Volunteering in the Correctional Service of Canada

Reference Handbook

March 2009

Correctional Service Canada
Service correctionnel Canada

Canada

Volunteering in the Correctional Service of Canada

Reference Handbook

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Correctional Service Canada | Service correctionnel Canada

Ottawa, Canada
K1A 0P9

Your file | Votre référence

Our file | Notre référence
1777-8

Dear Volunteer:

I am very pleased to welcome you to the Correctional Service Canada (CSC) and to thank you for your decision to support the reintegration efforts of one or more individuals throughout the correctional process. It is a privilege for CSC to be able to count on your energy and commitment to help us meet our mandate, that is, to contribute to the protection of public safety.

The work of volunteers within the Correctional Service of Canada is extremely important. Given the complexity of CSC's work environment, it is essential that we work together to ensure that your support is part of a broader professional context of correctional interventions. This handbook has been designed to both recognize and support you in your efforts and involvement. Your contribution is very important in human terms because it saves, even re-creates, hope and determination that is necessary for life changing decisions by offenders.

On behalf of all the CSC staff and all the individuals that will directly benefit from your services, I thank you for agreeing to assist in the reintegration efforts of offenders and thus, contribute to building strong and safe communities in Canada. Be assured that the value of the role you play in the criminal justice system is gratefully acknowledged and appreciated.

Yours sincerely,

Don Head
Commissioner

Canada

Correctional Service Canada
Service correctionnel Canada

Ottawa, Canada
K1A 0P9

Your file Votre référence

Our file Notre référence
1777-8

Dear Volunteers:

The National Volunteer Association (NVA) extends a sincere thanks to all of you who actively participate in the health, safety, and vibrancy of your community by volunteering with the Correctional Service of Canada (CSC).

The NVA is an organization that serves as a national voice for volunteers working within the CSC – your involvement directly contributes to solidifying this voice. After all, your participation is linked to the safe and successful reintegration of offenders. Your presence serves to bridge the gap between offenders and their communities – selflessly offering your services and support nation-wide.

Please feel confident that your participation makes a significant difference in the lives of staff, offenders, and the community. Whether your involvement centers around activities in the institution or community, your presence within the CSC will always bring with it a number of inherent and invaluable messages: that you are a supportive citizen, that you care about the plight of others, that offenders are worthwhile human beings, and that you will enhance the likelihood of successful reintegration. It is both comforting and energizing to know that you believe so strongly in the mission of the CSC and the potential of offenders that you give freely of your time and services for the benefit of our communities – good on you.

Over the years, volunteers have made countless ongoing contributions to safe communities throughout Canada – we look forward to you continuing this legacy in your own area of interest, expertise and creativity.

Wishing you luck and all the best in your endeavours.

Jim Murphy
Director, Community Initiatives
Co-Chair, NVA

Bill Huzar
Volunteer, CSC
Co-Chair, NVA

Canada

Introduction

The following information package is designed to give you a greater understanding of the role and responsibilities of the federal correctional system so that you may be comfortable participating in our correctional endeavours in a safe and productive manner. It is our desire that you gain useful knowledge of the mandate, goals and mission of Correctional Service Canada (CSC) and the mechanisms that drive our performance.

In this reference handbook you will find an overview of the federal legislation that directs the operation of the Service and you will gain an appreciation of how CSC is linked to law enforcement, the courts and the parole system. These are the legal authorities which make up the criminal justice system. Corrections is a complex, fascinating and rewarding field. As per Section 3 of the *Corrections and Conditional Release Act* (CCRA), the legislative framework that governs the functions and operations of CSC, the purpose of the federal correctional system is to contribute to the maintenance of a just, peaceful and safe society by:

- carrying out sentences imposed by courts through the safe and humane custody and supervision of offenders; and
- assisting the rehabilitation of offenders and their reintegration into the community as law-abiding citizens through the provision of programs in penitentiaries and in the community.

Volunteers have been serving the criminal justice system in Canada for many years and their services have become an integral part of offenders' lives. We gratefully welcome all those who give of their time to assist us in enhancing the correctional process and hope you enjoy this overview.

Thank you for helping to make our community and country a safe place to live.

Corrections and the Criminal Justice System

Role of the Correctional Service of Canada

The Correctional Service of Canada (CSC) is the federal government agency responsible for administering sentences of a term of two years or more, as imposed by the courts. CSC offers a variety of programs for offenders within the institution and those on parole in the community, to assist them to successfuly reintegrate into society as law-abiding, contributing citizens.

CSC does not determine the guilt or innocence of persons charged under the *Criminal Code* or other related statutes or set sentences for convicted offenders. When an offender is eligible for parole, CSC makes a recommendation to the National Parole Board, based on its assessment of the risk posed to society and the offender's potential to reintegrate. CSC is also responsible for offenders on parole, statutory release and long-term supervision orders.

