – Institutional Management Structure: Roles and Responsibilities

- Given the new organizational structure,

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POLITIQUE

ISSUE ÉMISSION	DATE
560	2017 04 10 Y-A M D-J

Numéro et titre des politiques :

Lignes directrices (LD) 005-1 – Structure de gestion des établissements : Rôles et responsabilités
Directive du commissaire (DC) 703 – Gestion des peines
DC 705-7 – Cote de sécurité et placement pénitentiaire
DC 712-2 – Maintien en incarcération
DC 712-4 – Processus de mise en liberté
DC 715-2 – Processus décisionnel postlibératoire

Pourquoi les politiques ont-elles été modifiées?

On a révisé la DC 703 pour refléter les changements apportés à la gestion des peines suivant l'entrée en vigueur de la gouvernance des administrations régionales, le 1^{er} avril 2015, et des exigences relatives à la prestation des services. Cette révision était nécessaire pour mettre à jour les procédures et pour simplifier et uniformiser la prestation des services. La modification d'autres politiques est également nécessaire afin que les rôles et responsabilités en matière de gestion des peines soient cohérents. Ces modifications corrélatives, bien qu'elles entrent en vigueur dès la promulgation du présent bulletin de politique, seront reflétées dans les futures versions révisées des documents de politique.

Qu'est-ce qui a changé?

LD 005-1 – Structure de gestion des établissements : Rôles et responsabilités

- Vu la nouvelle structure organisationnelle,

Annex A no longer indicates that the Manager, Assessment and Interventions, is responsible for the administration of sentence management duties.

l'annexe A n'indique plus que le gestionnaire, Évaluation et interventions, est responsable de l'administration des fonctions de gestion des peines.

CD 703 – Sentence Management

Significant changes have been made to CD 703, and the following provides an overview of the various areas that have been amended. Given the breadth of changes and expansion of policy framework, all those impacted will need to fully familiarize themselves with the details contained in the updated CD.

- The CD introduces a revised framework which includes activity completion timeframes associated with sentence management service delivery.
- Areas of responsibility associated to offender admission and discharge have been removed from the policy.
- The Application section was updated to include the administration of long-term supervision orders.
- The responsibilities now reflect the reporting structure, duties, positions not previously identified and title changes due to the transition from functional supervision to operational management authority.
- Procedures have been amended to further enhance existing case management timeframes requiring the established sentence structure at the earliest point in the offender sentence and to streamline activities.

DC 703 – Gestion des peines

Des changements importants ont été apportés à la DC 703. Vous trouverez ci-après un aperçu des diverses sections qui ont été modifiées. Compte tenu de l'ampleur des changements et de l'élargissement du cadre de la politique, toutes les personnes touchées devront se familiariser avec la DC révisée.

- La DC instaure un cadre révisé qui inclut des délais pour accomplir des activités liées à la prestation de services en matière de gestion des peines.
- Des responsabilités ayant trait à l'admission et à la libération des délinquants ont été supprimées de la politique.
- La section Champ d'application fait maintenant mention des ordonnances de surveillance de longue durée.
- Les responsabilités reflètent maintenant la structure hiérarchique, les tâches et les postes qui n'étaient pas inclus dans la version antérieure, ainsi que de nouveaux titres résultant de la transition de la supervision fonctionnelle à la gestion opérationnelle.
- Des procédures ont été modifiées pour préciser davantage les délais s'appliquant à la gestion de cas qui requièrent que la structure des peines soit établie le plus tôt possible durant la peine d'un délinquant et pour rationaliser les activités.

- A section on Judge's Orders/Appeal Court Notices has been added to ensure appropriate departments are notified when the attendance of an offender in court is required.
- On a ajouté une section sur les ordonnances du juge/avis de la Cour d'appel afin de s'assurer que les unités appropriées sont informées lorsqu'un délinquant doit comparaître devant un tribunal.
- In the section on Sentence Information Sharing, a new paragraph indicates what information will be shared with the Parole Board of Canada.
- Dans la section sur la communication des renseignements sur la peine, un nouveau paragraphe fait mention de l'information à transmettre à la Commission des libérations conditionnelles du Canada.
- The section on Escape/Unlawfully at Large has been expanded to clearly identify the responsibilities in relation to recommitment to custody warrants (section 11.1 of the CCRA).
- Dans la section sur l'évasion/la liberté illégale, on a clairement défini les responsabilités relatives aux mandats de réincarcération (article 11.1 de la LSCMLC).
- The section on Canadian Police Information Centre checks has been amended to coordinate timeframes for procedural amendments and to ensure that outstanding charges are entered in the Offender Management System.
- On a modifié la section sur les vérifications auprès du Centre d'information de la police canadienne afin de coordonner les délais pour les modifications procédurales et de s'assurer que les accusations en instance sont consignées dans le Système de gestion des délinquant(e)s.
- Offender release procedures have been expanded to denote specific dates relative to the type of release and to indicate that the Chief, Sentence Management, will authorize all releases. The reference to coordinating the issuance of release/discharge documents has been removed.
- Les procédures de mise en liberté des délinquants sont maintenant davantage détaillées et permettent d'établir des dates précises selon le type de mise en liberté. On y indique aussi que le chef, Gestion des peines, autorisera toutes les mises en liberté. La mention de la coordination de la délivrance des documents relatifs à la mise en liberté a été supprimée.
- A section on Offender Death has been added to clearly define the process to be followed by Sentence Management.
- Une nouvelle section sur le décès du délinquant définit clairement le processus à suivre par la Gestion des peines.

This policy was also revised as a result of the Commissioner's Directives Standardization Project, which includes:

- a new look, resulting in stand-alone English and French versions;

Cette politique a aussi subi des modifications dans le cadre du projet de normalisation des directives du commissaire, dont les suivantes :

- les versions française et anglaise sont maintenant autonomes;

- a clearer context for the policy document by including its relation to the Program Alignment Architecture, the Office of Primary Interest as well as information on dates of past reviews and future ones;
- the purpose, which replaces the “policy objective”, is more practical in nature.

CD 705-7 – Security Classification and Penitentiary Placement

- In paragraph 9 of Annex F – Interregional Movements for Offender Intake Assessments and Interregional Penitentiary Placement, the position title “Regional Advisor, Sentence Management” has been replaced by “Regional Manager, Sentence Management”.

CD 712-2 – Detention

- Paragraph 6 has been modified so that the responsibilities listed for the Chief, Sentence Management, are assigned to the “Sentence Management Officer”.
- In paragraph 44, “Sentence Management” has been replaced by “the Sentence Management Officer” to clarify who is responsible for immediately implementing the detention order upon receipt of the PBC decision.

CD 712-4 – Release Process

- Paragraph 6 has been deleted as the responsibility for authorizing releases was incorrectly assigned to the Parole Officer. As indicated in CD 703, the Chief, Sentence Management, is responsible for authorizing all releases.

- on a précisé le contexte du document de politique en indiquant son lien avec l’Architecture d’alignement des programmes, le bureau de première responsabilité ainsi que les dates des examens antérieurs et futurs;
- le but, qui remplace « l’objectif de la politique », est formulé dans des termes plus pratiques.

DC 705-7 – Cote de sécurité et placement pénitentiaire

- Au paragraphe 9 de l’annexe F – Déplacements interrégionaux pour l’évaluation initiale de délinquants et placements pénitentiaires interrégionaux, le titre de poste « conseiller régional, Gestion des peines » a été remplacé par « gestionnaire régional, Gestion des peines ».

DC 712-2 – Maintien en incarcération

- Le paragraphe 6 a été modifié de sorte que les responsabilités énumérées pour le chef, Gestion des peines, soient assignées à « l’agent de gestion des peines ».
- Au paragraphe 44, on a remplacé « la Gestion des peines » par « l’agent de gestion des peines » afin de préciser qui est chargé d’exécuter immédiatement l’ordonnance de maintien en incarcération sur réception de la décision de la CLCC.

DC 712-4 – Processus de mise en liberté

- On a supprimé le paragraphe 6 car la responsabilité d’autoriser les mises en liberté ne relève pas de l’agent de libération conditionnelle. Comme il est indiqué dans la DC 703, il revient au chef, Gestion des peines, d’autoriser les mises en liberté.

- In paragraph 8, “the Chief, Sentence Management, or the Associate” has been replaced by “the Chief, Sentence Management, or the Sentence Management Officer” to reflect the change in responsibility with respect to checking for outstanding arrest warrants prior to release and advising the Parole Officer if any exist.

CD 715-2 – Post-Release Decision Process

- In paragraph 34, the person that will be informed if an offender incurs a new conviction and remains in the community is “the assigned Sentence Management Officer” instead of “the Sentence Manager of the releasing institution”.
- In paragraph 51, “Sentence Management at the institution” has been replaced by “the assigned Sentence Management Officer” with respect to loss of jurisdiction.

How was it developed?

CD 703 – Sentence Management was developed by National Headquarters Sentence Management in collaboration with Strategic Policy. Consultation occurred with internal and external stakeholders. Amendments to other CDs result from the Regional Headquarters Governance (effective April 1, 2015) and from discussions held with the Community Operations Division.

Accountabilities?

Roles and responsibilities are detailed in the policy document.

- Au paragraphe 8, on a remplacé « le chef, Gestion des peines, ou son adjoint » par « le chef, Gestion des peines, ou l’agent de gestion des peines » afin de refléter le changement de responsabilité pour ce qui est de vérifier, avant la mise en liberté du délinquant, si celui-ci fait l’objet de mandats d’arrestation non exécutés et, dans l’affirmative, d’en informer l’agent de libération conditionnelle.

DC 715-2 – Processus décisionnel postlibératoire

- Au paragraphe 34, la personne à informer si le délinquant fait l’objet d’une nouvelle condamnation et demeure dans la collectivité est « l’agent de gestion des peines désigné » plutôt que « le gestionnaire des peines de l’établissement de libération ».
- Au paragraphe 51, on a remplacé « les responsables de la Gestion des peines à l’établissement » par « l’agent de gestion des peines désigné » en ce qui concerne la perte de compétence.

Comment la politique a-t-elle été élaborée?

La DC 703 – Gestion des peines a été élaborée par les responsables de la Gestion des peines à l’administration centrale en collaboration avec la Division de la politique stratégique. Des consultations ont été menées auprès des intervenants internes et externes. La modification des autres DC fait suite à l’entrée en vigueur de la gouvernance des administrations régionales, le 1^{er} avril 2015, et aux discussions tenues avec la Division des opérations dans la collectivité.

Y aura-t-il des comptes à rendre?

Les rôles et les responsabilités sont décrits dans le document de politique.

Who will be affected by the policy?

All staff responsible for the administration of offender sentences and long-term supervision orders.

Contact:

Michelle Cloutier-Hunt
A/National Manager, Sentence Management
613-536-4966
[GEN-NHQ Sentence Management - Gestion des peines](#)

Qui sera touché par la politique?

Tous les membres du personnel responsables de l'administration des peines et des ordonnances de surveillance de longue durée des délinquants.

Personne-ressource :

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Commissioner,

Le Commissaire,

Don Head



BULLETIN

POLICY

POLITIQUE

ISSUE ÉMISSION	DATE
567	2017 05 29
	Y-A M D-J

Policy number and title:

**Commissioner's Directive (CD) 004 –
National Standards for the Deployment of
Correctional Officers**

Numéro et titre de la politique :

**Directive du commissaire (DC) 004 –
Normes nationales de déploiement
des agents correctionnels**

Why was the policy changed?

The changes to this policy are for several reasons. First, updates and clarification editing were required throughout the policy. Second, additional thresholds were added to account for situations where there could be temporary changes in inmate population at a site level. In addition, a new section was added on clustered sites.

Pourquoi la politique a-t-elle été modifiée?

Les changements ont été apportés à la politique pour plusieurs raisons. Premièrement, il était nécessaire d'y apporter des modifications aux fins de mise à jour et d'éclaircissement. Deuxièmement, d'autres seuils ont été ajoutés pour tenir compte des situations où il pourrait y avoir des changements temporaires dans la population carcérale. De plus, une nouvelle section a été ajoutée sur les établissements regroupés.

What has changed?

The previous Annex A (Terms of Reference Committee on Correctional Officer Deployment Standards) has been removed, and information on the application of the standards, requests for variances and business case process has been integrated within the base CD.

Qu'est-ce qui a changé?

L'ancienne annexe A (Mandat du Comité sur les normes de déploiement des agents correctionnels) a été éliminée, et l'information sur l'application des normes, les demandes de dérogation et les analyses de cas a été intégrée dans la DC même.

The previous Annex B (National Standards for the Deployment of Correctional Officers) has been removed, and will be replaced by the document "Standards on Deployment of CX". It underwent extensive editing to provide clarification on many of the security activities. A section on regional activities was incorporated

L'annexe B (Normes nationales de déploiement des agents correctionnels) a été supprimée et sera remplacée par le document « Normes de déploiement des agents CX », qui a fait l'objet d'une révision en profondeur pour fournir des précisions sur un grand nombre des activités de sécurité. On a ajouté une section sur les activités

to account for hospital supervision and transfer teams, as well as a section on clustered sites. The operational adjustment component has been categorized and detailed to provide clarity. Information was also introduced regarding base level funding and supplemental temporary funding when site's inmate population exceeds capacity.

The previous Annex C (Threat Risk Assessment Tool) has been removed, but will be available as a template issued by the Security Branch.

Annex D (Site Deployment Levels) has been removed and will be replaced by the annual resources indicators.

The previous Annex E (National Generic Post Orders) has been removed and will be replaced by the document "National Generic Post Orders", which will be published by the Security Branch.

The previous Guidelines 004-1 (Operational Adjustments) have been removed, and information on this practice has been incorporated into the document "Standards on Deployment of CX".

The previous Guidelines 004-2 (Scheduling of Correctional Officers) have been removed, and information on scheduling will be issued through Human Resources bulletins as this portfolio is now managed by the Labour Relations Branch at National Headquarters.

régionales afin de faire mention des équipes de surveillance dans les hôpitaux et des équipes des transfèrements, ainsi qu'une section portant sur les établissements regroupés. Différents types d'ajustements opérationnels ont été définis pour plus de clarté. De plus, les normes contiennent maintenant de l'information sur le financement des activités de base et sur l'affectation de ressources supplémentaires temporaires lorsque le nombre de détenus dépasse la capacité d'accueil de l'établissement.

L'ancienne annexe C (Outil d'évaluation de la menace et du risque) a été éliminée de la DC, mais demeure disponible comme modèle de document publié par la Direction de la sécurité.

L'annexe D (Niveaux de déploiement dans les établissements) a été supprimée et sera remplacée par les indicateurs de ressources annuelles.

L'ancienne annexe E (Ordres de poste génériques nationaux) a été supprimée et sera remplacée par le document « Ordres de poste génériques nationaux », qui sera publié par la Direction de la sécurité.

Les anciennes Lignes directrices 004-1 (Ajustements opérationnels) ont été éliminées, et l'information concernant cette pratique a été intégrée dans le document « Normes de déploiement des agents CX ».

Les anciennes Lignes directrices 004-2 (Établissement des horaires des agents de correction) ont été éliminées, et l'information concernant les horaires sera diffusée au moyen de bulletins des Ressources humaines puisque ce dossier relève maintenant de la Direction des relations de travail à l'administration centrale.

How was it developed?

The policy revisions were undertaken by the Security Branch in collaboration with the Strategic Policy Division. The policy was subject to national consultation with management and union partners.

Accountabilities?

The Assistant Commissioner, Correctional Operations and Programs, is accountable for CD 004. Responsibilities at the National and Regional Headquarters and in the institutions are outlined in the policy.

Who will be affected by the policy?

All staff members.

Expected cost?

N/A

Other impacts?

Institutions will be required to update local policy, including the Operational Adjustment Plan, Standing Orders and Post Orders.

Training material on the Management of the Correctional Officer Workforce has been updated.

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Comment la politique a-t-elle été élaborée?

La révision de la politique a été effectuée par la Direction de la sécurité, en collaboration avec la Division de la politique stratégique. La politique a fait l'objet de consultations nationales auprès des membres de la direction et des partenaires syndicaux.

Y aura-t-il des comptes à rendre?

Le commissaire adjoint, Opérations et programmes correctionnels, est responsable de la DC 004. Les responsabilités du personnel à l'administration centrale, aux administrations régionales et dans les établissements sont définies dans la politique.

Qui sera touché par la politique?

Tous les membres du personnel.

Quels coûts prévoit-on?

S.O.

Y aura-t-il d'autres répercussions?

Les établissements devront mettre à jour les politiques locales, notamment le Plan des ajustements opérationnels, les ordres permanents et les ordres de poste.

Le matériel de formation sur la gestion de l'effectif des agents correctionnels a été mis à jour.

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BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE		
579	2017	11	20
	Y-A	M	D-J



Policy number and title:

Commissioner's Directive (CD) 009 – Research

Why was the policy changed?

This policy was updated and revised to reflect changes to the responsibility structures of the Research Branch as well as to provide several points of clarification to ensure that the process to conduct research outside the Research Branch is clear, nationally consistent and easily accessible.

The policy was also reformatted as a result of the Commissioner's Directives Standardization Project.

What has changed?

Guidelines 009-1 have been amalgamated into the revised CD.

The policy has been updated to reflect the current responsibility structure of the Research Branch (i.e. elimination of the DG position) as well as to reflect the modified review and approval process for external research. This includes changes to the review process at the regional level as well as the sub-delegation of the Commissioners' approval to the EXCOM Sub-Committee on External Research.

Several points of clarification were made in a number of areas including opportunities to provide compensation for community-based research participation as well as the terms under which a project is approved and research is published externally.

Numéro et titre de la politique :

Directive du commissaire (DC) 009 – Recherche

Pourquoi la politique a-t-elle été modifiée?

La politique précitée a été mise à jour et révisée pour refléter les changements apportés aux structures de responsabilité de la Direction de la recherche ainsi que pour fournir des précisions dans le but de s'assurer que le processus à suivre pour mener des recherches à l'extérieur de la Direction de la recherche est clair, uniforme à l'échelle nationale et facilement accessible.

De plus, la politique a été reformatée dans le cadre du projet de normalisation des directives du commissaire.

Qu'est-ce qui a changé?

Les Lignes directrices 009-1 ont été incorporées dans la DC révisée.

La politique a été mise à jour pour refléter la structure de responsabilité actuelle de la Direction de la recherche (c.-à-d. élimination du poste de DG) ainsi que le processus d'examen et d'approbation modifié pour les projets de recherche externe. Cela inclut les changements apportés au processus d'examen à l'échelle régionale ainsi que la subdélégation de l'approbation du commissaire au Sous-comité sur la recherche externe du Comité de direction.

Plusieurs précisions ont été apportées concernant un certain nombre de questions, incluant la possibilité de fournir une rémunération pour la participation à des projets de recherche dans la collectivité ainsi que les critères en vertu desquels un projet est approuvé et les résultats de recherche sont publiés à l'externe.