Legislation

There are several pieces of legislation that govern the functioning of CSC. The *Corrections and Conditional Release Act* and the *Corrections and Conditional Release Regulations* are the key legislative documents. Other governing legislation includes:

- *The Canadian Charter of Rights and Freedoms*
- *The Criminal Code of Canada*
- *The Canadian Human Rights Act*
- *The Privacy Act*
- *Access to Information Act*
- *The Official Languages Act*
- *The Financial Administration Act*
- *The Public Service Modernization Act*
- *The Public Service Employment Act*
- *The Public Service Labour Relations Act*

Corrections and Conditional Release Act

The federal correctional system is governed by the *Corrections and Conditional Release Act* (CCRA). While the CCRA details the purpose of CSC, it also lays out a number of principles that shall guide the CSC in achieving its purpose. These principles are as follows:

(a) that the protection of society be the paramount consideration in the corrections process;
(b) that the sentence be carried out having regard to all relevant available information, including the stated reasons and recommendations of the sentencing judge, other information from the trial or sentencing process, the release policies of, and any comments from, the National Parole Board, and information obtained from victims and offenders;
(c) that the Service enhance its effectiveness and openness through the timely exchange of relevant information with other components of the criminal justice system, and through communication about its correctional policies and programs to offenders, victims and the public;
(d) that the Service use the least restrictive measures consistent with the protection of the public, staff members and offenders;
(e) that offenders retain the rights and privileges of all members of society, except those rights and privileges that are necessarily removed or restricted as a consequence of the sentence;
(f) that the Service facilitate the involvement of members of the public in matters relating to the operations of the Service;
(g) that correctional decisions be made in a forthright and fair manner, with access by the offender to an effective grievance procedure;
(h) that correctional policies, programs and practices respect gender, ethnic, cultural and linguistic differences and be responsive to the special needs of women and aboriginal peoples, as well as to the needs of other groups of offenders with special requirements;
(i) that offenders are expected to obey penitentiary rules and conditions governing temporary absence, work release, parole and statutory release, and to actively participate in programs designed to promote their rehabilitation and reintegration; and

Corrections and the Criminal Justice System

(j) that staff members be properly selected and trained, and be given
  (i) appropriate career development opportunities,
  (ii) good working conditions, including a workplace environment that is free of practices that undermine a person's sense of personal dignity, and
  (iii) opportunities to participate in the development of correctional policies and programs.

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."

The Mission of CSC was first adopted in 1989. It clearly defines CSC's role within the criminal justice system and forms the blueprint for its accountability to Canadians.

The Core Values

Core Value 1
We respect the dignity of individuals, the rights of all members of society, and the potential for human growth and development.

Core Value 2
We recognize that the offender has the potential to live as a law-abiding citizen.

Core Value 3
We believe that our strength and our major resource in achieving our objectives is our staff and that human relationships are the cornerstone of our endeavor.

Core Value 4
We believe that the sharing of ideas, knowledge, values and experience, nationally and internationally, is essential to the achievement of our Mission.

Core Value 5
We believe in managing the Service with openness and integrity and we are accountable to the Minister of Public Safety Canada.

CSC Transformation

The Government of Canada made a commitment to protect Canadian families and communities. To further this commitment, Stockwell Day, former Minister of Public Safety, announced the appointment of an independent review panel to assess the operational priorities, strategies and business plans of CSC with the ultimate goal of enhancing public safety. The panel's report was provided on October 31, 2007.

The panel reviewed CSC's 2007-2008 Report on Plans and Priorities and other relevant CSC documents. It visited CSC facilities and also consulted with stakeholders, justice experts, CSC staff and the general public. Based on this review, the panel provided the Minister of Public Safety with an independent assessment of CSC's contributions to public safety, and advice on how they might be strengthened.

The independent Review Panel made 109 recommendations, concentrating on five key areas:

1. Increasing offender accountability
2. Eliminating drugs from prisons
3. Developing employability/employment skills
4. Renewing physical infrastructure
5. Eliminating statutory release and moving to earned parole

There is much to consider in the years ahead about the Review Panel's findings and recommendations, and what they mean for CSC, its people, and its business. Obviously, this is an important juncture for CSC, and one that presents an historical opportunity to position CSC for the future.

Overview of the Canadian Criminal Justice System

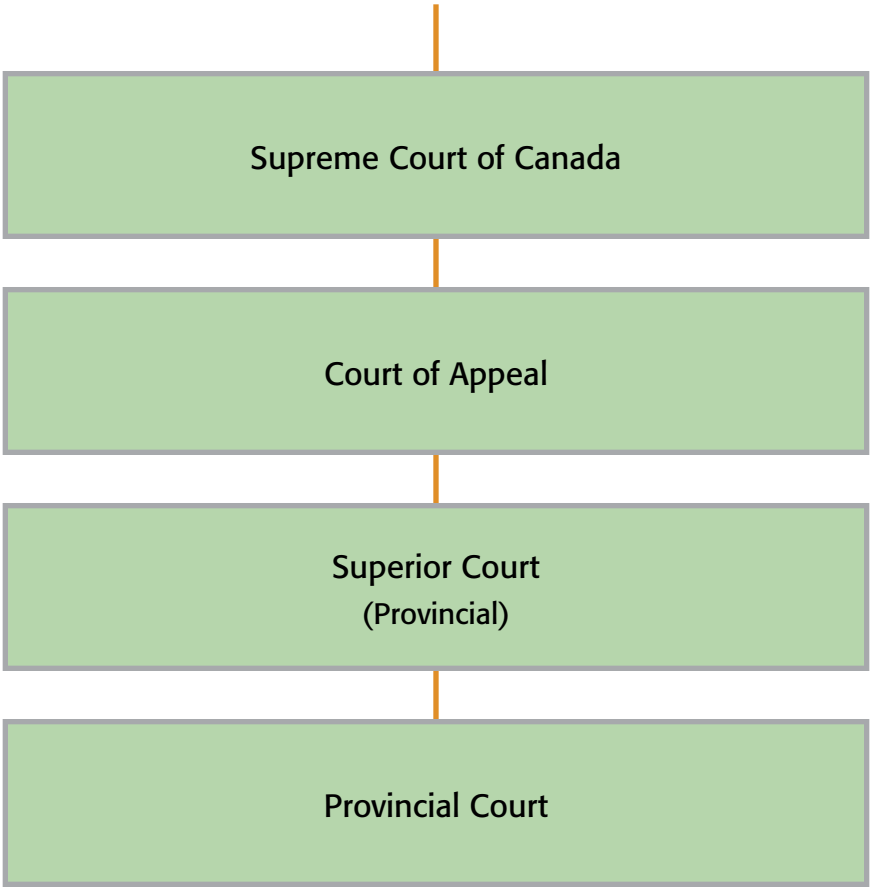
Federal	Provincial/Territorial	Community
Department of Justice Department of Public Safety	Ministry of Attorney General Ministry of Public Safety	Community-Based Partners

Federal Government Responsibilities	
Department of Justice	**Department of Public Safety**
Supreme Court Judges Federal Statutes Prosecutions	Royal Canadian Mounted Police Correctional Service Canada National Parole Board Canadian Security Intelligence Service Canada Border Services Agency

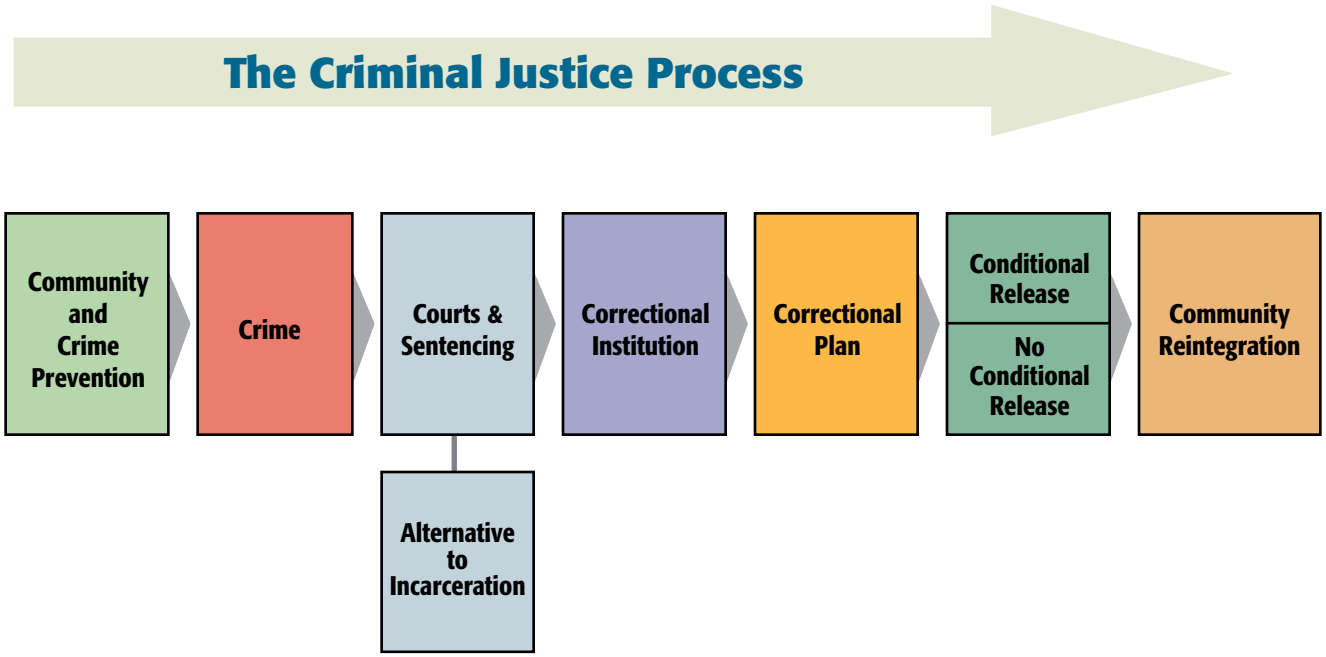
Provincial Government Responsibilities
Administration of Justice Provincial Correctional Institutions Regulatory Laws Provincial Probation/Parole Provincial Police

Community Partners, i.e.
Volunteers Community Chaplains Voluntary Sector Agencies Contracted Agencies

Overview of Criminal Courts



Corrections and the Criminal Justice System



Corrections and the Criminal Justice System

Overview of Sentencing

CSC is responsible for the administration of sentences of convicted adult offenders sentenced by the courts to two years or more. CSC does not determine a person's guilt or innocence.