How was it developed?

This policy was developed by the Research Branch in collaboration with Legal Services, the Policy Sector and with internal and external consultation.

Who will be affected by the policy?

Applies to all researchers, including CSC staff, students, volunteers and contractors.

Contact:

John Weekes
A/Director, Research Branch
613-943-5065
John.Weekes@csc-scc.gc.ca

Comment la politique a-t-elle été élaborée?

La politique a été élaborée par la Direction de la recherche en collaboration avec les Services juridiques et le Secteur des politiques, et a fait l'objet d'une consultation auprès des intervenants internes et externes.

Qui sera touché par la politique?

La DC s'applique à tous les chercheurs, y compris les membres du personnel, les étudiants, les bénévoles et les contractuels du SCC.

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BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
593	2018 02 19
Y-A	M D-J



Policy number and title:

CD 081 – Offender Complaints and Grievances

GL 081-1 – Offender Complaint and Grievance Process

Why was the policy changed?

CD 081 was amended to add an additional designate to make decisions with respect to grievances at the final level.

What has changed?

A technical amendment was made to paragraph 8 under the Levels of the Offender Complaint and Grievance process, to include the Special Advisor to the Commissioner as one of the persons designated to make decisions with respect to grievances at the final level.

The definition for discrimination was revised in Annex A of the Commissioner's Directive and in Annex B – Grievance Codes of the Guidelines.

How was it developed?

The Offender Redress Division developed this policy in collaboration with the Strategic Policy Division.

Numéro et titre de la politique :

DC 081 – Plaintes et griefs des délinquants

LD 081-1 – Processus de règlement des plaintes et griefs des délinquants

Pourquoi la politique a-t-elle été modifiée?

La DC 081 a été modifiée afin d'y ajouter une personne désignée pour rendre des décisions relativement aux griefs soumis au palier final.

Qu'est-ce qui a changé?

Une modification de forme a été apportée au paragraphe 8, sous Paliers du processus de règlement des plaintes et griefs des délinquants, pour inclure le conseiller spécial du commissaire au nombre des personnes désignées pour rendre des décisions relativement aux griefs soumis au palier final.

La définition de discrimination a été révisée à l'annexe A de la Directive du commissaire et à l'annexe B – Codes attribués aux griefs des Lignes directrices.

Comment la politique a-t-elle été élaborée?

La Division des recours des délinquants a élaboré la politique en collaboration avec la Division de la politique stratégique.

Who will be affected by the policy?

Staff involved in the offender complaint and grievance process and offenders utilizing the offender complaint and grievance process.

Accountabilities?

Assistant Commissioner, Policy

Contact:

Paul McKenzie
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Qui sera touché par la politique?

Les membres du personnel qui prennent part au processus de règlement des plaintes et des griefs des délinquants, ainsi que les délinquants qui ont recours à ce processus.

Y aura-t-il des comptes à rendre?

Commissaire adjoint, Politiques

Personne-ressource :

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BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE		
598	2018	04	23
	Y-A	M	D-J



Policy number and title:

**Commissioner's Directive (CD) 001 –
Mission, Values and Ethics Framework of the
Correctional Service of Canada**

Numéro et titre de la politique :

**Directive du commissaire (DC) 001 –
Cadre de la mission, des valeurs et de l'éthique
du Service correctionnel du Canada**

Why was the policy changed?

The policy was reviewed as part of the two-year review schedule.

Pourquoi la politique a-t-elle été modifiée?

La politique a été révisée dans le cadre de l'examen biennal.

What has changed?

- Changes were made under the "Application" and "Purpose" headings of the directive by specifying that the policy applies to "all persons who work at CSC or are involved in CSC's activities".
- CSC's statements of intent regarding diversity were added to the policy.
- Roles and responsibilities were added regarding the Government of Canada's commitment to Gender-Based Analysis Plus.
- Additional resources were added to the "Support services and Measures" and "Enquiries" sections of the policy.

Qu'est-ce qui a changé?

- Des changements ont été apportés aux rubriques « Champ d'application » et « But » de la directive en précisant que la politique s'applique à « toutes les personnes qui travaillent au SCC ou qui participent à ses activités ».
- Les déclarations d'intention du SCC à l'égard de la diversité ont été ajoutées à la politique.
- On a décrit les rôles et les responsabilités concernant l'engagement du gouvernement du Canada à l'égard de l'Analyse comparative entre les sexes plus.
- Des ressources supplémentaires ont été ajoutées aux sections « Mesures et services de soutien » et « Demandes de renseignements » de la politique.

How was it developed?

The policy was developed by the Policy Sector in consultation with CSC staff, stakeholders and offenders.

Who will be affected by the policy?

This policy affects all staff.

Contact:

Nathalie Lacroix
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Comment la politique a-t-elle été élaborée?

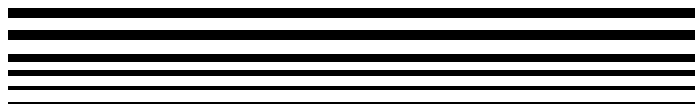
Cette politique a été élaborée par le Secteur des politiques en consultation avec le personnel du SCC, les intervenants et les délinquants.

Qui sera touché par la politique?

La politique touche tous les membres du personnel.

Personne-ressource :

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BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
602	2018 06 18
	Y-A M D-J



INTERIM POLICY BULLETIN / BULLETIN DE POLITIQUE PROVISOIRE

Policy numbers and titles:

CD 026 – Communications
**CD 048 – Provision of Support Services at
Coroner's Inquests**
**CD 568-1 – Recording and Reporting of Security
Incidents**
CD 700 – Correctional Interventions
CD 712-2 – Detention
CD 760 – Social Programs and Leisure Activities
**GL 800-1 – Hunger Strike: Managing an Inmate's
Health**

Numéro et titre des politiques :

DC 026 – Communications
**DC 048 – Prestation de services de soutien lors
d'enquêtes du coroner**
**DC 568-1 – Consignation et signalement des
incidents de sécurité**
DC 700 – Interventions correctionnelles
DC 712-2 – Maintien en incarcération
DC 760 – Programmes sociaux et activités de loisir
**LD 800-1 – Grève de la faim : Gestion de la santé
des détenus**

Why were the policies changed?

Pending updates and promulgation of the individual policy documents listed above, the following policy changes are in effect. The amendments were made to enhance and strengthen the role of the Deputy Commissioner for Women in policies and processes that impact women offenders.

What has changed?

The following policy direction is new:

CD 026 – Communications

The Deputy Commissioner for Women must approve all national level communications products, activities and initiatives related to the management of women offenders.

Pourquoi les politiques ont-elles été modifiées?

Les modifications décrites ci-dessous sont en vigueur en attendant la mise à jour et la promulgation des documents de politique susmentionnés. Elles visent à élargir et à renforcer le rôle de la sous-commissaire pour les femmes dans les politiques et les processus qui ont une incidence sur les délinquantes.

Qu'est-ce qui a changé?

Les directives suivantes sont nouvelles :

DC 026 – Communications

La sous-commissaire pour les femmes doit approuver tous les produits, toutes les activités et toutes les initiatives de communication se rapportant à la gestion des délinquantes qui ont une portée nationale.

CD 048 – Provision of Support Services at Coroner’s Inquests

Regional Headquarters will immediately share the initial notification of an upcoming inquest/inquiry with the Senior Deputy Commissioner, and with the Deputy Commissioner for Women in the case of a woman offender.

CD 568-1 – Recording and Reporting of Security Incidents

The Assistant Commissioner, Correctional Operations and Programs will:

e. establish procedures to inform the Deputy Commissioner for Women of reported incidents concerning women offenders.

CD 700 – Correctional Interventions

The Assistant Commissioner, Correctional Operations and Programs, in consultation with the Deputy Commissioner for Women as it relates to women offenders, will facilitate ongoing cooperation between intervention, treatment and operational functions to ensure an efficient exchange of information and effective decisions to promote correctional interventions.

CD 712-2 – Detention

Regional Deputy Commissioner will:

b. immediately report any loss of jurisdiction to the Senior Deputy Commissioner and the Deputy Commissioner for Women as appropriate.

DC 048 – Prestation de services de soutien lors d’enquêtes du coroner

L’administration régionale transmettra immédiatement l’avis initial de la tenue prochaine d’une enquête au sous-commissaire principal ainsi qu’à la sous-commissaire pour les femmes lorsqu’une délinquante est concernée.

DC 568-1 – Consignation et signalement des incidents de sécurité

Le commissaire adjoint, Opérations et programmes correctionnels :

e. établira des procédures pour informer la sous-commissaire pour les femmes des incidents signalés lorsque des délinquantes sont concernées.

DC 700 – Interventions correctionnelles

Le commissaire adjoint, Opérations et programmes correctionnels, en collaboration avec la sous-commissaire pour les femmes lorsque des délinquantes sont concernées, favorisera la collaboration continue entre les responsables des interventions, des traitements et des opérations afin d’assurer un échange de renseignements efficace et la prise de décisions judicieuses dans le but de promouvoir les interventions correctionnelles.

DC 712-2 – Maintien en incarcération

Le sous-commissaire régional :

b. signalera immédiatement toute perte de compétence au sous-commissaire principal et à la sous-commissaire pour les femmes, le cas échéant.

CD 760 – Social Programs and Leisure Activities

The Deputy Commissioner for Women will ensure and oversee the development of social programs for women offender institutions.

GL 800-1 – Hunger Strike: Managing an Inmate's Health

Ensure the Institutional Head, the Regional Director, Health Services, and others with a need to know including the Deputy Commissioner for Women are kept informed of the inmate's health status.

How were they developed?

These changes were developed by the Women Offender Sector in collaboration with the Strategic Policy Division, and the relevant Offices of Primary Interest: Communications and Engagement, Incident Investigations Branch, Offender Programs and Reintegration Branch, Preventative Security and Intelligence Branch, Aboriginal Initiatives Directorate, and Health Services.

Who will be affected by the policies?

All staff and women offenders are potentially affected by these changes.

DC 760 – Programmes sociaux et activités de loisir

La sous-commissaire pour les femmes veillera à l'élaboration des programmes sociaux dans les établissements pour femmes et en assurera la surveillance.

LD 800-1 – Grève de la faim : Gestion de la santé des détenus

Veiller à ce que le directeur de l'établissement, le directeur régional, Services de santé, et les autres personnes qui ont besoin de savoir, y compris la sous-commissaire pour les femmes, soient informés de l'état de santé du détenu.

Comment les politiques ont-elles été élaborées?

Ces modifications ont été élaborées par le Secteur des délinquantes en collaboration avec la Division de la politique stratégique et les bureaux de première responsabilité concernés, soit le Secteur des communications et de l'engagement, la Direction des enquêtes sur les incidents, la Direction des programmes pour délinquants et de la réinsertion sociale, la Direction de la sécurité préventive et du renseignement de sécurité, la Direction des initiatives pour les Autochtones et les Services de santé.

Qui sera touché par les politiques?

Tous les membres du personnel et toutes les délinquantes pourraient être touchés par ces modifications.

Contact:

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Interim Commissioner,

Commissaire intérimaire,

Original signed by / Original signé par :

Anne Kelly



BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
604	2018 06 25
	Y-A M D-J

Policy number and title:

**Commissioner's Directive (CD) 002 – Designation
of Release Sites Other Than Penitentiaries**

Why was the policy changed?

The CD has been reviewed as part of the Correctional Service of Canada's review cycle. Other than a minor change to use gender inclusive language, no other changes have been made to the policy.

How was it developed?

This policy was reviewed and amended by the Correctional Operations and Programs Sector and the Policy Sector.

Accountabilities?

Roles and responsibilities are detailed in the policy document.

Who will be affected by the policy?

This policy applies to staff responsible for designating places, other than penitentiaries, from which offenders may be released.

Numéro et titre de la politique :

**Directive du commissaire (DC) 002 – Désignation
des emplacements de mise en liberté autres que
les pénitenciers**

Pourquoi la politique a-t-elle été modifiée?

La DC a fait l'objet d'un examen dans le cadre du cycle d'examen du Service correctionnel du Canada. Seul un changement mineur visant l'utilisation d'un langage non sexiste a été apporté à la politique.

Comment la politique a-t-elle été élaborée?

La politique a été examinée et modifiée de concert par le Secteur des opérations et des programmes correctionnels et le Secteur des politiques.

Y aura-t-il des comptes à rendre?

Les rôles et les responsabilités sont décrits dans le document de politique.

Qui sera touché par la politique?

Cette politique s'applique aux membres du personnel responsables de désigner les endroits autres que les pénitenciers d'où la libération de délinquants peut être effectuée.

Contact:

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BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
605	2018 07 23
	Y-A M D-J



Policy number and title:

**Commissioner's Directive (CD) 024 –
Management of Correctional Service of Canada
Volunteers**

Numéro et titre de la politique :

**Directive du commissaire (DC) 024 – Gestion des
bénévoles du Service correctionnel du Canada**

Why was the policy changed?

Technical amendments were made to this policy in response to the promulgation of CD 564-5 – Access to the Canadian Police Information Centre (CPIC), which rescinded CSC's ability to use the CPIC system to conduct background checks, screening, clearance, etc., for volunteers.

Pourquoi la politique a-t-elle été modifiée?

Des modifications techniques ont été apportées à la politique à la suite de la promulgation de la DC 564-5 – Accès au Centre d'information de la police canadienne (CIPC), selon laquelle le SCC ne peut plus utiliser le système du CIPC pour procéder à la vérification d'antécédents, des enquêtes, des autorisations ou autres évaluations concernant des bénévoles.

What has changed?

All CSC volunteers will be required to have and maintain a valid security screening at Reliability Status level.

This process will be phased in over two (2) years. As CPIC clearances for volunteers expire, volunteers will be expected to be security screened at the Reliability Status level.

In addition, the operational unit head's responsibility to approve CSC volunteer applications recommended through the existing site review process was clarified.

Qu'est-ce qui a changé?

Tous les bénévoles du SCC devront obtenir et conserver une cote de fiabilité valide.

Ce processus s'échelonnnera sur une période de deux (2) ans. Les bénévoles pour qui la vérification effectuée auprès du CIPC expirera devront faire l'objet d'un filtrage de sécurité en vue d'obtenir une cote de fiabilité.

De plus, on a précisé la responsabilité du responsable de l'unité opérationnelle concernant l'approbation des offres de services bénévoles recommandées au moyen du processus d'examen en place dans l'unité opérationnelle.

How was it developed?

These technical amendments were made by the Citizen Engagement Directorate in collaboration with the Departmental Security Division and the Strategic Policy Division. Due to the nature of the changes, no consultations were required.

Who will be affected by the policy?

Applies to all individuals who are involved in the management of Correctional Service of Canada volunteers.

Contact:

David Molzahn
Manager, Community and Stakeholder Relations

613-995-4706

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Comment la politique a-t-elle été élaborée?

Ces modifications techniques ont été apportées par la Direction de l'engagement des citoyens, en collaboration avec la Division de la sécurité du Ministère et la Division de la politique stratégique. En raison de la nature des modifications, aucune consultation n'a été requise.

Qui sera touché par la politique?

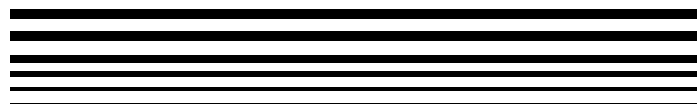
La politique s'applique à toutes les personnes qui participent à la gestion des bénévoles du Service correctionnel du Canada.

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BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
615	2018 09 24
	Y-A M D-J



INTERIM POLICY BULLETIN / BULLETIN DE POLITIQUE PROVISOIRE

Policy number and title:

Numéro et titre de la politique :

Guidelines (GL) 081-1 – Offender Complaint and Grievance Process

Lignes directrices (LD) 081-1 – Processus de règlement des plaintes et griefs des délinquants

Clarification of the role of Outside Review Boards when reviewing initial grievances

Clarification du rôle des comités externes d'examen des griefs lors de l'examen des griefs au palier initial

The purpose of this Policy Bulletin is to clarify paragraph 56 of GL 081-1 – Offender Complaint and Grievance Process regarding the role of Outside Review Boards (ORB) when reviewing initial grievances.

Le présent bulletin de politique a pour objet de clarifier le paragraphe 56 des LD 081-1 – Processus de règlement des plaintes et griefs des délinquants, en ce qui concerne le rôle des comités externes d'examen (CEE) lors de l'examen des griefs au palier initial.

ORBs do not have legislative authority to conduct hearings (e.g. request documentation and call witnesses).

Les CEE ne sont pas habilités à tenir des audiences (p. ex., exiger des documents et convoquer des témoins).

Rather, ORB reviews are limited to an examination of the same information and documentation that was before the decision-maker at the time the grievance decision was rendered.

Les examens menés par les CEE se limitent plutôt à l'examen de l'information et de la documentation prises en compte par le décideur au moment où il a rendu sa décision en lien avec le grief.

Therefore, the ORB's analysis and recommendations will include, but not be limited to, such things as:

Par conséquent, l'analyse et les recommandations des CEE serviront notamment à :

- ensuring that all concerns identified by the grievor are addressed in the grievance response;
- s'assurer que la réponse au grief répond à toutes les préoccupations soulevées par le plaignant;

- | | |
|--|--|
| • ensuring that all relevant documentation/information to support a decision is considered and that the documentation/information used is communicated with the grievor; | • s'assurer que tous les documents et les renseignements à l'appui d'une décision sont pris en compte et que les documents et les renseignements utilisés sont communiqués au plaignant; |
| • ensuring that identified and/or relevant witnesses were interviewed and given due consideration, if deemed necessary; | • s'assurer que les témoins désignés et/ou pertinents ont été interrogés et que leur témoignage a été dûment pris en compte, lorsque cela est jugé nécessaire; |
| • ensuring that the grievance response provides a clear rationale, supported by law and policy; and | • s'assurer que la réponse au grief contient une justification claire étayée par des références à des lois et à des politiques; |
| • ensuring that the principles of procedural fairness have been adequately adhered to. | • s'assurer que les principes d'équité procédurale ont été convenablement respectés. |

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Assistant Commissioner, Policy Sector

Commissaire adjoint, Secteur des politiques

Original signed by / Original signé par :

Larry Motiuk



BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE		
626	2019	01	14
	Y-A	M	D-J



INTERIM POLICY BULLETIN / BULLETIN DE POLITIQUE PROVISOIRE

Policy number and title:

CD 081 – Offender Complaints and Grievances

Why was the policy changed?

On October 18, 2018, a decision rendered by the Federal Court of Canada declared paragraph 21 of Commissioner's Directive 081 – Offender Complaints and Grievances to be invalid.

What has changed?

In its ruling, the Court found paragraph 21 of CD 081 to be inconsistent with section 74(4) of the *Corrections and Conditional Release Regulations* (CCRR), as the Regulations only allow supervisors to reject complaints on the basis that they are frivolous, vexatious or not made in good faith.