The following clearly sets out the responsibilities regarding sentencing and how CSC fulfils its mandate to the Canadian public and the Government of Canada.

Sentencing

Parliament is responsible for establishing sentencing principles. The *Criminal Code of Canada* outlines the sentencing principles, as well the maximum, and at times, minimum length of sentence. Usually discretion is left to the judges to set the actual length. The Court takes into account these principles and extenuating factors when handing down sentences. They operate within the framework established by law, and base their decision on information provided by Crown prosecutors and defence attorneys, while always taking into account aggravating and mitigating circumstances. It is important to take note that CSC and the National Parole Board have no authority to change the sentence that was set by the Court. This can only be done through the appeal process or the exercise of the Royal Prerogative of Mercy.

Sentencing Rationales

The definitive purpose of the Canadian criminal justice system is always public safety. The significance of public safety to the Canadian government and its impact on criminal justice policy is reflected in the aim of sentencing, which is to ***"contribute to the maintenance of a just, peaceful, and safe society"*** *(Criminal Code of Canada sec. 718)*. With that objective in mind, the federal government has brought about, guided and influenced the formulation of principles around criminal sentencing. The most important principle is that the sentence be proportionate to the seriousness of the offence and the offender's degree of responsibility for the offence. It also states that an offender should not be imprisoned if a less restrictive sentence is appropriate.

Additional aims of sentencing include:

- Denouncing unlawful conduct
- Deterring the offender and others from committing offences
- Separating offenders from society, where necessary
- Helping in the rehabilitation of offenders
- Providing restitution to victims or the community
- Promoting a sense of responsibility on the part of offenders, such as acknowledging the harm they have done

The *Criminal Code of Canada* stipulates that incarceration should be a last resort, used in the absence of other effective alternatives. It is important to understand that should a judge decide that the safety and protection of the public is not compromised through the use of a community-based alternative, then sanctions such as fines, restitution, conditional sentences and community diversion programs may be imposed.

The Role of the National Parole Board

The National Parole Board (NPB) is an independent administrative tribunal that has the sole authority under the *Corrections and Conditional Release Act* to grant, deny, terminate or revoke day parole and full parole. The Board also has the authority to hold certain offenders in prison until the end of their sentences.

The Board makes conditional release decisions for offenders serving two years or more in federal penitentiaries as well as those serving less than two years in the provinces and territories that do not have their own parole boards (only Ontario and Quebec have their own parole boards).

The NPB also has the authority to grant, deny or revoke pardons under the *Criminal Code of Canada* and the *Criminal Records Act*. A pardon is a formal attempt to remove the stigma of a criminal record for people who, having a conviction, have satisfied the sentence and remained crime free. Finally, the Board also makes recommendations for the exercise of clemency through the Royal Prerogative of Mercy.

The NPB is headed by a chairperson who reports to Parliament through the Minister of Public Safety. It is important to note that the Minister does not have statutory authority to give direction to the chairperson or other members of the NPB in the exercise of their decision-making powers regarding the conditional release of offenders. The reason for having this structure in place is that it ensures the Board's independence, impartiality and the integrity of the parole decision-making process.

Sentencing and the *Corrections and Conditional Release Act*

CSC administers the sentences of adult offenders, who have been given a sentence of two years or more. During this time of federal jurisdictional sentencing, CSC is mandated under the *Corrections and Conditional Release Act* (CCRA), 1992, Section 5 for the following:

- Care and custody of inmates
- Provision of programs that assist with rehabilitation and successful reintegration into the community
- Preparation of inmates for release
- Parole, statutory release supervision and long-term supervision of offenders
- Providing a program of public education about the operations of CSC

The CCRA sets forth the legal framework within which the federal correctional system must operate. It sets out the principles for the administration of federal sentences along with the requirements for sentence calculation, forms of conditional release, and eligibility criteria not included in the *Criminal Code*. The operations of CSC are based on a **"balance between control and assistance."**

Corrections and the Criminal Justice System

Public Safety Canada

Public Safety Canada is responsible for protecting Canadians and helping to maintain a peaceful and safe society.

The Portfolio consists of the Department, and five agencies: Royal Canadian Mounted Police (RCMP), Canadian Security Intelligence Service (CSIS), Correctional Service Canada (CSC), National Parole Board (NPB), and Canada Border Services Agency (CBSA).

There are also three independent review bodies that ensure accountability and respect for the rule of law, and two statutory review bodies of CSIS.

Included in the Department is the The National Crime Prevention Centre. This Centre is responsible for implementing the National Crime Prevention Strategy – a strategy focused upon community-based early intervention efforts that deal with the root causes of crime and victimization.

The Department's role within the Portfolio is to support the Minister in giving effective direction to the agencies responsible for policing and law enforcement, national security, corrections and conditional release.

Collaboration is essential in its work. As such, the Portfolio works in close collaboration with Justice Canada, which has primary responsibility for federal criminal justice policy. The Portfolio also works closely with other federal departments, provincial and territorial governments, as well as the voluntary and private sectors.

- The Deputy Minister for Public Safety represents the Department.

Royal Canadian Mounted Police

The RCMP enforces Canadian laws, prevents crime and maintains peace, order and security. They provide investigative and protective services to other federal departments and agencies; offer specialized police training, research and forensic (crime detection) expertise to all Canadian law enforcement agencies.

- A Commissioner, equivalent to a Deputy Minister, represents the RCMP.

Canadian Security Intelligence Service

CSIS is responsible for monitoring and investigating behaviour and events that may affect national security. CSIS provides security assessments on employees to federal government departments and agencies, as well as advice to ministers on immigration and citizenship applications.

- A Director who reports to the Minister of Public Safety represents CSIS.

The National Parole Board

The NPB is an independent administrative body that controls the conditional release of federal offenders and has the power to grant, deny, terminate or revoke parole for inmates in federal institutions. Upon recommendation from CSC, the NPB may compel offenders to serve out their full term. They also decide whether to issue, grant, deny or revoke a pardon under the *Criminal Records Act* and make clemency recommendations to the Government of Canada.

- A Chairperson who reports to the Minister of Public Safety represents NPB.

Corrections and the Criminal Justice System

Correctional Service Canada

CSC is the federal government agency responsible for administering sentences of convicted adult offenders sentenced to two years or more as imposed by the courts. Responsibilities include managing institutions of various security levels and supervising offenders on conditional release in the community. CSC does not determine a person's guilt or innocence, nor set sentences for convicted offenders. When an offender is eligible for parole, CSC does make recommendations to the NPB, based on its assessment of the offenders' potential to reintegrate and the risk he/she poses to society. The most important consideration in the decision making process is public safety.

CSC also offers a variety of programs for offenders inside the institution and for those on parole, to help them make a successful transition back into the community.

- A Commissioner, equivalent to a Deputy Minister, represents CSC.

Canada Border Services Agency

CBSA was created on December 12, 2003. Its mandate is to manage the nation's borders by administering and enforcing about 75 domestic laws that govern trade and travel, as well as international agreements and conventions.

The CBSA brings together all the major players involved in facilitating and managing the movement of goods and people into Canada. It integrates several key functions previously spread among three organizations: the Customs Program from the Canada Customs and Revenue Agency, the Intelligence, Interdiction and Enforcement program from Citizenship and Immigration Canada, and the Import Inspection at Ports of Entry program from the Canadian Food Inspection Agency.

- A President, equivalent to a Deputy Minister, represents CBSA.

Review Agencies

- Commission for Public Complaints against the RCMP
- Office of the Correctional Investigator
- RCMP External Review Committee

Policy

CSC policies are consistent with the *Corrections and Conditional Release Act* (CCRA) and the *Corrections and Conditional Release Regulations*, other applicable statutes, and regulations and policies of the Government of Canada. Policies incorporate CSC's values and support the Service's priorities and objectives. CSC policies reflect special needs, including those relating to gender, culture and religion.

CSC policies are mandatory rules that govern the management of the Service, including the operation of its programs and activities. Commissioner's Directives (CDs) and Standing Operating Practices (SOPs) are considered operational policies, which are developed subject to Sections 97 and 98 of the CCRA.

As per Section 97 of the CCRA, the Commissioner may make rules:

(a) for the management of the Service;
(b) for the matters described in section 4 of the CCRA; and
(c) generally for carrying out the purposes and provisions of this Part and the regulations.

Section 98 of the CCRA further states that the Commissioner may designate as Commissioner's Directives any or all rules made under section 97.

Corrections and the Criminal Justice System

Federal Offender Population Profile[1]

The offender population continues to change, presenting significant security and reintegration challenges for CSC. In recent years, the offender population has been increasingly characterized by offenders with extensive histories of violence and violent crimes, previous youth and adult convictions, affiliations with gangs and organized crime, serious substance abuse histories and problems, serious mental health disorders, higher rates of infection with Hepatitis C and HIV and a disproportionate representation of Aboriginal people.

The total federal offender population as of 2008 was 22,016. A total of 5,007 offenders were admitted to facilities in the federal correctional system last year. Following consecutive decreases in the federal incarcerated offender population from 1997-2004, there were small increases in each of the last three years. Presently about 60% of offenders are incarcerated and 40% are under some type of supervision in the community.

Among other things, between 1997 and 2005 changes to the offender population profile have included:

- More extensive histories of involvement with the court system – roughly 9 out of 10 offenders now have previous criminal convictions;
- More extensive histories of violence and violent offences, with far more assessed as violence-prone, hostile, impulsive and aggressive on admission;
- An increase of more than 100% in the proportion of offenders who are classified as maximum security on admission – 13% are now classified at this level on admission;
- An increase of 33% in the proportion of offenders with gang and/or organized crime affiliations – one in six men and one in ten women offenders, now have known affiliations;
- An increase of 14% in the proportion of offenders serving sentences for homicide – it now stands at more than one in four male offenders;
- An increase of 71% in the percentage of male offenders and 100% increase in women offenders identified at admission as having very serious mental health problems – 12% of male and 25% of women offenders are now so identified; and
- An increasing prevalence of learning disabilities as well as offenders with low functioning capacities.