As a result of the decision, effective immediately, paragraph 21 of CD 081 is no longer in force and cannot be used to allow decision-makers to reject grievances as being frivolous, vexatious, offensive or not made in good faith.

Going forward, only **complaints** may be rejected as being frivolous, vexatious or not made in good faith in accordance with section 74(4) of the CCRR.

Numéro et titre de la politique :

DC 081 – Plaintes et griefs des délinquants

Pourquoi la politique a-t-elle été modifiée?

Le 18 octobre 2018, la Cour fédérale du Canada a rendu une décision déclarant le paragraphe 21 de la Directive du commissaire 081 – Plaintes et griefs des délinquants invalide.

Qu'est-ce qui a changé?

Dans sa décision, la Cour a conclu que le paragraphe 21 de la DC 081 était contraire au paragraphe 74(4) du *Règlement sur le système correctionnel et la mise en liberté sous condition* (RSCMLC), puisque le Règlement autorise le supérieur à refuser d'examiner une plainte si, à son avis, la plainte est futile ou vexatoire ou n'est pas faite de bonne foi.

Par suite de la décision, à compter de maintenant, le paragraphe 21 de la DC 081 n'est plus en vigueur et ne peut être utilisé pour autoriser les décideurs à rejeter des griefs jugés futiles ou vexatoires ou comme n'étant pas faits de bonne foi.

À l'avenir, **seules les plaintes** peuvent être rejetées après avoir été jugées futiles ou vexatoires ou comme n'étant pas faites de bonne foi conformément au paragraphe 74(4) du RSCMLC.

How was it developed?

This policy amendment was developed by the Rights, Redress and Resolution Branch, in consultation with Legal Services and the Strategic Policy Division.

Who will be affected by the policy?

All staff and offenders engaged in the offender complaint and grievance process.

Accountabilities?

Roles and responsibilities are detailed in CD 081.

Expected cost?

N/A

Contact:

Strategic Policy Division
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Comment la politique a-t-elle été élaborée?

Cette modification à la politique a été élaborée par la Direction des droits, des recours et des résolutions, en consultation avec les Services juridiques et la Division de la politique stratégique.

Qui sera touché par la politique?

Tous les membres du personnel et tous les délinquants qui prennent part au processus de règlement des plaintes et griefs des délinquants.

Y aura-t-il des comptes à rendre?

Les rôles et les responsabilités sont décrits dans la DC 081.

Quels coûts prévoit-on?

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Personne-ressource :

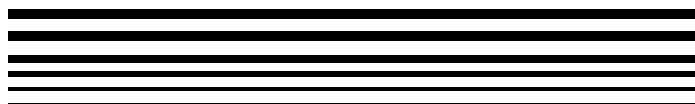
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Commissioner,

Commissaire,

Original signed by / Original signé par :

Anne Kelly



BULLETIN POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
631	2019 03 25
	Y-A M D-J



Policy numbers and titles:

**Commissioner's Directive (CD) 048 –
Information Sharing and Provision of Support
Services Associated with Coroner's/Medical
Examiner's Death Investigations or
Inquests/Inquiries**

**Guidelines (GL) 048-1 –
Information Sharing and Provision of Support
Services Associated with Coroner's/Medical
Examiner's Death Investigations or
Inquest/Inquiries**

Why were the policies changed?

CD 048 and GL 048-1 have been updated to include procedures and direction for providing support services in relation to Coroner's/Medical Examiner's death investigations or inquests/inquiries when the death of an offender occurs under Correctional Service of Canada's (CSC) jurisdiction/custody.

What has changed?

The updated Commissioner's Directive and associated Guidelines contain significant changes for staff across the Service with respect to the roles and responsibilities related to deaths in custody. This includes changes from the day of the death to the reception of recommendations stemming from an inquest/inquiry.

Numéro et titre des politiques :

**Directive du commissaire (DC) 048 –
Communication de renseignements et prestation
de services de soutien liées à des enquêtes
médico-légales ou à des enquêtes publiques du
coroner/médecin légiste**

**Lignes directrices (LD) 048-1 –
Communication de renseignements et prestation
de services de soutien liées à des enquêtes
médico-légales ou à des enquêtes publiques du
coroner/médecin légiste**

Pourquoi les politiques ont-elles été modifiées?

La DC 048 et les LD 048-1 ont été mises à jour afin d'inclure des procédures et une orientation quant à la prestation de services de soutien dans le cadre d'enquêtes médico-légales ou d'enquêtes publiques du coroner/médecin légiste lorsque le décès d'un délinquant sous la garde/responsabilité du Service correctionnel du Canada (SCC) survient.

Qu'est-ce qui a changé?

La nouvelle version de la directive du commissaire et des lignes directrices connexes contient des changements importants touchant le personnel de l'ensemble du SCC. Ces changements ont trait aux rôles et aux responsabilités à assumer lors des décès qui surviennent en établissement, et ce, du jour du décès à la réception des recommandations issues d'une enquête médico-légale/publique.

How were they developed?

The Incident Investigations Branch revised the Commissioner's Directive and associated Guidelines in consultation with various CSC sectors, regions and internal and external partners.

Accountabilities?

Roles and responsibilities are detailed in the policy documents.

Who will be affected by these policies?

All CSC staff responsible for coordinating, managing or responding to requests and recommendations put forth to CSC during a Coroner's/Medical Examiner's death investigation or inquest/inquiry into the death of a federally sentenced offender.

Contact:

Strategic Policy Division
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Comment les politiques ont-elles été élaborées?

La Direction des enquêtes sur les incidents a révisé la directive du commissaire et les lignes directrices connexes en consultation avec des secteurs, des régions et des partenaires internes et externes du SCC.

Y aura-t-il des comptes à rendre?

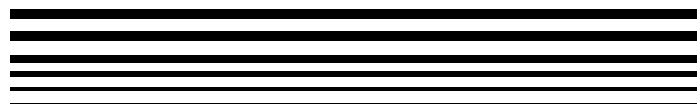
Les rôles et les responsabilités sont décrits dans les documents de politique.

Qui sera touché par les politiques?

Ces politiques s'appliquent au personnel du SCC chargé de la coordination ou de la gestion des demandes et des recommandations présentées au SCC pendant une enquête médico-légale/publique du coroner/médecin légiste sur le décès d'un délinquant purgeant une peine de ressort fédéral, ainsi qu'au personnel qui répond à celles-ci.

Personne-ressource :

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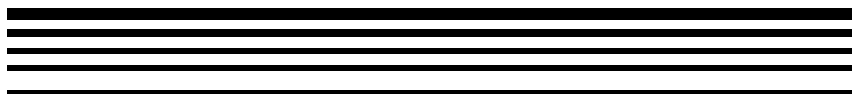


BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE		
639	2019	06	17
	Y-A	M	D-J



Policy number and title:

**Commissioner's Directive (CD) 026 –
Communications**

Numéro et titre de la politique :

**Directive du commissaire (DC) 026 –
Communications**

Why was the policy changed?

The CD has been reviewed as part of the Correctional Service of Canada's review cycle.

Pourquoi la politique a-t-elle été modifiée?

La DC a été révisée dans le cadre du cycle d'examen du Service correctionnel du Canada.

What has changed?

A number of technical changes were made to the policy to ensure it remains in line with current communications requirements, procedures, and best practices. In addition, the policy has been changed to incorporate gender-inclusive language.

Qu'est-ce qui a changé?

On a apporté des modifications de forme à la politique afin de s'assurer qu'elle demeure conforme aux exigences, aux procédures et aux pratiques exemplaires actuelles en matière de communications. De plus, le langage utilisé dans la politique est maintenant davantage inclusif/neutre.

How was it developed?

Communications at National Headquarters revised the policy in collaboration with Regional Communications.

Comment la politique a-t-elle été élaborée?

Le personnel des Communications à l'administration centrale a révisé la politique en collaboration avec le personnel des Communications régionales.

Who will be affected by the policy?

All staff are affected by this policy.

Qui sera touché par la politique?

Tous les membres du personnel sont touchés par cette politique.

Accountabilities?

Incumbents of the positions identified in the CD are responsible for the implementation.

Y aura-t-il des comptes à rendre?

Les titulaires des postes indiqués dans la DC sont responsables de la mise en application de la politique.

Expected cost?

N/A

Other impacts?

N/A

Contact:

Strategic Policy Division

Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Quels coûts prévoit-on?

S.O.

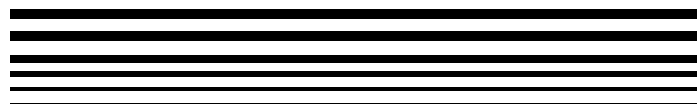
Y aura-t-il d'autres répercussions?

S.O.

Personne-ressource :

Division de la politique stratégique

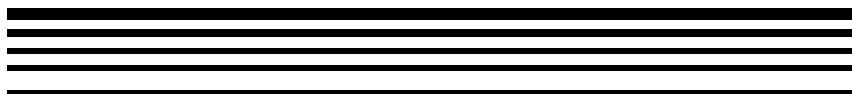
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BULLETIN POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
640	2019 06 28
Y-A	M D-J



Policy numbers and titles:

**Commissioner's Directive (CD) 081 –
Offender Complaints and Grievances
Guidelines (GL) 081-1 – Offender Complaint
and Grievance Process**

Numéro et titre des politiques :

**Directive du commissaire (DC) 081 –
Plaintes et griefs des délinquants
Lignes directrices (LD) 081-1 – Processus de
règlement des plaintes et griefs des délinquants**

Why were the policies changed?

Modifications were made following ongoing reviews to ensure that the above-noted policies are in line with the [Corrections and Conditional Release Act](#) (CCRA) and the [Corrections and Conditional Release Regulations](#) (CCRR).

Pourquoi les politiques ont-elles été modifiées?

Des modifications ont été apportées à la suite d'examen réguliers afin de veiller à ce que les politiques susmentionnées soient conformes à la [Loi sur le système correctionnel et la mise en liberté sous condition](#) (LSCMLC) et au [Règlement sur le système correctionnel et la mise en liberté sous condition](#) (RSCMLC).

What has changed?

Technical modifications were made throughout both policy documents. The most significant modifications are as follows:

Qu'est-ce qui a changé?

Des modifications de forme ont été faites dans l'ensemble des deux documents de politique, dont les plus importantes sont décrites ci-après.

CD 081 – Offender Complaints and Grievances

- Removed the option of rejecting a complaint or grievance on the grounds that it is offensive, and clarified that only **complaints** may be rejected as frivolous, vexatious or not made in good faith, pursuant to [subsection 74\(4\)](#) of the CCRR.
- Clarified the role and legislative authority of an Inmate Grievance Committee, specifically that only the Institutional Head may refer the initial grievance to that committee.

DC 081 – Plaintes et griefs des délinquants

- On a supprimé la mention qu'une plainte ou un grief jugé offensant peut être rejeté et on a précisé que seules les **plaintes** peuvent être rejetées si elles sont jugées futiles, vexatoires ou entachées de mauvaise foi, conformément au [paragraphe 74\(4\)](#) du RSCMLC.
- On a clarifié le rôle et le pouvoir législatif du Comité d'examen des griefs des détenus, en précisant que seul le directeur de l'établissement peut soumettre un grief initial à ce comité.

- Clarified the role and legislative authority of an Outside Review Board, specifically that they are limited to an examination of the same information and documentation that was before the decision maker at the time the grievance decision was rendered.
 - Specified the Commissioner's legislative authority to designate staff members to make decisions with respect to grievances at the national level.
 - Revised some of the definitions for clarity.
- On a clarifié le rôle et le pouvoir législatif d'un Comité externe d'examen des griefs, en précisant que les examens doivent se limiter aux renseignements et documents dont disposait le décideur au moment de rendre sa décision concernant le grief.
 - On a précisé le pouvoir législatif du commissaire de désigner des membres du personnel pour rendre des décisions relativement aux griefs au palier national.
 - On a révisé des définitions par souci de clarté.

GL 081-1 – Offender Complaint and Grievance Process

- Several of the grievance codes in Annex B of the Guidelines were revised and/or are no longer applicable.
- Grievance codes created after 2013 were added to Annex B of the Guidelines:
 - 01C – Placement or Maintenance in Observation Cell
 - 01D – Living Conditions in Observation Cell
 - 03H – Opioid Substitution Therapy
 - 03I – Dental Services
 - 15D – Placement in a Dry Cell
 - 15E – Living Conditions in a Dry Cell
 - 23A – Mother-Child Program – General Issues
 - 23B – Mother-Child Program – Access to Residential Component.

LD 081-1 – Processus de règlement des plaintes et griefs des délinquants

- Plusieurs des codes de grief à l'annexe B des lignes directrices ont été révisés et/ou ne s'appliquent plus.
- Les codes de grief créés après 2013 ont été ajoutés à l'annexe B des lignes directrices :
 - 01C – Placement ou maintien en cellule d'observation
 - 01D – Conditions de vie dans une cellule d'observation
 - 03H – Thérapie de substitution aux opiacés
 - 03I – Services dentaires
 - 15D – Placement en cellule nue
 - 15E – Conditions de vie dans une cellule nue
 - 23A – Programme mère-enfant – Questions générales
 - 23B – Programme mère-enfant – Accès au volet avec cohabitation.

How were they developed?

The Rights, Redress and Resolution Branch revised these policy documents in consultation with the Strategic Policy Division.

Who will be affected by the policies?

All staff and offenders engaged in the offender complaint and grievance process.

Accountabilities?

As outlined in the policy documents.

Expected cost?

N/A

Other impacts?

N/A

Contact:

Strategic Policy Division
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Comment les politiques ont-elles été élaborées?

La Direction des droits, des recours et des résolutions a révisé ces documents de politique en collaboration avec la Division de la politique stratégique.

Qui sera touché par les politiques?

Tous les membres du personnel et les délinquants qui prennent part au processus de règlement des plaintes et griefs des délinquants.

Y aura-t-il des comptes à rendre?

Comme il est indiqué dans les documents de politique.

Quels coûts prévoit-on?

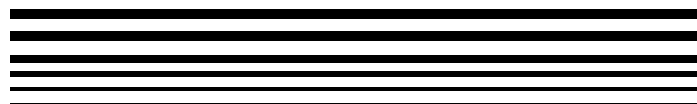
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Y aura-t-il d'autres répercussions?

S.O.

Personne-ressource :

Division de la politique stratégique
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca



BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE		
637	2019	07	22
	Y-A	M	D-J



Policy numbers and titles:

**CD 577 – Staff Protocol in Women Offender
Institutions**
CD 060 – Code of Discipline

Numéro et titre des politiques :

**DC 577 – Protocole relatif au personnel dans les
établissements pour délinquantes**
DC 060 – Code de discipline

Why were the policies changed?

The policies were amended to strengthen the wording associated with the management of staff incidents that could constitute a criminal offence.

Pourquoi les politiques ont-elles été modifiées?

Les politiques ont été modifiées pour renforcer le libellé relatif à la gestion des incidents touchant le personnel qui pourraient constituer une infraction criminelle.

What has changed?

CD 577 – Staff Protocol in Women Offender Institutions

The responsibility of the Institutional Head to report allegations of sexual misconduct in a timely manner has been clarified.

The language of the CD has been updated to make it more gender-inclusive.

Qu'est-ce qui a changé?

DC 577 – Protocole relatif au personnel dans les établissements pour délinquantes

On a apporté des précisions à la responsabilité de la directrice ou du directeur de l'établissement concernant le signalement des allégations d'inconduite sexuelle en temps opportun.

Le langage utilisé dans la version anglaise de la DC a été modifié pour le rendre plus inclusif/neutre.

CD 060 – Code of Discipline

Under “General Responsibilities”, a paragraph has been added that reflects the requirement to report to the police of jurisdiction any incidents or allegations of misconduct that could constitute a criminal offence.

A statement has been added in Annex A to indicate that when a staff incident occurs which could also constitute a criminal offence, the Institutional Head must notify the local police force of jurisdiction without delay.

The format of the CD has been updated.

The language of the CD has been updated to make it more gender-inclusive.

How were they developed?

The amendments were developed by the Strategic Policy Division in collaboration with the Offices of Primary Interest. Formal consultation was not done given the technical nature of the changes.

Who will be affected by the policies?

All CSC staff are potentially affected by the policy amendments.

Contact:

Strategic Policy Division
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

DC 060 – Code de discipline

À la section Responsabilité générales, un paragraphe a été ajouté afin de refléter l'exigence de signaler au service de police local tout incident ou toute allégation d'inconduite qui pourrait constituer une infraction criminelle.

Un énoncé a été ajouté à l'annexe A pour indiquer que, lorsqu'un incident touchant le personnel se produit et est susceptible de constituer une infraction criminelle, le directeur de l'établissement doit aviser le service de police local sans délai.

La présentation de la DC a été modifiée.

Le langage utilisé dans la version anglaise de la DC a été modifié pour le rendre plus inclusif/neutre.

Comment les politiques ont-elles été élaborées?

Les modifications apportées aux politiques ont été élaborées par la Division de la politique stratégique en collaboration avec les bureaux de première responsabilité. Aucune consultation officielle n'a été menée compte tenu de la nature technique des modifications.

Qui sera touché par les politiques?

Tous les membres du personnel du SCC qui pourraient être touchés par les modifications apportées aux politiques.

Personne-ressource :

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Policy-Politiques.GEN-NHQ@csc-scc.gc.ca



BULLETIN POLITIQUE

POLICY

ISSUE ÉMISSION	DATE		
644	2019	09	16
	Y-A	M	D-J

Policy number and title:

**Commissioner's Directive (CD) 087 –
Official Languages**

Why was the policy changed?

The policy was reviewed as part of the two-year review schedule, as well as to reflect changes to the language obligations of various Correctional Service of Canada workplaces.

What has changed?

The policy has been renamed CD 087 – Official Languages, replacing Standard Operating Practices (SOP) 087 – Official Languages.

The *Canadian Charter of Rights and Freedoms* was added in the Authorities section.

The responsibilities of the Assistant Commissioner, Human Resource Management and the Assistant Commissioner, Communications and Engagement, were clarified.

Clarifications have been made in paragraph 9 with regard to the placement of offenders.

A paragraph was added to indicate that the service obligation to the public is determined using amongst other things, the most recent decennial census data.

Numéro et titre de la politique :

**Directive du commissaire (DC) 087 –
Langues officielles**

Pourquoi la politique a-t-elle été modifiée?

La politique a été examinée dans le cadre du calendrier d'examen biennal et afin de refléter les modifications apportées aux obligations linguistiques de divers lieux de travail du Service correctionnel du Canada.

Qu'est-ce qui a changé?

Les Instructions permanentes (IP) 087 – Langues officielles ont été remplacées par la DC 087 – Langues officielles.

On a ajouté la *Charte canadienne des droits et libertés* dans la section sur les instruments habilitants.

Les responsabilités du commissaire adjoint, Gestion des ressources humaines, et du commissaire adjoint, Communications et engagement, ont été clarifiées.

On a apporté des précisions au paragraphe 9 en ce qui concerne le placement des délinquants.

Un paragraphe a été ajouté pour indiquer que l'obligation de service envers le public est déterminée en tenant compte entre autres des données du plus récent recensement décennal.

Precision was made regarding who may serve as an interpreter during disciplinary hearings.

On a précisé qui peut servir d'interprète pendant les audiences disciplinaires.

The following additional changes were made:

Les changements suivants ont également été faits :

- addition of “operational unit” as a workplace and associated definition
- addition of commitments toward official language minority communities
- addition of the definition of the following terms in Annex A: active offer, positive measures, substantive equality, bilingual region and unilingual region
- update of Annex B – Language Obligations of CSC’s Workplaces.

- ajout de « l’unité opérationnelle » comme lieu de travail ainsi que de la définition connexe
- ajout d’engagements envers les communautés de langue officielle en situation minoritaire
- ajout de définitions à l’annexe A pour les termes suivants : offre active, mesures positives, égalité réelle et région bilingue et région unilingue
- mise à jour de l’annexe B – Obligations linguistiques des lieux de travail du SCC.

How was it developed?

The policy was updated in consultation with CSC staff, stakeholders and offenders.

Comment la politique a-t-elle été élaborée?

La politique a été mise à jour en consultation avec des membres du personnel du SCC, des intervenants et des délinquants.

Who will be affected by the policy?

The policy affects operational unit employees, Regional Deputy Commissioners, Assistant Commissioner, Communications and Engagement, and offenders.

Qui sera touché par la politique?

La politique touche le personnel des unités opérationnelles, les sous-commissaires régionaux, le commissaire adjoint, Communications et engagement, et les délinquants.

Accountabilities?

Assistant Commissioner, Human Resource Management, Assistant Commissioner, Communications and Engagement, and Regional Deputy Commissioners.

Y aura-t-il des comptes à rendre?

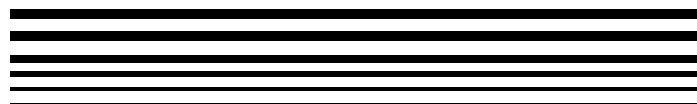
Le commissaire adjoint, Gestion des ressources humaines, le commissaire adjoint, Communications et engagement, et les sous-commissaires régionaux.

Contact:

Strategic Policy Division
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Personne-ressource :

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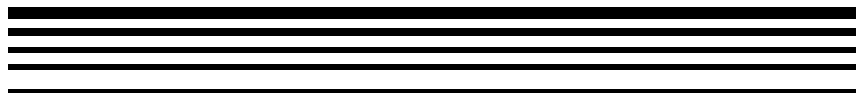


BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE		
648	2019	11	30
	Y-A	M	D-J



INTERIM POLICY BULLETIN / BULLETIN DE POLITIQUE PROVISOIRE

Policy number and title:

See Annex

Numéro et titre de la politique :

Voir l'annexe

Why were the policies changed?

On June 21, 2019, Bill C-83, *An Act to amend the Corrections and Conditional Release Act and another Act*, received Royal Assent. The amendments to the *Corrections and Conditional Release Act* (the Act) are now in effect, and the corresponding changes to policy are addressed in this Bulletin. This Bulletin reflects the statutory amendments where the English version of the Act replaces the term "Aboriginal" with the term "Indigenous," and provides new expressions and definitions to replace the term "Aboriginal community."

As a result of the amendments to the Act, all related policies will be reviewed and amended, as required, to ensure that they are aligned.

Pourquoi les politiques ont-elles été modifiées?

Le 21 juin 2019, le projet de loi C-83, *Loi modifiant la Loi sur le système correctionnel et la mise en liberté sous condition et une autre loi*, a reçu la sanction royale. Les modifications apportées à la *Loi sur le système correctionnel et la mise en liberté sous condition* (la Loi) sont maintenant en vigueur, et les changements connexes apportés aux politiques sont énoncés dans le présent bulletin. Celui-ci porte sur les modifications législatives apportées au libellé de la version anglaise de la Loi, qui utilise le terme « Indigenous » au lieu du terme « Aboriginal », et propose de nouvelles expressions et définitions pour remplacer le terme « Aboriginal community » (collectivité autochtone).

En raison de ces changements à la Loi, toutes les politiques touchées seront examinées et modifiées, au besoin, pour veiller à ce qu'elles soient harmonisées.

Additionally, this Bulletin provides policy guidance for the consideration of systemic and background factors affecting Indigenous peoples of Canada, as codified in the Act. The changes, in effect with the promulgation of this Bulletin, will be incorporated in the policy documents when future policy amendments occur.

What has changed?

“Aboriginal” to “Indigenous”

All references to the English term “Aboriginal” have been replaced with the term “Indigenous” throughout all policies. This change also applies to position titles, program names, and division names. The Aboriginal Initiatives Directorate is now referred to as the Indigenous Initiatives Directorate.

Exception:

The Strategic Plan for Aboriginal Corrections and the Aboriginal Corrections Accountability Framework will remain unchanged as these documents are part of a legacy framework with historical significance to the Correctional Service of Canada.

Definitions of New Expressions

Wording was revised throughout policies to align with the Act, which replaces the expression “Aboriginal community” in section 81(1) of the Act with the expression “Indigenous governing body or any Indigenous organization.”

En outre, le bulletin fournit une orientation stratégique pour la prise en compte des facteurs systémiques et historiques touchant les peuples autochtones du Canada telle que codifiée dans la Loi. Les modifications entrent en vigueur à la promulgation du présent bulletin et seront apportées aux documents de politique lorsqu’ils seront révisés à une date ultérieure.

Qu’est-ce qui a changé?

Passage d’« Aboriginal » à « Indigenous »

On a remplacé, dans la version anglaise de toutes les politiques touchées, le terme « Aboriginal » par « Indigenous ». Cette modification touche également les titres de poste, les noms des programmes et les noms des divisions. En anglais, la Direction des initiatives pour les Autochtones s’appelle maintenant « Indigenous Initiatives Directorate ».

Exception :

Le titre de la version anglaise du Plan stratégique relatif aux services correctionnels pour Autochtones (*Strategic Plan for Aboriginal Corrections*) et du Cadre de responsabilisation des services correctionnels pour Autochtones (*Aboriginal Corrections Accountability Framework*) ne sera pas modifié puisque ces documents font partie d’un cadre existant qui revêt une importance historique pour le Service correctionnel du Canada.

Définitions de nouvelles expressions

Le libellé des politiques a été modifié pour se conformer à la Loi, qui remplace l’expression « collectivité autochtones » au paragraphe 81(1) de la Loi par l’expression « corps dirigeant autochtone » ou « tout organisme autochtone ».

The following definitions apply as per the Act:

Indigenous governing body means a council, government or other entity that is authorized to act on behalf of an Indigenous group, community or people that holds rights recognized and affirmed by section 35 of the *Constitution Act, 1982*.

Indigenous organization means an organization with predominately Indigenous leadership.

Indigenous Social History

In accordance with the principles outlined in *R. v. Gladue*, *R. v. Ipeelee* and subsequent jurisprudence which aimed to address the overrepresentation of Indigenous people within the criminal justice system, section 79 of the Act has been amended and sets out the factors to be considered in making decisions under the Act affecting Indigenous offenders:

- (i) systemic and background factors affecting Indigenous peoples of Canada;
- (ii) systemic and background factors that have contributed to the overrepresentation of Indigenous persons in the criminal justice system and that may have contributed to the offender's involvement in the criminal justice system; and
- (iii) the Indigenous culture and identity of the offender, including his or her family and adoption history.

Les définitions suivantes s'appliquent conformément à la Loi :

corps dirigeant autochtone Conseil, gouvernement ou autre entité autorisé à agir pour le compte d'un groupe, d'une collectivité ou d'un peuple autochtones titulaires de droits reconnus et confirmés par l'article 35 de la *Loi constitutionnelle de 1982*.

organisme autochtone Organisme dont la majorité des dirigeants sont des Autochtones.

Antécédents sociaux des Autochtones

Conformément aux principes énoncés dans *R. c. Gladue*, dans *R. c. Ipeelee*, et la jurisprudence subséquente qui visait à remédier à la surreprésentation des personnes autochtones dans le système de justice pénale, l'article 79 de la Loi a été modifié et précise les facteurs à prendre en considération lors de la prise de décisions touchant les délinquants autochtones en vertu de la Loi :

- (i) les facteurs systémiques et historiques touchant les peuples autochtones du Canada;
- (ii) les facteurs systémiques et historiques qui ont contribué à la surreprésentation des Autochtones dans le système de justice pénal et qui peuvent avoir contribué aux démêlés du délinquant avec le système de justice pénale;
- (iii) l'identité et la culture autochtones du délinquant, notamment son passé familial et son historique d'adoption.

Exception – Risk Assessment

The above factors are not to be taken into consideration for decisions respecting the assessment of the risk posed by an Indigenous offender unless those factors could decrease or have no impact on an offender's assessed level of risk.

Culturally appropriate, restorative, and reasonable options must be considered in all decision-making processes. These options:

- must continue to be documented;
- are to be based on the systemic and background factors, and within the context of the circumstances under review;
- should provide appropriate mechanisms which could serve to decrease the level of risk posed by an Indigenous offender.

The above process will be reflected in policy as Indigenous social history considerations.

CSC will update its suite of policies to incorporate the amendments to section 79 of the Act.

How were they developed?

These policies were amended by the Indigenous Initiatives Directorate in collaboration with the Strategic Policy Division.

Who will be affected by the policies?

All staff working with Indigenous offenders are affected by the policy changes.

Exception – Évaluation du risque

Les facteurs susmentionnés ne doivent pas être pris en compte dans le cadre de décisions concernant l'évaluation du risque posé par un délinquant autochtone à moins que ces facteurs puissent diminuer le niveau de risque évalué du délinquant ou n'avoir aucune incidence sur celui-ci.

Les options raisonnables, réparatrices et appropriées sur le plan culturel doivent être prises en compte dans tous les processus décisionnels. Ces options :

- doivent continuer d'être documentées;
- doivent être fondées sur des facteurs systémiques et historiques et le contexte des circonstances examinées;
- doivent fournir les mécanismes appropriés qui pourraient permettre de diminuer le niveau de risque posé par un délinquant autochtone.

Le processus ci-dessus sera indiqué dans les politiques par la formule « considérations liées aux antécédents sociaux des Autochtones ».

Le SCC mettra à jour sa série de politiques afin d'intégrer les modifications apportées à l'article 79 de la Loi.

Comment les politiques ont-elles été élaborées?

Ces politiques ont été modifiées par la Direction des initiatives pour les Autochtones en collaboration avec la Division de la politique stratégique.

Qui sera touché par les politiques?

Tous les membres du personnel qui travaillent avec les délinquants autochtones sont touchés par les modifications apportées aux politiques.

Contact:

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Personne-ressource :

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Commissioner,

Commissaire,

Original signed by / Original signé par :

Anne Kelly

ANNEX/ANNEXE

The following is a list of Commissioner's Directives and Guidelines that have been amended to align with the changes made in the *Corrections and Conditional Release Act*, where the English version of the Act replaces "Aboriginal" with the term "Indigenous".

Vous trouverez ci-dessous une liste des directives du commissaire et des lignes directrices qui ont été modifiées pour respecter les changements apportés à la version anglaise de la *Loi sur le système correctionnel et la mise en liberté sous condition*, qui utilise le terme « Indigenous » au lieu du terme « Aboriginal ».

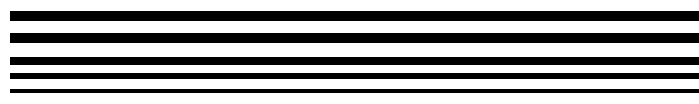
Commissioner's Directive (CD)/Directive du commissaire (DC) Guidelines (GL)/Lignes directrices (LD)	English	Français
GL/LD 005-1	Institutional Management Structure: Roles and Responsibilities	Structure de gestion des établissements : rôles et responsabilités
CD/DC 009	Research	Recherche
CD/DC 024	Management of Correctional Service of Canada Volunteers	Gestion des bénévoles du Service correctionnel du Canada
CD/DC 041	Incident Investigations	Enquêtes sur les incidents
GL/LD 081-1	Offender Complaint and Grievance Process	Processus de règlement des plaintes et griefs des délinquants
GL/LD 200-1	Policy Instruments	Instruments de politique
CD/DC 259	Exposure to Second-Hand Smoke	Exposition à la fumée secondaire
CD/DC 318	Environmental Protection and Sustainable Development	Protection de l'environnement et développement durable
CD/DC 530	Death of an Inmate: Notifications and Funeral Arrangements	Décès d'un détenu : notifications et dispositions funéraires
CD/DC 541	Interjurisdictional and CCRA Section 81 Agreements	Accords interjuridictionnels et accords conclus en vertu de l'article 81 de la LSCMLC
GL/LD 541-1	Interjurisdictional Exchange of Services Agreements	Accords interjuridictionnels d'échange de services
GL/LD 541-2	Negotiation, Implementation and Management of CCRA Section 81 Agreements	Négociation, mise en œuvre et gestion des accords conclus en vertu de l'article 81 de la LSCMLC
CD/DC 550	Inmate Accommodation	Logement des détenus

CD/DC 559	<u>Visits</u>	<u>Visites</u>
CD/DC 560	<u>Dynamic Security and Supervision</u>	<u>Sécurité et surveillance actives</u>
CD/DC 564-1	<u>Individual Security Screening</u>	<u>Filtrages de sécurité sur les personnes</u>
CD/DC 566	<u>Framework for the Prevention of Security Incidents</u>	<u>Cadre de prévention des incidents de sécurité</u>
CD/DC 566-7	<u>Searching of Offenders</u>	<u>Fouille des délinquants</u>
CD/DC 566-8	<u>Searching of Staff and Visitors</u>	<u>Fouille du personnel et des visiteurs</u>
CD/DC 566-9	<u>Searching of Cells/Rooms, Vehicles and Other Areas</u>	<u>Fouille de cellules/chambres, de véhicules et d'autres secteurs</u>
CD/DC 566-12	<u>Personal Property of Offenders</u>	<u>Effets personnels des délinquants</u>
CD/DC 566-15	<u>Closed Circuit Television Systems</u>	<u>Systèmes de télévision en circuit fermé</u>
CD/DC 567	<u>Management of Incidents</u>	<u>Gestion des incidents</u>
CD/DC 568-3	<u>Identification and Management of Security Threat Groups</u>	<u>Identification et gestion des groupes menaçant la sécurité</u>
CD/DC 568-4	<u>Preservation of Crime Scenes and Evidence</u>	<u>Protection des lieux de crime et conservation des preuves</u>
CD/DC 568-5	<u>Management of Seized Items</u>	<u>Gestion des objets saisis</u>
CD/DC 577	<u>Staff Protocol in Women Offender Institutions</u>	<u>Protocole relatif au personnel dans les établissements pour délinquantes</u>
CD/DC 578	<u>Intensive Intervention Strategy in Women's Institutions</u>	<u>Stratégie d'intervention intensive dans les établissements pour femmes</u>
CD/DC 580	<u>Discipline of Inmates</u>	<u>Mesures disciplinaires prévues à l'endroit des détenus</u>
CD/DC 600	<u>Management of Emergencies in Operational Units</u>	<u>Gestion des cas d'urgence dans les unités opérationnelles</u>
CD/DC 700	<u>Correctional Interventions</u>	<u>Interventions correctionnelles</u>
CD/DC 702	<u>Aboriginal Offenders</u>	<u>Délinquants autochtones</u>
CD/DC 705	<u>Intake Assessment Process and Correctional Plan Framework</u>	<u>Cadre du processus d'évaluation initiale et du plan correctionnel</u>
CD/DC 705-1	<u>Preliminary Assessments and Post-Sentence Community Assessments</u>	<u>Évaluations préliminaires et évaluations communautaires postsentencielles</u>

CD/DC 705-3	<u>Immediate Needs Identification and Admission Interviews</u>	<u>Entrevues sur l'identification des besoins immédiats et à l'admission</u>
CD/DC 705-4	<u>Orientation</u>	<u>Orientation</u>
CD/DC 705-5	<u>Supplementary Assessments</u>	<u>Évaluations supplémentaires</u>
CD/DC 705-6	<u>Correctional Planning and Criminal Profile</u>	<u>Planification correctionnelle et profil criminel</u>
CD/DC 705-7	<u>Security Classification and Penitentiary Placement</u>	<u>Cote de sécurité et placement pénitencier</u>
CD/DC 706	<u>Classification of Institutions</u>	<u>Classification des établissements</u>
CD/DC 708	<u>Special Handling Unit</u>	<u>Unité spéciale de détention</u>
CD/DC 709	Administrative Segregation	Isolement préventif
GL/LD 709-1	Administrative Segregation Guidelines	Isolement préventif
CD/DC 710	<u>Institutional Supervision Framework</u>	<u>Cadre de surveillance en établissement</u>
CD/DC 710-1	<u>Progress Against the Correctional Plan</u>	<u>Progrès par rapport au Plan correctionnel</u>
CD/DC 710-2	<u>Transfer of Inmates</u>	<u>Transfert de détenus</u>
GL/LD 710-2-1	<u>CCRA Section 81: Transfers</u>	<u>Article 81 de la LSCMLC : Transfert</u>
GL/LD 710-2-3	<u>Inmate Transfer Processes</u>	<u>Processus de transfert des détenus</u>
GL/LD 710-2-4	<u>Movement Within Clustered/Multi-Level Institutions</u>	<u>Déplacements au sein des établissements regroupés/à niveaux de sécurité multiples</u>
CD/DC 710-3	<u>Temporary Absences</u>	<u>Permissions de sortir</u>
CD/DC 710-4	<u>Perimeter Security Clearance</u>	<u>Autorisation de travailler à l'extérieur du périmètre</u>
CD/DC 710-5	<u>Judicial Review of Parole Ineligibility</u>	<u>Révision judiciaire du délai préalable à l'admissibilité à la libération conditionnelle</u>
CD/DC 710-6	<u>Review of Inmate Security Classification</u>	<u>Réévaluation de la cote de sécurité des détenus</u>
CD/DC 710-7	<u>Work Releases</u>	<u>Placements à l'extérieur</u>
CD/DC 712	<u>Case Preparation and Pre-Release Framework</u>	<u>Cadre pour la préparation des cas et la mise en liberté</u>
CD/DC 712-1	<u>Pre-Release Decision-Making</u>	<u>Processus de décision prélibératoire</u>
GL/LD 712-1-1	<u>CCRA Sections 84 and 84.1 Release Planning Process</u>	<u>Processus de planification de la mise en liberté aux termes des articles 84 et 84.1 de la LSCMLC</u>
CD/DC 712-2	<u>Detention</u>	<u>Maintien en incarcération</u>