In 2006-07, a review of departmental data found that for a number of complex reasons, there was a trend towards shorter sentences. More specifically, this meant an increase of 62% in the proportion of male offender admissions serving a sentence of less than three years. This resulted in an increasing polarization of the offender population, with roughly one in four male offenders and one in three women offenders serving sentences of three years or less, and roughly one in four male offenders and one in six women offenders serving life/indeterminate sentences – adding to the complexity of the management of challenges in CSC's institutions. A review of data in 2008 showed that the average length of sentence of offenders admitted to a federal institution had stabilized at a term of 38.4 months.

Older offenders (50 years or more) represent 19.2% of the inmate population and 95% are men and 17% of offenders are Aboriginal.

Substance abuse (drugs and alcohol) and mental health concerns are more prevalent in the offender population than the public at large. These concerns increase both the costs of incarceration and medical care within CSC as well as adversely affecting offender reintegration.

[1] Data provided by the CSC Departmental Performance Report 2006-2007 and from Performance Assurance as of June 2008.

Women Offenders

Women offenders account for 5% of the federal offender population. Of the total women offender population, 53.1% are in the community while 46.9% are in the institutions. Aboriginal women offenders account for 26.4% of the incarcerated women offender population. Of these, 86.7% are serving their first federal sentence. Women offenders serving an indeterminate sentence account for 16% of the women offender population.

Currently there are five women offender institutions, one healing lodge, and two national treatment centres. These include: Nova Institution for Women (Atlantic), Joliette Institution (Quebec), Grand Valley Institution for Women (Ontario), Edmonton Institution for Women (Prairies), Fraser Valley Institution (Pacific), the Okimaw Ohci Healing Lodge (OOHL) (Prairies), Institut Philippe-Pinel of Montreal (IPPM) (Quebec) and the Regional Psychiatric Centre (RPC) (the Churchill Unit) (Prairies).

The Intensive Intervention Strategy, announced in September 1999 by the Minister of Public Safety, includes Structured Living Environment houses for minimum and medium security offenders with mental health problems or cognitive difficulties and Secure Units for women classified as maximum-security. These units have around the clock, dedicated staff present. All staff have received extensive, specialized training in mental health issues. Front-line staff in women's facilities are not referred to as "guards" or "correctional officers", but rather, as "primary workers". In addition to traditional correctional officer duties, primary worker duties include case management and program support.

CSC addresses the needs of women offenders through supportive environments, extensive staff training and a wide variety of correctional, educational, vocational, and personal development programs.

The Institutional and Community Correctional Environment

Physical Environment: Security

Institutions are classified as maximum, medium, minimum or multi-level security facilities. These ratings dictate behavioural norms that define expected behaviour for inmates at each security level, and the degree of control required to maintain the good order of the institution and to protect staff, inmates and the public. Correctional Service Canada (CSC) is responsible for 57 institutions in Canada. Out of the 57, five are regional mental health facilities, five are regional women's institutions, and five are designated aboriginal facilities.

Maximum-security Institutions

Offenders who pose a serious risk to the community, staff, and other offenders are housed in maximum-security institutions. The perimeter is well defined, highly secure and highly controlled. The movement of offenders is strictly regulated and supervised.

Medium-security Institutions

Offenders who are considered a risk to the safety of the community are housed in these institutions. The perimeter is well defined, secure and controlled. Inmate movement and association are regulated and supervised.

Minimum-security Institutions

Offenders who pose a low risk to the safety of the community are housed in these institutions. The perimeter is defined but not directly controlled. Freedom of movement, association and privileges are moderately restricted. A minimum-security institution is often the offender's last stop before re-entering society.

Multi-level Institutions

Offenders with varying security classifications are housed in separate secure areas of the institution.

Regional Treatment Centres

The needs of male offenders requiring in-patient treatment beds are primarily met through the Regional Treatment Centres. For women offenders with significant mental health needs, separate units have been established at each of the women's facilities with the provision for a higher level of staffing and program intervention.

Parole Offices

There are 71 parole offices, grouped into 32 area offices within eight districts. Each office has parole officers responsible for supervising conditionally released offenders in the community.

Community Correctional Centres

CSC has 16 community correctional centres across Canada, which are designated as minimum-security institutions. Offenders on day parole or other forms of conditional release are housed in these facilities. Each centre has a director, support staff, parole officers, and program officers who work together to supervise and provide programs for offenders to prepare them for full parole or statutory release.

Community-Based Residential Facilities

There are 175 of these facilities across Canada, providing accommodation and 24 hour supervision, counselling and programming to help offenders reintegrate successfully into the community. These halfway houses are operated by non-profit agencies or private corporations contracted by CSC.