CD/DC 712-3	<u>Parole Board of Canada Reviews</u>	<u>Examens de la Commission des libérations conditionnelles du Canada</u>
CD/DC 712-4	<u>Release Process</u>	<u>Processus de mise en liberté</u>
CD/DC 712-5	<u>Pre-Release Case Preparation for Provincial/Territorial Offenders and Federal Offenders Incarcerated in Provincial/Territorial Facilities</u>	<u>Préparation prélibératoire des cas des délinquants sous responsabilité provinciale/territoriale et des délinquants sous responsabilité fédérale incarcérés dans des établissements provinciaux/territoriaux</u>
CD/DC 714	<u>Community Correctional Centre Standards</u>	<u>Normes régissant les centres correctionnels communautaires</u>
GL/LD 714-1	<u>Consultation Guidelines for the Establishment and/or Relocation of Community Correctional Centres</u>	<u>Pour la tenue de consultations sur l'aménagement ou la réinstallation de centres correctionnels communautaires</u>
CD/DC 715-1	<u>Community Supervision</u>	<u>Surveillance dans la collectivité</u>
CD/DC 715-2	<u>Post-Release Decision Process</u>	<u>Processus décisionnel postlibératoire</u>
CD/DC 715-3	<u>Community Assessments</u>	<u>Évaluations communautaires</u>
CD/DC 715-4	<u>Case Preparation and Supervision of Women Offenders with Children Residing at a Community-Based Residential Facility</u>	<u>Préparation des cas et surveillance des délinquantes qui cohabitent avec des enfants dans un établissement résidentiel communautaire</u>
CD/DC 719	<u>Long-term Supervision Orders</u>	<u>Ordonnances de surveillance de longue durée</u>
CD/DC 720	<u>Education Programs and Services for Offenders</u>	<u>Programmes et services d'éducation pour les délinquants</u>
CD/DC 726	<u>Correctional Programs</u>	<u>Programmes correctionnels</u>
CD/DC 730	<u>Offender Program Assignments and Inmate Payments</u>	<u>Affectations des délinquants aux programmes et rétribution des détenus</u>
CD/DC 735	<u>Employment and Employability Program</u>	<u>Programme d'emploi et d'employabilité</u>
CD/DC 750	<u>Chaplaincy</u>	<u>Services spirituels</u>
CD/DC 760	<u>Social Programs and Leisure Activities</u>	<u>Programmes sociaux et activités de loisir</u>

CD/DC 764	<u>Access to Expressive Material</u>	<u>Accès au matériel expressif</u>
GL/LD 764-1	<u>Expressive Material</u>	<u>Matériel expressif</u>
CD/DC 767	<u>Ethnocultural Offenders: Services and Interventions</u>	<u>Délinquants ethnoculturels : Services et interventions</u>
CD/DC 768	<u>Institutional Mother-Child Program</u>	<u>Programme mère-enfant en établissement</u>
CD/DC 800	<u>Health Services</u>	<u>Services de santé</u>
CD/DC 860	<u>Offender's Money</u>	<u>Argent des délinquants</u>
CD/DC 880	<u>Food Services</u>	<u>Services d'alimentation</u>
CD/DC 890	<u>Inmate Owned Canteens</u>	<u>Cantines appartenant aux détenus</u>

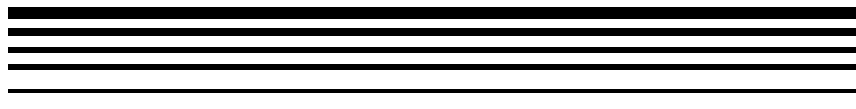


BULLETIN

POLITIQUE

POLICY

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INTERIM POLICY BULLETIN / BULLETIN DE POLITIQUE PROVISOIRE

Policy numbers and titles:

See Annex

Numéro et titre des politiques :

Voir l'annexe

Why were the policies changed?

On June 21, 2019, Bill C-83, *An Act to amend the Corrections and Conditional Release Act and another Act*, received Royal Assent. The amendments to the *Corrections and Conditional Release Act* (the Act) are now in effect, and the corresponding changes to policy are addressed in this bulletin. The Act eliminates the use of administrative and disciplinary segregation and introduces Structured Intervention Units (SIU) for inmates who cannot be safely managed in the mainstream inmate population.

As a result of the elimination of administrative and disciplinary segregation, Commissioner's Directive (CD) 709 – Administrative Segregation and Guidelines (GL) 709-1 – Administrative Segregation Guidelines have been revoked. All links and references to CD 709 and GL 709-1 in all other policies are no longer valid.

Pourquoi les politiques ont-elles été modifiées?

Le 21 juin 2019, le projet de loi C-83, *Loi modifiant la Loi sur le système correctionnel et la mise en liberté sous condition et une autre loi*, a reçu la sanction royale. Les modifications apportées à la *Loi sur le système correctionnel et la mise en liberté sous condition* (la Loi) sont maintenant en vigueur, et les changements connexes apportés aux politiques sont énoncés dans le présent bulletin. La Loi élimine le recours à l'isolement préventif et disciplinaire et introduit les unités d'intervention structurée (UIS) pour les détenus qui ne peuvent pas être gérés en toute sécurité dans la population carcérale régulière.

Compte tenu de l'élimination de l'isolement préventif et disciplinaire, la Directive du commissaire (DC) 709 – Isolement préventif et les Lignes directrices (LD) 709-1 – Lignes directrices sur l'isolement préventif ont été révoquées. Tous les liens et les renvois menant à la DC 709 et aux LD 709-1 figurant dans toutes les autres politiques ne sont plus valides.

A new Commissioner's Directive (CD 711) and two new Guidelines (GL 711-1 and GL 711-2) have been developed to provide detailed policy direction for the transfer of inmates to and from an SIU, the management and engagement of inmates confined in an SIU and the health services that will be provided to inmates in an SIU. These new policy instruments also apply to inmates who are subject to restricted movement.

In addition to the new CD and GLs, the amendments highlighted below are in effect immediately, and will be reflected, along with the relevant links, in the applicable CDs and GLs at a later date.

Following the implementation of the SIUs, policies impacted by the amended legislation will be reviewed to determine whether clarification or other policy direction is required. As such, there is an opportunity for staff and stakeholders to provide further input.

Comments can be sent to:
Strategic Policy Division
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Amended Policies:

Roles and Responsibilities Related to the Institutional Management Structure – GL 005-1

Roles and responsibilities of staff for the management and engagement of inmates in an SIU and those who are subject to restricted movement, including the SIU Review Committee, are identified in CD 711, GL 711-1 and GL 711-2.

Une nouvelle directive du commissaire et deux nouvelles lignes directrices (DC 711, LD 711-1 et LD 711-2) ont été élaborées afin de fournir une orientation stratégique détaillée concernant le transfèrement de détenus vers ou à partir d'une UIS, la gestion et l'engagement des détenus se trouvant dans une UIS, ainsi que les services de santé qui leur sont fournis. Ces instruments de politique s'appliquent également aux détenus dont les déplacements sont restreints.

Outre la nouvelle DC et les nouvelles LD, les modifications énoncées ci-dessous entrent en vigueur immédiatement et seront intégrées, avec les liens pertinents, aux DC et aux LD applicables à une date ultérieure.

À la suite de la mise en œuvre des UIS, les politiques touchées par les modifications à la loi seront examinées pour déterminer si des précisions ou d'autres directives sont requises. Par conséquent, les membres du personnel et les intervenants auront l'occasion de fournir des commentaires.

Ceux-ci peuvent être acheminés à :
Division de la politique stratégique
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Politiques modifiées :

Rôles et responsabilités relatifs à la structure de gestion des établissements – LD 005-1

Les rôles et les responsabilités des membres du personnel en ce qui a trait à la gestion et à l'engagement des détenus dans une UIS et de ceux dont les déplacements sont restreints, y compris le Comité de réexamen des cas de l'UIS, sont décrits dans la DC 711 et les LD 711-1 et 711-2.

Information Sharing and Provision of Support Services Associated with Coroner's/Medical Examiner's Death Investigations or Inquests/Inquiries – GL 048-1

Information provided to Coroners/Medical Examiners may now include, if applicable, information on the SIU, and confinement in SIU information, as it relates to the location of the inmate's death.

Offender Complaints and Grievances Collection – CD 081

The Institutional Head will ensure that complaints and grievances submitted by inmates in an SIU and those subject to restricted movement are collected and reviewed daily.

Inform Inmate of Grievance Process in SIU – CD 081

Upon transfer to an SIU, or when subject to restricted movement, inmates must be informed that they have the right to submit a grievance about the decision to transfer them to an SIU, or about being subject to restricted movement.

SIU Offender Complaint and Grievance Level – GL 081-1

Grievances regarding the decision to transfer an inmate to an SIU should automatically be initiated at the national level.

Communication de renseignements et prestation de services de soutien liées à des enquêtes médico-légales ou à des enquêtes publiques du coroner/médecin légiste – LD 048-1

Les renseignements fournis aux coroners/médecins légistes peuvent maintenant inclure, s'il y a lieu, des renseignements sur les UIS et le transfèrement vers une UIS, ayant trait à l'endroit où le détenu est décédé.

Collecte des plaintes et des griefs des délinquants – DC 081

Le directeur de l'établissement veillera à ce que les plaintes et les griefs présentés par des détenus placés dans une UIS ou dont les déplacements sont restreints soient recueillis et examinés quotidiennement.

Communication aux détenus du processus de règlement des griefs dans l'UIS – DC 081

Une fois transféré vers une UIS ou lorsque leurs déplacements sont restreints, les détenus doivent être informés qu'ils ont le droit de présenter un grief au sujet de la décision de les transférer vers une UIS, ou de l'imposition de restrictions à leurs déplacements.

Palier des plaintes et des griefs des détenus dans une UIS – LD 081-1

Les griefs relatifs à la décision de transférer un détenu vers une UIS devraient automatiquement être présentés au palier national.

New Grievance Codes for SIU – GL 081-1

A new grievance code (01E/Structured Intervention Unit) has been introduced in Annex B of GL 081-1. This new code should be used when a complaint or grievance is submitted about :

- any decision to transfer – or not – an inmate to an SIU or to place an inmate on restricted movement
- any decisions related to reviews or conditions of confinement
- any concerns with access to interventions, programming, daily visits by a registered health care professional, or time outside of cell.

Decisions made by Independent External Decision Makers (IEDM) do not fall under the jurisdiction of the Commissioner of the CSC. If a grievance is submitted regarding an IEDM, this should be recorded under code 21 (NON-GRIEVABLE SUBJECT MATTERS). More specifically, there is a subcode under code 21 entitled “Independent External Decision Maker’s decision (SIU)” which should be used in this context.

Composition of Inmate Committees – CD 083

The composition of the Inmate Committee should be reflective of the inmate population and should represent all inmates, including those in SIUs and Secure Units in women’s sites.

Meetings with Inmates in SIU – CD 083

Policy directs the Chair or Vice-Chair of the Inmate Committee to meet with inmates in an SIU and with those who are subject to restricted movement.

Nouveaux codes de griefs pour les UIS – LD 081-1

Un nouveau code de grief (01E/Unité d’intervention structurée) a été ajouté à l’annexe B des LD 081-1. Ce nouveau code devrait être utilisé lorsqu’une plainte ou un grief est présenté au sujet :

- de toute décision de transférer – ou non – un détenu vers une UIS ou de lui imposer des restrictions à ses déplacements.
- de toute décision relative aux réexamens du cas ou des conditions de détention.
- de toute préoccupation en ce qui a trait à l’accès aux interventions ou aux programmes, aux visites quotidiennes par un professionnel de la santé agréé, ou encore au temps passé à l’extérieur de la cellule.

Les décisions prises par les décideurs externes indépendants (DEI) ne relèvent pas de la compétence du commissaire du SCC. Si un grief est présenté concernant un DEI, celui-ci devrait être consigné en utilisant le code 21 (QUESTIONS NE POUVANT FAIRE L’OBJET D’UN GRIEF). Plus précisément, il existe une sous-catégorie sous le code 21 intitulée « Décision d’un décideur externe indépendant (UIS) » qui devrait être utilisée dans ce contexte.

Composition des comités de détenus – DC 083

La composition du Comité de détenus devrait refléter la population de détenus et représenter tous les détenus, y compris ceux dans les UIS et les Unités de garde en milieu fermé dans les établissements pour femmes.

Rencontres avec des détenus dans une UIS – DC 083

En vertu de la politique, le président ou le vice-président du Comité de détenus doit rencontrer les détenus placés dans une UIS et ceux dont les déplacements sont restreints.

As well, inmates in an SIU or subject to restricted movement who wish to meet with the Chair or Vice-Chair of the Inmate Committee should normally submit a written request to the SIU Correctional Manager or to the Unit Correctional Manager for approval.

The Chair or Vice-Chair of the Inmate Committee will not be authorized to meet with inmates who are confined in the SIU for the purpose of an investigation without the written permission of the Institutional Head or their delegate.

Frisk Search – CD 083

The Chair or Vice-Chair of the Inmate Committee will, upon their arrival and departure from the SIU, submit to a frisk search as outlined in CD 566-7 – Searching of Offenders.

Legal Counsel Rights – CD 084

Policy directs that, following a transfer to an SIU, or upon being placed on restricted movement, inmates must be informed of their right to legal counsel. Without delay, they must also be given reasonable opportunity to retain and instruct legal counsel by telephone in a private area outside their cell.

Policy also directs that an inmate be informed of their right to have their legal counsel attend the SIU Review Committee and make representations on their behalf.

En outre, les détenus placés dans une UIS ou ceux dont les déplacements sont restreints qui souhaitent rencontrer le président ou le vice-président du Comité de détenus devraient normalement présenter une demande écrite au gestionnaire correctionnel de l'UIS ou au gestionnaire correctionnel de l'unité aux fins d'approbation.

Le président ou le vice-président du Comité de détenus ne sera pas autorisé à rencontrer les détenus placés dans l'UIS aux fins d'une enquête sans permission écrite du directeur de l'établissement ou de son délégué.

Fouilles par palpation – DC 083

À son arrivée à l'UIS et au moment de son départ, le président ou le vice-président du Comité de détenus se soumettra à une fouille par palpation, conformément à la DC 566-7 – Fouille des délinquants.

Droits aux services d'un avocat – DC 084

La politique exige que, à la suite d'un transfèrement vers une UIS ou au moment où des restrictions sont imposées à leurs déplacements, les détenus soient informés de leur droit de recourir aux services d'un avocat. Les détenus doivent sans délai se voir offrir, dans des limites raisonnables, la possibilité d'avoir recours aux services d'un avocat en lui téléphonant dans un endroit privé à l'extérieur de leur cellule.

La politique exige également qu'un détenu soit informé de son droit d'être représenté par son avocat lors des réunions du Comité de réexamen des cas de l'UIS et que celui présente des observations en son nom.

Claims Administration Instructions – GL 234-1

Annex D will add a reference related to the factors supporting the acceptance of a claim when an inmate is confined in an SIU and where the Service did not follow the procedures stated in a Commissioner's Directive or related directions for packing, listing and removal (as applicable) of the inmate's personal effects.

Access to Tobacco and Ignition Sources – CD 259

The Institutional Head will ensure that the Standing Order will indicate that inmates, including those in the SIU or on restricted movement, have access to tobacco and ignition sources for personal smudging in individual cells, rooms, and common areas.

Double Bunking in SIU – CD 550

Double Bunking in an SIU will only be used in exceptional circumstances when no other options are available. When double bunking occurs in an SIU, the Regional Deputy Commissioner will:

- submit for approval, on a monthly basis, to the Assistant Commissioner, Corporate Services, and the Assistant Commissioner, Correctional Operations and Programs, and
- immediately report via email to the Assistant Commissioner, Correctional Operations and Programs.

Instructions relatives à l'administration des réclamations – LD 234-1

De l'information sera ajoutée à l'annexe D en ce qui concerne les facteurs justifiant l'acceptation d'une réclamation dans le cas d'un détenu placé dans une UIS pour lequel le Service n'a pas suivi les procédures énoncées dans une directive du commissaire ou des directives connexes relativement à l'emballage, à la consignation au registre et au retrait (s'il y a lieu) des effets personnels du détenu.

Accès au tabac et aux sources d'allumage – DC 259

Le directeur de l'établissement veillera à ce que l'ordre permanent indique que les détenus, y compris ceux dans l'UIS ou dont les déplacements sont restreints, ont accès au tabac et aux sources d'allumage pour la tenue de cérémonies de purification par la fumée célébrées dans des cellules ou des chambres individuelles et des aires communes.

Double occupation des cellules dans l'UIS – DC 550

La double occupation des cellules sera uniquement utilisée dans des circonstances exceptionnelles, lorsqu'aucune autre mesure ne peut être prise. Lorsque l'on a recours à la double occupation des cellules dans une UIS, le sous-commissaire régional :

- soumettra chaque mois la demande à l'approbation du commissaire adjoint, Services corporatifs, et du commissaire adjoint, Opérations et programmes correctionnels, et
- signalera immédiatement la situation par courriel au commissaire adjoint, Opérations et programmes correctionnels.

Visits in SIU – CD 559

The process for visits for inmates confined in an SIU will follow the same policy direction as for other inmates.

Staff Protocol in Women Offender Institutions – CD 577

Security Patrols after Curfew – CD 577

After curfew (or 2300 hours, whichever is earlier), until at least 0700 hours, all male staff will be within sight of a female staff (camera or direct observation) at all times when conducting security patrols in the Secure Unit or in the SIU.

Security Patrols During Curfew – CD 577

Except during curfew hours, all staff will announce their entry into the living units, Secure Unit ranges and SIU ranges to avoid potential exposure to nudity or other situations where the inmate's privacy and dignity could be compromised.

Living Unit Definition – CD 577

In Annex A, SIU will not be included in the living unit definition.

Visites dans l'UIS – DC 559

Le processus lié aux visites pour les détenus placés dans une UIS sera le même que celui suivi pour les autres détenus.

Protocole relatif au personnel dans les établissements pour délinquantes – DC 577

Patrouilles de sécurité après le couvre-feu – DC 577

Après l'heure du couvre-feu (ou 23 heures, selon ce qui est le plus tôt) et au moins jusqu'à 7 heures, tous les membres du personnel de sexe masculin seront sous la surveillance (au moyen d'une caméra ou par observation directe) d'un membre du personnel de sexe féminin en tout temps pour mener des patrouilles de sécurité dans l'Unité de garde en milieu fermé ou l'UIS.

Patrouilles de sécurité pendant le couvre-feu DC 577

Sauf lorsque le couvre-feu s'applique, tous les membres du personnel annonceront leur entrée dans les unités résidentielles, les rangées de l'Unité de garde en milieu fermé et les rangées de l'UIS, afin de ne pas voir les détenues nues et d'éviter d'autres situations où la vie privée et la dignité des détenues pourraient être compromises.

Définition d'unité résidentielle – DC 577

À l'annexe A, l'UIS ne sera pas incluse dans la définition d'unité résidentielle.

Serious Incidents Involving Staff – CD 600

A serious incident is one that results in death or serious injury to a staff member through an act of violence. In all such instances in an SIU, a manager will be posted in the SIU area to supervise activities as soon as reasonably possible until the Institutional Head deems it no longer required.

The Health Manager will visit the SIU and those inmates on restricted movement at least once a week and, if a health care related issue should arise, a written briefing will be provided to the Institutional Head. The health care staff will also make periodic visits to all other areas of the institution to verify the physical and mental well-being of the inmates.

Correctional Planning and Criminal Profile – CD 705-6

Annex C (Criminal Risk Index) and Annex D (Static Factors Assessment) will continue to include the indicator for disciplinary segregation periods that occurred prior to the implementation of SIU and/or during periods of provincial custody.

Security Classification and Penitentiary Placement – CD 705-7

In Annex E, periods in disciplinary and administrative segregation prior to the implementation of the SIUs will continue to be considered as part of the assessment of the inmate's Institutional Adjustment.

Transfers to an SIU will also be considered as part of the assessment of the inmate's Institutional Adjustment.

Incidents graves impliquant le personnel – DC 600

Un incident est considéré comme grave si un employé y trouve la mort ou subit des blessures graves à la suite d'actes de violence. Dans tous les cas d'incident grave qui surviennent dans une UIS, un gestionnaire sera affecté au secteur de l'UIS pour surveiller les activités dès qu'il sera raisonnablement possible de le faire, et demeurera en poste jusqu'à ce que le directeur de l'établissement juge que cette mesure n'est plus nécessaire.

Un gestionnaire des soins de santé visitera l'UIS et les détenus dont les déplacements sont restreints au moins une fois par semaine et, en cas de problème concernant les soins de santé, un compte rendu écrit sera présenté au directeur de l'établissement. Le personnel des soins de santé visitera également de façon périodique tous les autres secteurs de l'établissement pour vérifier le bien-être physique et psychologique des détenus.

Planification correctionnelle et profil criminel – DC 705-6

L'annexe C (Indice du risque criminel) et l'annexe D (Évaluation des facteurs statiques) continueront d'inclure l'indicateur lié aux périodes d'isolement préventif qui ont eu lieu avant la mise en œuvre des UIS et/ou pendant que le délinquant se trouvait sous responsabilité provinciale.

Cote de sécurité et placement pénitentiaire – DC 705-7

À l'annexe E, les périodes précédentes d'isolement préventif et disciplinaire qui ont eu lieu avant la mise en œuvre des UIS continueront d'être prises en compte dans l'évaluation de l'adaptation du détenu à l'établissement.

Les transfèvements vers une UIS seront également pris en compte dans l'évaluation de l'adaptation du détenu à l'établissement.

Classification of Institutions – CD 706

Living Unit Definition

In Annex A, SIU will not be included in the living unit definition.

Special Handling Unit – CD 708

Under Step 2 – Assessment, the reference to the Institutional Review Board will be removed. As such, the initial assessment of the inmate against the SHU criteria will be conducted via the Correctional Intervention Board.

There will be an SIU at the SHU. An inmate at the SHU must only be transferred to the SIU when it is determined that the legislative criteria for transfer to the SIU are met.

In Annex C, the report outline of the Assessment for Decision for maintaining an inmate at the SHU will indicate if the inmate has been confined in the SIU at the SHU.

Administrative Segregation – CD 709

This policy is revoked.

Administrative Segregation Guidelines – GL 709-1

This Guideline is revoked.

Transfer of Inmates – CD 710-2 Inmate Transfer Processes – GL 710-2-3 Movement Within Clustered/ Multi-Level Institutions – GL 710-2-4

Policy direction to transfer an inmate to an SIU is in accordance with CD 711 and GL 711-1 and GL 711-2.

Classification des établissements – DC 706

Définition d'unité résidentielle

À l'annexe A, l'UIS ne sera pas incluse dans la définition d'unité résidentielle.

Unité spéciale de détention – DC 708

À la rubrique Étape 2 – Évaluation, le renvoi au Comité de réexamen des cas d'isolement en établissement sera retiré. Par conséquent, l'évaluation initiale du détenu en fonction des critères de l'USD sera effectuée par l'intermédiaire du Comité d'intervention correctionnelle.

Une UIS sera mise en place à l'USD. Un détenu de l'USD doit être transféré vers l'UIS seulement lorsqu'on établit que les critères législatifs liés au transfèrement vers une UIS sont respectés.

À l'annexe C, l'aperçu du rapport de l'Évaluation en vue d'une décision de maintien à l'USD indiquera si le détenu a été transféré vers l'UIS à l'USD.

Isolement préventif – DC 709

Cette politique est révoquée.

Lignes directrices sur l'isolement préventif – LD 709-1

Ces lignes directrices sont révoquées.

Transfèrement de détenus – DC 710-2 Processus de transfèrement des détenus – LD 710-2-3 Déplacements au sein des établissements regroupés/à niveaux de sécurité multiples – LD 710-2-4

Les directives relatives au transfèrement d'un détenu vers une UIS sont conformes à la DC 711 et aux LD 711-1 et 711-2.

Immediate Movement – GL 710-2-4

When it is determined necessary to immediately move an inmate for security reasons or the safety of the inmate or any other person, the inmate will be confined in an SIU or be subject to restricted movement, when the legislative criteria for such are met.

Review Process After an Immediate Movement – GL 710-2-4

The review process of inmates confined in an SIU and placed on restricted movement is in accordance with CD 711 and GL 711-1 and GL 711-2.

Process for Private Family Visits in SIU – CD 710-8

The process for private family visit requests from inmates confined in an SIU will follow the same policy direction as for other inmates.

National Correctional Programs, Referral and Management – CD 726, GL 726-2, and GL 726-3

Impacts to these policy instruments are addressed and incorporated in CD 711.

Inmate Pay Review – CD 730

The reference to “segregation for disciplinary reasons” in current paragraph 27 will be removed.

In paragraph 61, “segregation” will be replaced by “SIU”.

The paragraphs 62 and 63 under “Segregation for Disciplinary Reasons” no longer apply.

Déplacements immédiats – LD 710-2-4

Lorsqu’il est jugé nécessaire de déplacer immédiatement un détenu pour des raisons de sécurité ou pour assurer la sécurité du détenu ou de toute autre personne, le détenu sera placé dans une UIS ou ses déplacements seront restreints si les critères législatifs relatifs à de telles mesures sont satisfaits.

Processus d’examen après un déplacement immédiat – LD 710-2-4

Le processus d’examen des cas des détenus placés dans une UIS ou dont les déplacements sont restreints est conforme à la DC 711 et aux LD 711-1 et 711-2.

Processus relatif aux visites familiales privées dans une UIS – DC 710-8

Le processus relatif aux demandes de visites familiales privées présentées par des détenus placés dans une UIS sera le même que celui suivi pour les autres détenus.

Programmes correctionnels nationaux, aiguillages et gestion – DC 726, LD 726-2 et LD 726-3

Les répercussions sur ces instruments de politique sont décrites dans la DC 711.

Révision du niveau de la paye du détenu – DC 730

La mention de « placement en isolement pour des motifs disciplinaires » au paragraphe 27 actuel sera retirée.

Au paragraphe 61, le terme « en isolement » sera remplacé par « dans une UIS ».

Les paragraphes 62 et 63 sous la rubrique « Isolement pour des motifs disciplinaires » ne s’appliquent plus.

In paragraphs 64 and 65, “administrative segregation” will be replaced with SIU.

Inmate pay reviews for inmates confined in an SIU should continue to occur at least once every six months, and the process will be the same as outlined in CD 730.

Inmate Pay Levels – Annex B, CD 730

Paragraph 1(e) will be changed to read: have not been placed in a specialized unit (such as a Special Handling Unit or SIU).

Paragraph 3 will be replaced to read:
An allowance of \$2.50 will automatically be awarded to inmates who have authorized absences from the interventions identified in their Correctional Plan while in the SIU or who are unable to participate for reasons beyond their control. Authorized absences may include, but are not limited to, authorized sick leave, planned absences for approved religious reasons, private family visits, or temporary absences. Reasons beyond the inmate’s control may include, but are not limited to unemployment, temporary absences, institutional orientation, or the intake assessment process.

Paragraph 4 will be replaced to read:
A basic allowance of \$1 will be awarded to inmates who refuse to participate in all interventions identified in their Correctional Plan while in the SIU.

Social Programs and Leisure Activities – CD 760

Impacts to Social Programs in the SIU are addressed and incorporated in CD 711.

Aux paragraphes 64 et 65, le terme « en isolement préventif » sera remplacé par « dans une UIS ».

La révision du niveau de la paye d’un détenu placé dans une UIS devrait être effectuée au moins tous les six mois, et le processus sera le même que celui énoncé dans la DC 730.

Niveaux de rémunération des détenus – DC 730, annexe B

Le paragraphe 1(e) sera modifié et se lira comme suit : aucun placement dans une unité spécialisée (telle que l’Unité spéciale de détention ou une UIS).

Le paragraphe 3 sera modifié comme suit : « Une indemnité de 2,50 \$ sera automatiquement versée aux détenus qui sont autorisés à s’absenter des interventions indiquées dans leur Plan correctionnel pendant qu’ils se trouvent dans une UIS ou qui ne peuvent y participer pour des raisons indépendantes de leur volonté. Les absences autorisées peuvent comprendre, entre autres, les congés de maladie autorisés, les absences prévues pour des raisons religieuses autorisées, les visites familiales privées et les permissions de sortir. Les raisons indépendantes de la volonté du détenu peuvent comprendre, entre autres, le manque de travail, les permissions de sortir, l’orientation au sein de l’établissement et le processus d’évaluation initiale. »

Le paragraphe 4 sera modifié comme suit : « Une indemnité de base de 1 \$ sera versée aux détenus qui refusent de participer à toutes les interventions indiquées dans leur Plan correctionnel pendant qu’ils se trouvent dans une UIS. »

Programmes sociaux et activités de loisir – DC 760

Les répercussions sur les programmes sociaux dans l’UIS sont décrites dans la DC 711.

Victim Engagement – CD 784

In Annex C, the Case Management Events “Penitentiary Placement” and “Transfer” will now refer to the amended tool Victim notification requirements related to “Penitentiary Placement” and “Transfer of Offenders.”

Intellectual Disability – GL 800-10

If an inmate diagnosed with an intellectual disability is being considered for a transfer to a Structured Intervention Unit or restricted movement, they must be assessed in accordance with the guidelines on health consultation and assessment for SIU/restricted movement pursuant to the Integrated Mental Health Guidelines, as is the case with all inmates.

Interventions to Preserve Life and Prevent Serious Bodily Harm – CD 843

The Immediate Needs Checklist – Suicide Risk (CSC/SCC 1433e) will be used upon confinement of inmates in an SIU or subject to restricted movement.

How were they developed?

Amendments to all policies were developed by the Structured Intervention Unit team, in consultation with various NHQ sectors, including the Strategic Policy Sector.

Engagement des victimes – DC 784

À l’annexe C, les événements dans la gestion d’un cas « Placement pénitenciaire » et « Transfèrement » renverront dorénavant à l’outil révisé « Exigences en matière de notification aux victimes – placement pénitenciaire et transfèrement d’un délinquant ».

Déficiences intellectuelles – LD 800-10

Si l’on envisage de transférer vers une UIS un détenu ayant reçu un diagnostic de déficience intellectuelle ou d’imposer des restrictions à ses déplacements, le détenu doit être évalué conformément aux lignes directrices sur la consultation et l’évaluation de la santé aux fins du placement dans une UIS/de la restriction des déplacements, incluses dans les Lignes directrices intégrées en santé mentale, comme c’est le cas pour tous les détenus.

Interventions pour préserver la vie et prévenir les blessures corporelles graves – DC 843

La Liste de contrôle des besoins immédiats – Risque de suicide (CSC/SCC 1433f) sera remplie lorsqu’un détenu sera placé dans une UIS ou que les déplacements d’un détenu seront restreints.

Comment les politiques ont-elles été élaborées?

Les modifications apportées aux politiques ont été élaborées par l’équipe des unités d’intervention structurée, en consultation avec divers secteurs à l’AC, y compris la Division de la politique stratégique.

Who will be affected by the policies?

These amendments apply to all staff who were involved in the segregation process and all staff responsible for the transfer of inmates to and from an SIU, and the management and engagement of inmates confined in an SIU and those subject to restricted movement.

Contact:

Strategic Policy Division
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Qui sera touché par les politiques?

Ces modifications toucheront tous les membres du personnel qui participent au processus d'isolement et qui sont responsables du transfèrement des détenus vers et à partir d'une UIS, ainsi que de la gestion et de l'engagement des détenus placés dans une UIS et de ceux dont les déplacements sont restreints.

Personne-ressource :

Division de la politique stratégique
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Commissioner,

Commissaire,

Original signed by / Original signé par :

Anne Kelly

Annex

Policy Framework Impacts

This list may not be exhaustive.

CD/GL	Title
GL 005-1	Institutional Management Structure: Roles and Responsibilities
GL 048-1	Information Sharing and Provision of Support Services Associated with Coroner's/Medical Examiner's Death Investigations or Inquests/Inquiries
CD 081	Offender Complaints and Grievances
GL 081-1	Offender Complaint and Grievance Process
CD 083	Inmate Committees
CD 084	Inmates' Access to Legal Assistance and the Police
GL 234-1	Claims Administration Instructions
CD 259	Exposure to Second-Hand Smoke
CD 550	Inmate Accommodation
CD 559	Visits
CD 566-4	Counts and Security Patrols
CD 566-7	Searching of Offenders
CD 577	Staff Protocol in Women Offender Institutions
CD 578	Intensive Intervention Strategy In Women's Institutions
CD 600	Management of Emergencies in Operational Units
CD 705-6	Correctional Planning and Criminal Profile
CD 705-7	Security Classification and Penitentiary Placement
CD 706	Classification of Institutions
CD 708	Special Handling Unit
CD 709	Administrative Segregation
GL 709-1	Administrative Segregation Guidelines
CD 710-2	Transfer of Inmates
GL 710-2-3	Inmate Transfer Processes
GL 710-2-4	Movement Within Clustered/Multi-Level Institutions
CD 710-6	Review of Inmate Security Classification
CD 710-8	Private Family Visits
CD 711	Structured Intervention Units
GL 711-1	SIU Transfer Procedures – SIU Sites
GL 711-2	SIU Transfer Procedures – Non-SIU Sites
CD 726	Correctional Programs
GL 726-2	National Correctional Program Referral Guidelines
GL 726-3	National Correctional Program Management Guidelines
CD 730	Offender Program Assignments and Inmate Payments
CD 760	Social Programs and Leisure Activities
CD 784	Victim Engagement
GL 800-10	Intellectual Disability
CD 843	Interventions to Preserve Life and Prevent Serious Bodily Harm

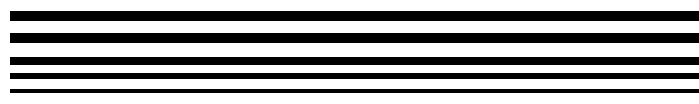
Annexe

Incidences sur le cadre de politiques

La présente liste pourrait ne pas être exhaustive.

DC/LD	Titre
LD 005-1	Structure de gestion des établissements : rôles et responsabilités
LD 048-1	Communication de renseignements et prestation de services de soutien liées à des enquêtes médico-légales ou des enquêtes publiques du coroner/médecin légiste
DC 081	Plaintes et griefs des délinquants
LD 081-1	Processus de règlement des plaintes et griefs des délinquants
DC 083	Comités de détenus
DC 084	Accès des détenus aux services juridiques et à la police
LD 234-1	Instructions relatives à l'administration des réclamations
DC 259	Exposition à la fumée secondaire
DC 550	Logement des détenus
DC 559	Visites
DC 566-4	Dénombrements et patrouilles de sécurité
DC 566-7	Fouille des délinquants
DC 577	Protocole relatif au personnel dans les établissements pour délinquantes
DC 578	Stratégie d'intervention intensive dans les établissements pour femmes
DC 600	Gestion des cas d'urgence dans les unités opérationnelles
DC 705-6	Planification correctionnelle et profil criminel
DC 705-7	Cote de sécurité et placement pénitentiaire
DC 706	Classification des établissements
DC 708	Unité spéciale de détention
DC 709	Isolement préventif
LD 709-1	Lignes directrices sur l'isolement préventif
DC 710-2	Transfèrement de détenus
LD 710-2-3	Processus de transfèrement des détenus
LD 710-2-4	Déplacements au sein des établissements regroupés/ à niveaux de sécurité multiples
DC 710-6	Réévaluation de la cote de sécurité des détenus
DC 710-8	Visites familiales privées
DC 711	Unités d'intervention structurée
LD 711-1	Procédures de transfèrement vers une unité d'intervention structurée (UIS) – Établissements comportant une UIS
LD 711-2	Procédures de transfèrement vers une unité d'intervention structurée (UIS) – Établissements ne comportant pas d'UIS
DC 726	Programmes correctionnels
LD 726-2	Lignes directrices sur l'aiguillage des délinquants vers les programmes correctionnels nationaux
LD 726-3	Lignes directrices sur la gestion des programmes correctionnels nationaux
DC 730	Affectations des délinquants aux programmes et rétribution des détenus

DC 760	Programmes sociaux et activités de loisir
DC 784	Engagement des victimes
LD 800-10	Déficience intellectuelle
DC 843	Interventions pour préserver la vie et prévenir les blessures corporelles graves

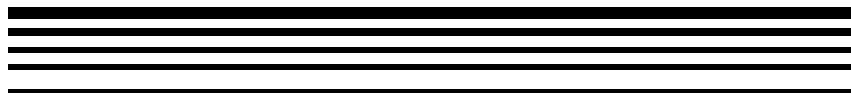


POLICY

BULLETIN

POLITIQUE

ISSUE ÉMISSION	DATE		
651	2019	11	30
	Y-A	M	D-J



INTERIM POLICY BULLETIN / BULLETIN DE POLITIQUE PROVISOIRE

Policy numbers and titles:

Commissioner's Directive (CD) 800 – Health Services
Guidelines (GL) 800-9 – Medical Assistance in Dying
CD 081 – Offender Complaints and Grievances

Titre et numéro des politiques :

Directive du commissaire (DC) 800 – Services de santé
Lignes directrices (LD) 800-9 – Aide médicale à mourir
DC 081 – Plaintes et griefs des délinquants

Why were the policies changed?