The Institutional and Community Correctional Environment

Institutional Emergency Situations

There are times when emergencies occur in federal correctional facilities. Some of these situations are a result of offenders' actions while others are not. Some emergency circumstances result in lockdowns of institutions or various types of searches of either persons or cells. Emergencies can include such things as major disturbances, escapes, assaults, as well as captive and barricade situations. The goals of CSC in responding to emergencies are to:

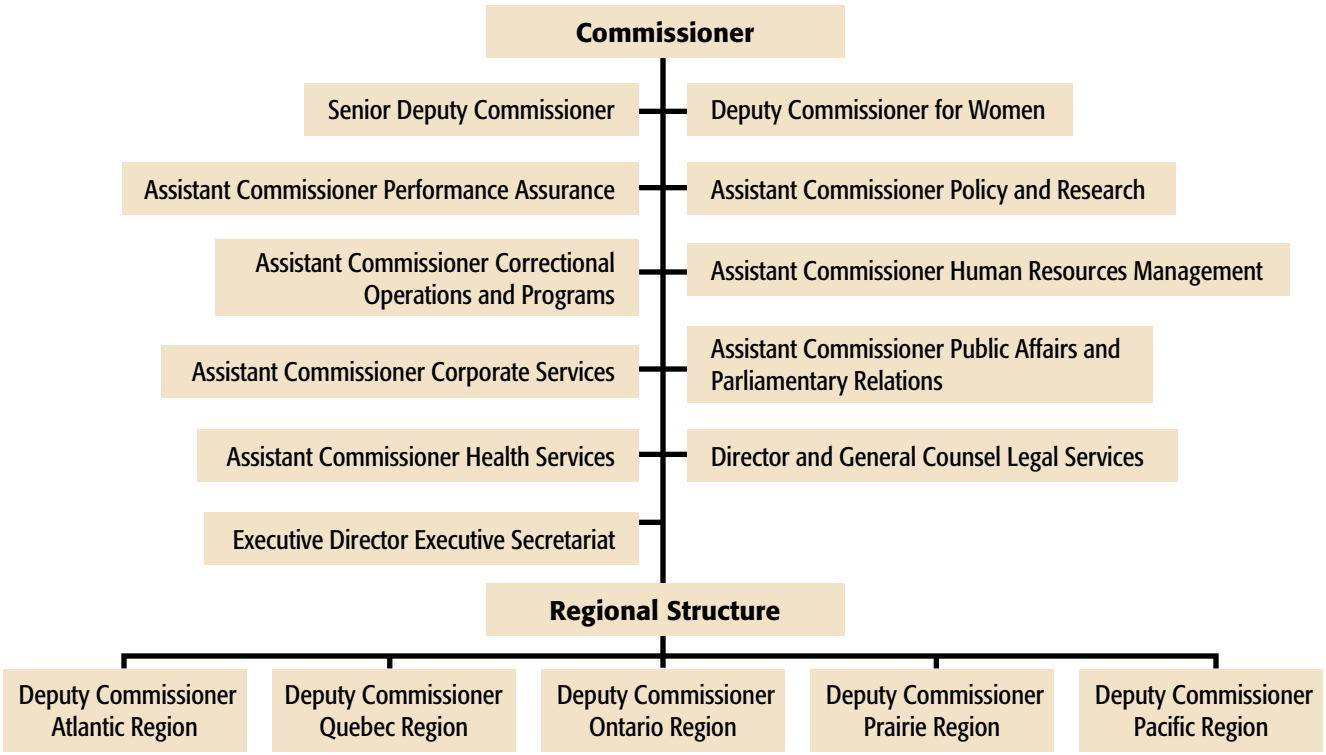
- Isolate and contain the emergency as soon as possible;
- Ensure personal safety;
- Prevent escapes;
- Minimize damage to property;
- Resolve using minimum level of force; and
- Restore order as soon as possible.

All institutions have a Crisis Management Team Model in place to deal with emergencies along with a contingency plan that directs and guides staff in responding to emergencies. All CSC volunteers must follow the direction of staff and stay in their assigned areas until directed otherwise.

Security

It is important that you learn the rules and regulations associated with the institutions and community offices. With a clear understanding of the security issues while working in the correctional environment, you will contribute to the overall safety of yourself, the staff and the offender. Your initial training includes security issues such as code of conduct and confidentiality, offender rights, manipulation, appropriate and inappropriate behaviour, institutional security/community security, contraband, and use of force.

Correctional Service of Canada Organization



Volunteers and Correctional Service of Canada

Volunteers

"An individual or group donating time and talents to a specific task or project without salary or compensation other than for allowable out-of-pocket expenses associated with the volunteer activity. "

Source Unknown

The word "volunteer" comes from the Latin "voluntas", which means "the will". The French word for volunteer, "bénévole" adds the meaning that volunteers are acting out of good will. Volunteerism within Canada's prison system began with churches that met the needs of prisoners almost exclusively. Annually, Correctional Service Canada (CSC) has over 9,000 volunteers across the country working in the community and in institutions.

As a volunteer with CSC, you are in a position to learn and experience an area of great diversity and interest. You are able to benefit the community as a whole by helping the offender make a successful reintegration as a law-abiding, contributing citizen. CSC is able to benefit from the knowledge and expertise that you bring when you volunteer in the community or the institution.