On June 21, 2019, Bill C-83, *An Act to amend the Corrections and Conditional Release Act and another Act*, received Royal Assent. The amendments to the *Corrections and Conditional Release Act* (the Act) are now in effect, and the corresponding changes to policy are addressed in this bulletin. The Act strengthens the provision of health care by affirming CSC's responsibility to support the professional autonomy and clinical independence of registered health care professionals; requiring that CSC support patient advocacy; and, allowing the Commissioner to establish Health Care Units to provide inmates with an appropriate living environment to facilitate their access to health care. The Act also abolishes the use of administrative and disciplinary segregation.

Pourquoi les politiques ont-elles été modifiées?

Le 21 juin 2019, le projet de loi C-83, *Loi modifiant la Loi sur le système correctionnel et la mise en liberté sous condition et une autre loi*, a reçu la sanction royale. Les modifications apportées à la Loi sur le système correctionnel et la mise en liberté sous condition (la Loi) sont maintenant en vigueur, et les changements connexes apportés aux politiques sont énoncés dans le présent bulletin. La Loi renforce la prestation des soins de santé en confirmant la responsabilité qu'a le SCC d'appuyer l'autonomie professionnelle et l'indépendance clinique des professionnels de la santé agréés, en exigeant que le SCC appuie les services de défense des droits des patients et en permettant au commissaire d'établir des unités de soins de santé pour offrir aux détenus un milieu de vie approprié qui facilite leur accès à des soins de santé. La Loi abolit également le recours à l'isolement préventif et disciplinaire.

As well, additional changes for health services can be found in CD 711 – Structured Intervention Units; GL 711-1 – Structured Intervention Unit (SIU) Transfer Procedures – SIU Sites; GL 711-2 – Structured Intervention Unit (SIU) Transfer Procedures – Non-SIU Sites; CD 578 – Intensive Intervention Strategy in Women Offender Institutions/Units; CD 041 – Incident Investigations; Interim Policy Bulletin 649; and Interim Policy Bulletin 653.

What has changed?

The following changes, related to health care, are in effect immediately and will be incorporated in relevant CSC policy instruments as the instruments are updated:

CD 800 – Health Services General Information

- Within professionally accepted standards and health care governance, the Service supports the professional autonomy and the clinical independence of registered health care professionals, including their ability to exercise, without undue influence, their professional judgement in the care and treatment of inmates.
- Consistent with the requirements of professional health regulatory colleges, the role of health care professionals includes a patient advocacy function for the provision of care that advances health and well-being.

De plus, d'autres changements touchant les services de santé ont été apportés dans la DC 711 – Unités d'intervention structurée, les LD 711-1 – Procédures de transfèrement vers une unité d'intervention structurée (UIS) – Établissement comportant une UIS, les LD 711-2 – Procédures de transfèrement vers une unité d'intervention structurée (UIS) – Établissement ne comportant pas d'UIS, la DC 578 – Stratégie d'intervention intensive dans les établissements/unités pour femmes, la CD 041 – Enquêtes sur les incidents, le Bulletin de politique provisoire n° 649 et le Bulletin de politique provisoire n° 653.

Qu'est-ce qui a changé?

Les changements suivants, liés aux soins de santé, sont en vigueur immédiatement et seront intégrés aux instruments de politique pertinents du SCC à mesure que ces instruments seront mis à jour :

DC 800 – Services de santé Renseignements généraux

- Conformément aux normes professionnelles reconnues et à la structure de gouvernance des soins de santé, le Service appuie l'autonomie professionnelle et l'indépendance clinique des professionnels de la santé agréés, y compris leur capacité d'exercer, sans influence indue, leur jugement professionnel en ce qui a trait aux soins et au traitement des détenus.
- Conformément aux exigences des ordres professionnels de réglementation de la santé, le rôle des professionnels de la santé comprend une fonction de défense des droits des patients pour la prestation de soins qui favorisent la santé et le bien-être.

- CSC supports person-centred care based on appropriate medical, dental, and mental health care criteria.

- Le SCC offre des soins axés sur la personne en fonction de critères appropriés en matière de soins médicaux, dentaires et de santé mentale.

Intake Health Assessment Process

- The intake health assessment process includes:
 - referral for health assessment, including mental health, within the first 24 hours of admission to federal custody
 - Computerized Mental Health Intake Screening System within 14 days of intake, and
 - mental health assessment by identified health professionals.
- The health assessment process is outlined in the Integrated Mental Health Guidelines.

Health Care Unit Clinical Admission and Discharge Process for Treatment Centres

- A physician/psychiatrist is the Health Services Official with the authority to admit and discharge to and from tertiary care within the Health Care Unit. The Senior Clinical Manager/Chief of Mental Health (in Health Care Units where there is no Senior Clinical Manager) has the authority to admit and discharge inmates to and from secondary care within the Health Care Unit.

Processus d'évaluation initiale de l'état de santé

- Le processus d'évaluation initiale de l'état de santé comprend :
 - un aiguillage en vue d'une évaluation de l'état de santé, y compris de la santé mentale, dans les 24 heures suivant l'admission dans un établissement fédéral
 - une évaluation au moyen du Système informatisé de dépistage des troubles mentaux à l'évaluation initiale dans les 14 jours suivant l'admission, et
 - une évaluation de la santé mentale par des professionnels de la santé désignés.
- Le processus d'évaluation de l'état de santé est décrit dans les Lignes directrices intégrées en santé mentale.

Unité de soins de santé – Processus d'admission et de congé clinique pour les centres de traitement

- Le médecin/psychiatre est le responsable des Services de santé ayant le pouvoir de procéder à l'admission de détenus à des soins tertiaires au sein de l'unité de soins santé et de leur accorder leur congé de cette unité. Le gestionnaire clinique principal/chef de la Santé mentale (dans les unités de soins de santé où il n'y a pas de gestionnaire clinique principal) a le pouvoir de procéder à l'admission de détenus à des soins secondaires au sein de l'unité de

soins santé et de leur accorder leur congé de cette unité.

- The physician/psychiatrist and the Senior Clinical Manager/Chief of Mental Health must be employed or engaged by the Correctional Service of Canada to provide services to the Health Care Unit to which they are authorizing admission or discharge.
 - The admission process to a Health Care Unit begins with a clinical referral. Other than in exceptional circumstances, the referral will be done by the inmate's most responsible health care provider, following consultation with the interdisciplinary health care team.
 - Following the clinical referral, the admission and discharge to a Health Care Unit is a two-step process. A clinical admission is required by Health Services, followed by a transfer decision by Operations.
 - Inmates will only be admitted to a Health Care Unit (Regional Treatment Centre), if they meet the clinical admission criteria and are clinically admitted by the designated health official.
 - The clinical admission criteria includes:
 - inmates with mental illness or cognitive impairment that impacts their ability to function in a mainstream institution
 - inmates who require 24-hour clinical care
- Le médecin/psychiatre et le gestionnaire clinique principal/chef de la Santé mentale doivent être embauchés ou retenus par le Service correctionnel du Canada et fournir des services à l'unité de soins de santé à laquelle ils autorisent l'admission ou le congé.
 - Le processus d'admission à l'unité de soins de santé commence par un aiguillage clinique. Sauf dans des circonstances exceptionnelles, l'aiguillage sera effectué par le fournisseur de soins de santé le plus responsable du détenu, à la suite d'une consultation de l'équipe interdisciplinaire de soins de santé.
 - À la suite d'un aiguillage clinique, l'admission et le congé dans une unité de soins de santé se font en deux étapes. Une admission clinique est exigée par les Services de santé, suivie d'une décision de transfèrement par les Opérations.
 - Les détenus ne seront admis dans une unité de soins de santé (Centre régional de traitement) que s'ils répondent aux critères d'admission clinique et qu'ils sont admis cliniquement par le responsable des Services de santé désigné.
 - Les critères d'admission clinique sont les suivants :
 - les détenus souffrant d'une maladie mentale ou d'une déficience cognitive portant atteinte à leur capacité de fonctionner dans un établissement régulier
 - les détenus nécessitant des soins cliniques 24 heures sur 24

- inmates that require access to clinical programming (only available in the Health Care Unit).
- Inmates will be given written notice, by a health care professional, of any decision with respect to their clinical admission or refusal to a Health Care Unit, including reasons for the decision.
- The Executive Director of Treatment Centre at the receiving Health Care Unit, and the Manager, Health Services/Chief Mental Health from the referring institution will establish a process to complete the written and verbal notification of any decision to the inmate.
- In cases where the admission or transfer is not approved, all staff involved in the inmate's case will collaborate on a plan to facilitate continuity of care for the inmate.
- Inmates will be discharged from a Health Care Unit (Regional Treatment Centre) if they meet the clinical discharge criteria and are clinically discharged by the designated health official.
- The clinical discharge criteria includes:
 - mental health needs have been sufficiently addressed
 - transfer to another more appropriate health care facility is required
 - alternate level of care is clinically appropriate.
- les détenus ayant besoin d'un accès à des programmes cliniques (uniquement disponible dans l'unité de soins de santé).
- Les détenus recevront un avis écrit, de la part d'un professionnel de la santé, de toute décision concernant leur admission clinique dans une unité de soins de santé ou le refus, y compris les motifs de cette décision.
- Le directeur exécutif du Centre de traitement à l'unité de soins de santé d'accueil et le gestionnaire, Services de santé/chef de la Santé mentale de l'établissement à l'origine de l'aiguillage établiront un processus pour transmettre l'avis écrit ou verbal de toute décision au détenu concerné.
- Dans les cas où l'admission ou le transfèrement n'est pas approuvé(e), les Services de santé et les Opérations collaboreront à l'élaboration d'un plan pour assurer la continuité des soins du détenu.
- Les détenus obtiendront leur congé d'une unité de soins de santé (Centre régional de traitement) s'ils répondent aux critères de congé clinique énoncés et que le responsable de la santé désigné leur a accordé leur congé clinique.
- Les critères de congé clinique sont les suivants :
 - les besoins en santé mentale du détenu ont été dûment traités
 - un transfèrement vers un autre établissement de soins de santé approprié est requis
 - un différent niveau de soins s'avère approprié sur le plan clinique.

- Inmates will be given written notice of any decision with respect to their discharge from a Health Care Unit (Regional Treatment Centre), including reasons for discharge.
- The Executive Director of Treatment Centre will establish a process to complete the written and verbal notification of any clinical discharge decision to the inmate.
- Les détenus recevront un avis écrit de toute décision concernant leur congé d'une unité de soins de santé (Centre régional de traitement), y compris les motifs de cette décision.
- Le directeur exécutif du Centre de traitement établira un processus pour transmettre l'avis écrit ou verbal de toute décision de congé clinique au détenu concerné.

GL 800-9 – Medical Assistance in Dying

- Paragraph 23 is replaced by the following: *After the death of an inmate through MAID, there is no requirement for CSC to convene a board of investigation or a quality of care review.*

LD 800-9 – Aide médicale à mourir

- Le paragraphe 23 est remplacé par ce qui suit : *Après le décès d'un détenu au moyen de l'AMM, le SCC n'a pas besoin de convoquer un comité d'enquête ou de mener un examen de la qualité des soins.*

CD 081 – Offender Complaints and Grievances

- Health Services supervisors (complaint level), Regional Directors of Health Services (initial grievance level), and the Assistant Commissioner, Health Services (final grievance level), will be the decision makers for inmate complaints and grievances related to health services.

DC 081 – Plaintes et griefs des délinquants

- Les superviseurs des Services de santé (palier de la plainte), les directeurs régionaux des Services de santé (grief initial) et le commissaire adjoint, Services de santé (grief final), prendront les décisions concernant les plaintes et les griefs déposés par les détenus portant sur les services de santé.

How were they developed?

The revised policies were developed by the Health Services Sector in consultation with various NHQ sectors, RHQ, as well as the Strategic Policy Division.

Comment les politiques ont-elles été élaborées?

Les politiques révisées ont été élaborées par le Secteur des services de santé, en consultation avec divers secteurs à l'AC, les AR et la Division de la politique stratégique.

Who will be affected by the policies?

All staff, contractors, volunteers and offenders are affected by the policy changes.

Qui sera touché par les politiques?

Tous les membres du personnel, les entrepreneurs, les bénévoles et les délinquants sont touchés par les changements apportés aux politiques.

Contact :

Strategic Policy Division

Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Personne-ressource :

Division de la politique stratégique

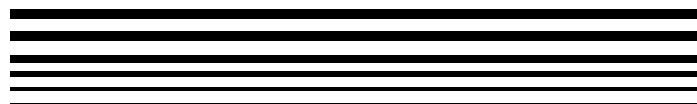
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Commissioner,

Commissaire,

Original signed by / Original signé par :

Anne Kelly



BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE		
652	2019	12	02
	Y-A	M	D-J



INTERIM POLICY BULLETIN / BULLETIN DE POLITIQUE PROVISOIRE

Policy numbers and titles:

Numéro et titre des politiques :

PRIVILEGED CORRESPONDENTS

CORRESPONDANTS PRIVILÉGIÉS

**Commissioner's Directive (CD) 085 –
Correspondence and Telephone Communication**

**Directive du commissaire (DC) 085 –
Correspondance et communications
téléphoniques**

**CD 568-10 – Interception of Inmate
Communications**

**DC 568-10 – Interception des communications des
détenus**

Why were the policies changed?

Pourquoi les politiques ont-elles été modifiées?

Amendments were made to the *Corrections and Conditional Release Regulations* (CCRR) with regards to the identification of privileged correspondents.

Des modifications ont été apportées au *Règlement sur le système correctionnel et la mise en liberté sous condition* (RSCMLC) en ce qui a trait à l'identification des correspondants privilégiés.

As a result of these regulatory changes, the following amendments to policy take effect immediately and will be reflected in Commissioner's Directive (CD) 085 and CD 568-10 when the CDs are updated and sent out for consultation over the next quarter.

Compte tenu de ces modifications réglementaires, les changements suivants aux politiques entreront en vigueur immédiatement et seront intégrés dans la Directive du commissaire (DC) 085 et la DC 568-10 lorsque les DC seront mises à jour et envoyées pour consultation au cours du prochain trimestre.

What has changed?

The list of privileged correspondents (the Schedule), pursuant to subsection 94(2) of the CCRR, has been revised as follows:

2. Solicitor General of Canada is replaced with **Minister of Public Safety and Emergency Preparedness**.
3. Judges and provincial court judges of Canadian courts, including the registrars of those courts, is replaced with **Judges of Canadian courts, including provincial court judges and the registrars of those courts**.
7. Members of provincial legislatures is replaced with **Members of provincial legislative assemblies**.
8. Members of the Legislative Council for the Yukon or the Northwest Territories is replaced with **Members of the Legislative Assembly of Yukon, the Northwest Territories or Nunavut**.
9. Deputy Solicitor General of Canada is replaced with **Deputy Minister of Public Safety and Emergency Preparedness**.
10. Commissioner of the Correctional Service of Canada is replaced with **Commissioner of Corrections**.

Qu'est-ce qui a changé?

La liste des correspondants privilégiés (l'Annexe), aux termes du paragraphe 94(2) du RSCMLC, a été révisée comme suit :

2. « Le Solliciteur général du Canada » est remplacé par « **Le ministre de la Sécurité publique et de la Protection civile** ».
3. Dans la version anglaise, « Judges and provincial court judges of Canadian courts, including the registrars of those courts » est remplacé par « **Judges of Canadian courts, including provincial court judges and the registrars of those courts** ».
7. « Les membres des assemblées législatives provinciales » est remplacé par « **Les députés des assemblées législatives provinciales** ».
8. « Les membres des assemblées législatives du Yukon et des Territoires du Nord-Ouest » est remplacé par « **Les députés des assemblées législatives du Yukon, des Territoires du Nord-Ouest et du Nunavut** ».
9. « Le Sous-solliciteur général du Canada » est remplacé par « **Le sous-ministre de la Sécurité publique et de la Protection civile** ».
10. « Le Commissaire du Service correctionnel du Canada » est remplacé par « **Le commissaire du Service correctionnel du Canada** ».

11. Chairperson of the National Parole Board is replaced with **Chairperson of the Parole Board of Canada**.

17. Assistant Commissioner, Audit and Investigations of the Correctional Service of Canada, is changed to **Persons within the Correctional Service of Canada responsible for internal audits and investigations**.

The following members have been added to the Schedule:

- 21. Independent external decision-makers
- 22. Police Ethics Commissioner for the Province of Quebec
- 23. Public Sector Integrity Commissioner of Canada
- 24. Members of the Correctional Service of Canada Office of Internal Disclosure
- 25. Any Chief Electoral Officer in Canada.

How were they developed?

This Interim Policy Bulletin was developed by the Preventive Security and Intelligence Branch in collaboration with the Strategic Policy Division. Given the technical nature of these amendments, formal consultation will not be undertaken until the CDs are revised.

11. « Le président de la Commission nationale des libérations conditionnelles » est remplacé par « **Le président de la Commission des libérations conditionnelles du Canada** ».

17. « Le Commissaire adjoint, Vérification interne et enquêtes, Service correctionnel du Canada » est remplacé par « **Le responsable de la vérification interne et des enquêtes du Service correctionnel du Canada** ».

Les membres suivants ont été ajoutés à l'Annexe :

- 21. Les décideurs externes indépendants
- 22. Le commissaire à la déontologie policière du Québec
- 23. Le commissaire à l'intégrité du secteur public du Canada
- 24. Les membres du Bureau de la divulgation interne du Service correctionnel du Canada
- 25. Tout directeur général des élections au Canada.

Comment les politiques ont-elles été élaborées?

Ce bulletin de politique provisoire a été élaboré par la Direction de la sécurité préventive et du renseignement de sécurité en collaboration avec la Division de la politique stratégique. Compte tenu de la nature technique de ces modifications, aucune consultation officielle ne sera menée avant la révision des DC.



BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
662	2020 09 08
	Y-A M D-J

Policy number and title:

Commissioner's Directive (CD) 041 – Incident Investigations

Why was the policy changed?

This policy was modified as a result of the Commissioner's Directives Standardization Project. Amendments have been made to clarify official languages requirements and to standardize existing practices. In addition, an amendment has been made in response to the passing of Bill C-83, *An Act to amend the Corrections and Conditional Release Act and another Act*.

What has changed?

Modifications to the policy document include:

- a new look, resulting in stand-alone English and French versions
- amendments to ensure CSC meets legislative requirements with respect to the *Official Languages Act*
- clarification to definitions of "file review" and "local investigation"

Numéro et titre de la politique :

Directive du commissaire (DC) 041 – Enquêtes sur les incidents

Afin de faciliter la lecture de la présente politique et le cas échéant, nous avons employé le masculin au sens neutre, sans préjudice aux genres

Pourquoi la politique a-t-elle été modifiée?

La politique précitée a été modifiée dans le cadre du projet de normalisation des directives du commissaire. Des changements ont été faits afin de préciser les exigences en matière de langues officielles et d'uniformiser les pratiques existantes. De plus, une modification a été apportée à la suite de l'adoption du projet de loi C-83, *Loi modifiant la Loi sur le système correctionnel et la mise en liberté sous condition et une autre loi*.

Qu'est-ce qui a changé?

Voici les modifications au document de politique :

- les versions française et anglaise sont maintenant autonomes
- on a fait des changements pour s'assurer que le SCC satisfait aux exigences législatives énoncées dans la *Loi sur les langues officielles*
- on a apporté des éclaircissements aux définitions des expressions « examen des dossiers » et « enquêtes locales »

- amendment in the time requirement for submitting a Situation Report from three days to five business days to mirror the Situation Report Guidelines
- the term “mortality review” has been replaced by “quality of care review” in accordance with the passing of Bill C-83. National quality of care reviews will be formally closed via a closure memo by the Assistant Commissioner, Health Services, rather than by the Senior Deputy Commissioner.
- on a modifié le délai accordé pour présenter un Rapport de situation, qui est passé de trois jours à cinq jours ouvrables, conformément aux lignes directrices relatives aux rapports de situation
- le terme « examen de cas de décès » a été remplacé par « examen de la qualité des soins », conformément au projet de loi C-83. Les examens nationaux de la qualité des soins seront fermés officiellement, au moyen d’une note de fermeture, par le commissaire adjoint, Services de santé, plutôt que par le sous-commissaire principal.

How was it developed?

The policy was amended by the Incident Investigations Branch in collaboration with the Strategic Policy Division, and with input from internal and external stakeholders.

Accountabilities?

Roles and responsibilities are detailed in the policy document.

Who will be affected by the policy?

Staff and offenders in institutional and community operational units where a CSC incident investigation occurs.

Contact:

Strategic Policy Division
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Comment la politique a-t-elle été élaborée?

La Direction des enquêtes sur les incidents a modifié la politique en collaboration avec la Division de la politique stratégique et en tenant compte des observations formulées par les intervenants internes et externes.

Y aura-t-il des comptes à rendre?

Les rôles et responsabilités sont décrits dans le document de politique.

Qui sera touché par la politique?

Les membres du personnel et les délinquants dans les unités opérationnelles, en établissement et dans la collectivité, où le SCC mène une enquête sur un incident.

Personne-ressource :

Division de la politique stratégique
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Who will be affected by the policy?

While all staff are potentially affected, the amendments are especially significant to Security Intelligence staff, offenders, and Visits and Correspondence staff.

Accountabilities?

- N/A

Expected cost?

- N/A

Other impacts?

- N/A

Contact:

Strategic Policy Division
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Qui sera touché par les politiques?

Bien que tous les membres du personnel puissent être touchés, les modifications sont particulièrement importantes pour le personnel du renseignement de sécurité, les délinquants et le personnel des visites et de la correspondance.

Y aura-t-il des comptes à rendre?

- S.O.

Quels coûts prévoit-on?

- S.O.

Y aura-t-il d'autres répercussions?

- S.O.

Personne-ressource :

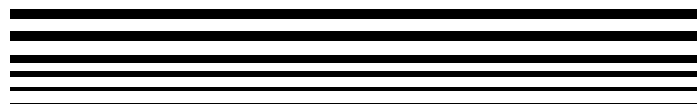
Division de la politique stratégique
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Commissioner,

Commissaire,

Original signed by / Original signé par :

Anne Kelly



BULLETIN

POLITIQUE

POLICY

ISSUE ÉMISSION	DATE		
673	2021	08	16
	Y-A	M	D-J



INTERIM POLICY BULLETIN / BULLETIN DE POLITIQUE PROVISOIRE

*Afin de faciliter la lecture de la présente politique,
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Policy number and title:

**Commissioner's Directive (CD) 024 –
Management of the Correctional Service of
Canada Volunteers**

Numéro et titre de la politique :

**Directive du commissaire (DC) 024 – Gestion des
bénévoles du Service correctionnel du Canada**

Why was the policy changed?

This policy is being amended to facilitate site access status for certain CSC volunteers entering CSC facilities. Previously, all CSC volunteers were required to have and maintain valid security screening at the reliability status level, as per [CD 564-1 – Individual Security Screening](#). Site access status, which is a lower level of security screening than reliability status, has since been made available. This security level allows CSC volunteers to carry out activities that do not require access to sensitive information and/or assets, and involves a less intrusive security screening process.

Pourquoi la politique a-t-elle été modifiée?

La politique est modifiée afin de faciliter l'obtention d'une cote d'accès aux sites pour certains bénévoles du SCC qui doivent visiter des établissements du SCC. Auparavant, tous les bénévoles du SCC devaient obtenir et conserver une cote de fiabilité valide selon la [DC 564-1 – Filtrages de sécurité sur les personnes](#). La cote d'accès aux sites, qui constitue une cote de sécurité moins élevée que la cote de fiabilité, peut maintenant être accordée. Cette cote de sécurité permet aux bénévoles du SCC de mener des activités qui ne requièrent pas un accès à des renseignements et/ou à des biens de nature délicate, et nécessite un processus de filtrage de sécurité moins intrusif.

What has changed?

Paragraph 1. c. now reads as follows:

- c. has a valid security status per [Commissioner's Directive \(CD\) 564-1 – Individual Security Screening](#), with the exception of [Citizen Advisory Committee](#) (CAC) members and National and Regional Ethnocultural Advisory Committee (NEAC/REAC) members, who are required to have a valid reliability status due to the nature of their volunteer duties

Paragraph 4 now reads as follows:

CAC members must comply with the directives outlined in [CD 023 – Citizen Advisory Committees](#) and NEAC/REAC members must comply with the directives outlined in [CD 767 – Ethnocultural Offenders: Services and Interventions](#).

Paragraphs 11. c. and f. now read as follows :

- c. facilitate and coordinate the volunteer application and security screening processes and ensure a CSC Volunteer Security Screening Requirements Assessment Checklist is completed for applicants and/or existing volunteers requiring the amendment or renewal of their security status, to assess and identify security status requirements, as applicable
- f. ensure that prior to the commencement of their activities, all volunteers carrying out duties associated to a risk-assessed, approved and supervised volunteer activity have a valid security status, as defined in [CD 564-1 – Individual Security Screening](#). The security screening requirement is based on :

Qu'est-ce qui a changé?

Le paragraphe 1. c. se lit maintenant comme suit :

- c. détient une cote de sécurité valide conformément à la [Directive du commissaire \(DC\) 564-1 – Filtrages de sécurité sur les personnes](#), ou une cote de fiabilité valide dans le cas des membres des [comités consultatifs de citoyens](#) (CCC) et des comités consultatifs national et régionaux ethnoculturels (CCNE/CCRE) en raison de la nature des fonctions de bénévolat exercées

Le paragraphe 4 se lit maintenant comme suit :

Les membres des CCC doivent se conformer aux directives énoncées dans la [DC 023 – Comités consultatifs de citoyens](#) et les membres du CCNE et des CCRE doivent se conformer aux directives énoncées dans la [DC 767 – Délinquants ethnoculturels : Services et interventions](#).

Les paragraphes 11. c. et f. se lisent maintenant comme suit :

- c. facilitera et coordonnera les processus de demande des bénévoles et de filtrage de sécurité et s'assurera que la Liste de vérification de l'évaluation d'un bénévole du SCC aux fins de filtrage de sécurité est remplie pour les demandeurs et/ou les bénévoles existants dont la cote de sécurité doit être modifiée ou renouvelée, afin d'évaluer et de déterminer les exigences relatives à la cote de sécurité, le cas échéant
- f. s'assurera, avant le début des activités de bénévolat, que tous les bénévoles qui exercent des fonctions associées à une activité de bénévolat approuvée et supervisée et dont le risque a été évalué détiennent une cote de sécurité valide au sens de la [DC 564-1 – Filtrages de sécurité sur les personnes](#). L'exigence en matière de filtrage de sécurité tient compte :

- i. the duties to be carried out within the scope of the CSC risk-assessed and approved volunteer activity, and
- ii. the level of access required to sensitive information and/or assets

- i. des fonctions à exercer dans le cadre de l'activité de bénévolat approuvée et dont le risque a été évalué par le SCC, et
- ii. du niveau requis d'accès à des renseignements et/ou à des biens de nature délicate

Paragraph 23 now reads as follows:

All applicants must be granted a valid security status at the appropriate level, and therefore must complete the [Personnel Screening, Consent and Authorization Form](#) (TBS/SCT 330-23), which will be processed by the Departmental Security Division in accordance with [CD 564-1 – Individual Security Screening](#).

How was it developed?

The changes were developed by the Communications and Engagement Sector in consultation with Departmental Security Division, Strategic Policy Division, and national, regional and site-level staff.

Who will be affected by the policy?

CSC volunteers, staff responsible for facilitating and coordinating the volunteer application and security screening process and Departmental Security staff will be affected by the changes in policy.

Accountabilities?

Accountabilities from the policy changes will be held by the Assistant Commissioner, Communications and Engagement; the Assistant Commissioner, Correctional Operations and Programs; and the Regional Deputy Commissioners.

Le paragraphe 23 se lit maintenant comme suit :

Tous les demandeurs doivent obtenir une cote de sécurité valide de niveau approprié et doivent, par conséquent, remplir le [Formulaire de vérification de sécurité, de consentement et d'autorisation du personnel](#) (TBS/SCT 330-23), qui sera traité par la Division de la sécurité du Ministère conformément à la [DC 564-1 – Filtrages de sécurité sur les personnes](#).

Comment la politique a-t-elle été élaborée?

Les changements ont été élaborés par le Secteur des communications et de l'engagement en consultation avec la Division de la sécurité du Ministère, la Division de la politique stratégique et des membres du personnel de l'administration centrale, des régions et des établissements.

Qui sera touché par la politique?

Les bénévoles du SCC, le personnel responsable de faciliter et de coordonner le processus de demande des bénévoles et de filtrage de sécurité et le personnel de la Division de la sécurité du Ministère seront touchés par les changements apportés à la politique.

Y aura-t-il des comptes à rendre?

Les responsabilités découlant des changements apportés à la politique incomberont au commissaire adjoint, Communications et engagement; au commissaire adjoint, Opérations et programmes correctionnels; et aux sous-commissaires régionaux.

Expected cost?

N/A

Other impacts?

The Departmental Security Division (NHQ) will make available a new ID card for the additional security status and provide national direction to CSC staff regarding Treasury Board standards and CSC criteria in relation to security status requirements.

Contact:

Strategic Policy Division
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Quels coûts prévoit-on?

S.O.

Y aura-t-il d'autres répercussions?

La Division de la sécurité du Ministère (AC) créera une nouvelle carte d'identité pour la cote de sécurité supplémentaire et fournira une orientation nationale au personnel du SCC concernant les normes du Conseil du Trésor et les critères du SCC en lien avec les exigences relatives aux cotes de sécurité.

Personne-ressource :

Division de la politique stratégique
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Commissioner,

Commissaire,

Original signed by: / Original signé par :

Anne Kelly



BULLETIN POLITIQUE

POLICY

ISSUE ÉMISSION	DATE
675	2021 08 23
Y-A	M D-J



INTERIM POLICY BULLETIN / BULLETIN DE POLITIQUE PROVISOIRE

*Afin de faciliter la lecture de la présente politique,
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Policy number and title:

**Commissioner's Directive (CD) 081 – Offender
Complaints and Grievances**

**Guidelines (GL) 081-1 – Offender Complaint and
Grievance Process**

Why was the policy changed?

On November 30, 2019, Interim Policy Bulletin (IPB) 649 was promulgated in order to outline changes made to GL 081-1. These changes were the result of the passing of *Bill C-83, An Act to amend the Corrections and Conditional Release Act and another Act*, which eliminated the use of administrative and disciplinary segregation, and introduced Structured Intervention Units (SIU) for inmates who cannot be safely managed in the mainstream inmate population.

Numéro et titre de la politique :

**Directive du commissaire (DC) 081 – Plaintes et
griefs des délinquants**

**Lignes directrices (LD) 081-1 – Processus de
règlement des plaintes et griefs des délinquants**

Pourquoi la politique a-t-elle été modifiée?

Le 30 novembre 2019, le Bulletin de politique provisoire (BPP) 649 a été promulgué afin d'énoncer les changements apportés aux LD 081-1. Ces changements découlent de l'adoption du *projet de loi C-83, Loi modifiant la Loi sur le système correctionnel et la mise en liberté sous condition et une autre loi*, qui a éliminé le recours à l'isolement préventif et à l'isolement disciplinaire et introduit les unités d'intervention structurée (UIS) pour les détenus qui ne peuvent être gérés en toute sécurité dans la population carcérale régulière.

Further refinements to the way grievances are recorded are necessary in order to distinguish between grievances related to living conditions for inmates in an SIU, from grievances related to decisions for or against a transfer to an SIU, as well as grievances related to subsequent reviews and recommendations related to inmates in an SIU. For this reason, grievance code 01E has been modified and grievance code 01F has been created.

What has changed?

This IPB supersedes any reference to the offender complaint and grievance process found in IPB 649. In order to avoid confusion, the changes to CD 081 and GL 081-1 that were originally identified in IPB 649 are being repeated in this IPB. This is in addition to the updated grievance codes for SIUs (GL 081-1) identified above.

Commissioner's Directive 081 – Offender Complaints and Grievances

Offender Complaints and Grievances Collection – CD 081

The Institutional Head will ensure that complaints and grievances submitted by inmates in an SIU and those subject to restricted movement are collected and reviewed daily.

Inform Inmate of Grievance Process in SIU – CD 081

Upon transfer to an SIU, or when subject to restricted movement, inmates must be informed that they have the right to submit a grievance about the decision to transfer them to an SIU, or about being subject to restricted movement.

D'autres améliorations doivent être apportées à la façon dont les griefs sont consignés afin d'établir une distinction entre les griefs liés aux conditions de vie dans une UIS et ceux liés aux décisions de transférer ou non un détenu vers une UIS, ainsi qu'aux examens subséquents et aux recommandations concernant les détenus dans une UIS. Par conséquent, le code de griefs 01E a été modifié et le code de griefs 01F a été créé.

Qu'est-ce qui a changé?

Le présent BPP a préséance sur tout renvoi au processus de règlement des plaintes et griefs dans le BPP 649. Afin d'éviter toute confusion, les modifications apportées à la DC 081 et aux LD 081 1 énoncées initialement dans le BPP 649 sont répétées dans le présent BPP. Cela s'ajoute aux modifications apportées concernant les codes de griefs réservés aux UIS (LD 081-1) susmentionnés.

Directive du commissaire 081 – Plaintes et griefs des délinquants

Collecte des plaintes et des griefs des délinquants – DC 081

Le directeur de l'établissement veillera à ce que les plaintes et les griefs présentés par des détenus dans une UIS ou dont les déplacements sont restreints soient recueillis et examinés quotidiennement.

Communication aux détenus du processus de règlement des griefs dans l'UIS – DC 081

Une fois transférés vers une UIS ou lorsque leurs déplacements sont restreints, les détenus doivent être informés qu'ils ont le droit de présenter un grief au sujet de la décision de les transférer vers une UIS, ou de l'imposition de restrictions à leurs déplacements.

Guidelines 081-1 – Offender Complaint and Grievance Process

SIU Offender Complaint and Grievance Level – GL 081-1

A grievance regarding the decision to transfer an inmate to an SIU will be registered as a final grievance.

New Grievance Codes for SIU – GL 081-1

Code 01E - Structured Intervention Units have been introduced in Annex B of GL 081-1. This code is used when a grievance is submitted about:

- Any decision for or against a transfer to an SIU; and,
- Any subsequent review decision.

Grievances with the 01E code will automatically be registered as “final grievance (national level)” with the default priority set to “high”.

Code 01F - Living Conditions in Structured Intervention Unit, has been introduced in Annex B of GL 081-1. This code is used when a grievance is submitted about, but not limited to:

- restricted movements;
- the living conditions in an SIU or restricted movements;
- access to interventions and programming;
- daily visits from health care professionals;

Lignes directrices (LD) 081-1 – Processus de règlement des plaintes et griefs des délinquants

Paliers des plaintes et des griefs des délinquants dans une UIS – LD 081-1

Un grief relatif à la décision de transférer un détenu vers une UIS sera consigné en tant que grief final.

Nouveaux codes de griefs pour les UIS – LD 081-1

Le code 01E (Unités d'intervention structurée) a été ajouté à l'annexe B des LD 081-1. Ce code doit être utilisé lorsqu'un grief est présenté au sujet :

- de toute décision de transférer ou non un détenu vers une UIS;
- de toute décision rendue à la suite d'un examen subséquent.

Les griefs assortis du code 01E seront automatiquement consignés en tant que « Grief final (palier national) » de niveau « Prioritaire ».

Le code 01F (Conditions de vie dans une unité d'intervention structurée) a été ajouté à l'annexe B des LD 081-1. Ce code doit être utilisé lorsqu'un grief est présenté au sujet, mais sans s'y limiter :

- des restrictions en matière de déplacements;
- des conditions de vie dans une UIS ou des restrictions en matière de déplacements
- de l'accès aux interventions et aux programmes;
- des visites quotidiennes par un professionnel de la santé;

- being provided with time outside of the cell;
- the opportunity to exercise daily; and,
- access to showers and telephones.

Complaints and grievances registered with the 01F code will allow the user to select all levels [written complaint, initial grievance (institutional level), and final grievance (national level)]. The user can select the priority based on the issue grieved.

Regular monitoring of the use of codes 01E and 01F and assigned priorities will occur at National Headquarters.

Note: No code has been created for decisions made by Independent External Decision Makers (IEDM) as these decisions do not fall under the jurisdiction of the Commissioner of CSC, and thus cannot be grieved.

Who will be affected by the policy?

These amendments impact all staff and offenders engaged in the offender complaint and grievance process.

Contact:

Strategic Policy Division
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Commissioner,

- du temps accordé à l'extérieur de la cellule;
- de l'occasion de faire de l'exercice chaque jour;
- de l'accès aux douches et aux téléphones.

Lorsqu'une plainte ou un grief est enregistré sous le code 01F, l'utilisateur peut sélectionner n'importe quel palier [plainte écrite, grief initial (palier de l'établissement) ou grief final (palier national)]. L'utilisateur peut sélectionner le niveau de priorité selon la nature de la contestation.

Une surveillance régulière de l'utilisation des codes 01E et 01F et des niveaux de priorité sera assurée à l'administration centrale.

Il convient de noter qu'aucun code n'a été créé pour les décisions prises par les décideurs externes indépendants (DEI) puisqu'elles ne relèvent pas de la compétence du commissaire du SCC et ne peuvent donc pas être contestées.

Qui sera touché par la politique?

Tous les membres du personnel et les délinquants qui participent au processus de règlement des plaintes et griefs des délinquants sont touchés par ces modifications.

Personne-ressource :

Division de la politique stratégique
Policy-Politiques.GEN-NHQ@csc-scc.gc.ca

Commissaire,

Original signed by: / Original signé par :

Anne Kelly