Why CSC Engages Volunteers

CSC provides a supportive correctional environment that encourages offenders to become law-abiding, contributing citizens. The *Corrections and Conditional Release Act* provides direction to CSC and clearly states that, *"the Service will facilitate the involvement of members of the public in matters relating to the operations of the Service."*

Why Volunteers are so Valuable to CSC

Recognizing the value that local citizens can contribute to the correctional process, CSC encourages greater volunteer involvement. Volunteers help bring a new perspective to the organization. They help CSC to keep in touch with the community and become aware of issues surrounding its facilities. The following are examples of what volunteer services can help achieve:

- Close the social gap between institutions and the community by bringing the community into prisons, which can lessen inmate isolation;
- Help offenders positively return to the community;
- Help to establish beneficial relationships between CSC and the community; and
- Contribute to reforms in the CSC and help start new programs.

Volunteer Recognition

The Taylor Award

The Taylor Award was established in November 2001 – the International Year of Volunteers. It is presented annually during, National Volunteer Week, by CSC and the National Volunteer Association during an official award ceremony to an outstanding CSC volunteer who has shown exceptional dedication to the Service.

The award is named after Dr. Charles Taylor and his wife, Charlotte, of Wolfville, Nova Scotia, for their lifetime dedication to faith-based counseling with offenders in correctional facilities and in the community, and for Dr. Taylor's contribution to the development of prison ministry education.

Volunteer Pins

CSC is deeply indebted to volunteers for their active contribution to public safety. As a token of its appreciation, CSC presents service pins to its volunteers to recognize their engagement and ongoing support. Pins are awarded for 5, 10 and 20 years and more of volunteering service.

The Co-ordinator of Volunteers

CSC's volunteers are managed by co-ordinators. The co-ordinator of volunteers is responsible for the recruiting, screening, training and placing of volunteers in specific service areas. The co-ordinator is responsible for consulting with staff to identify and prioritize programs and projects that would benefit from the participation of volunteers. They must evaluate the skills and competencies required for the volunteer positions and forecast the number of volunteers needed to implement assignments.

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Volunteer Co-ordinator's Role

- Planning the recruitment process;
- Determining where volunteers can best be utilized;
- Writing job descriptions for each volunteer position;
- Planning and implementing orientation and training programs;
- Orientation of staff and identification of supervisors for volunteers;
- Interviewing, selecting, and placing volunteers in consultation with other staff;
- Keeping up-to-date records of volunteer service;
- Ongoing publicity of the volunteer program; and
- Continuing follow-up on volunteers and evaluation of the program.

Benefits of Volunteering with CSC

- Participating in worthwhile and interesting assignments;
- Receiving a specialized curriculum for volunteers;
- Recognized and acknowledged for the work you carry out and gain a sense of belonging to the CSC team;
- Gaining personal growth and professional development;
- Receiving clear expectations in your course of volunteer involvement;
- Being kept informed and trusted;
- Receiving feedback and confirmation that what you do matters to CSC and the community;
- Being given opportunities to improve your skills and learn new ones; and
- Having the satisfaction of knowing that you make a difference.

How Volunteers Contribute to Offender's Reintegration

- Being a positive role model;
- Providing mentorship;
- Helping deliver a wider array of programs to more offenders;
- Helping make the links to offenders from diverse ethno-cultural and socio-economic backgrounds; and
- Providing community contacts and continued support to offenders in the community.

Profile of Volunteer Activities in CSC

Volunteers contribute to the correctional system in many ways. The following are some of the activities and assignments available to volunteers:

Education

Tutoring, literacy training, computer skills, and creative writing and vocational skills.

Non-Security Escorts

Escorting offenders to meetings, appointments and support groups in the community. This is a vital contribution as these support groups help the offender successfully re-enter society.

Multicultural and Ethnic Programs

Providing advice on ethnic and cultural issues and often acting as translators and interpreters. Also, involvement in cultural activities for groups such as Black Brotherhood & Black Sisterhood, and Jewish, Muslim, Punjabi and others groups as well.

Native Liaison

Involvement in sweatlodges, healing circles, feasts, and alcohol and substance abuse programs, which are programs directed towards the issues faced by Aboriginal peoples.

Health Care

Assistance with HIV/Aids awareness, palliative care, and suicide prevention.

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Social/Recreation

Directing, organizing, and participating in sports activities, theatre events, quilting groups, family social events and holiday projects.

Parole Offices

Volunteers with special skills (ie. mental health professionals or teachers) may be assigned to an offender who requires assistance in the volunteer's area of expertise, under the direction of a parole officer. Trained volunteers provide offender classification services, post-sentence reports and case management assistance to parole officers.

Chaplaincy

Providing fellowship, worship services, faith-based activities and interventions. These volunteers bring a continuity of care from community to institution and back to community. Community chaplains and volunteers are involved in this endeavour.

Citizen Advisory Committees

CSC has been legally mandated by the *Corrections and Conditional Release Act* to involve members of the public in matters relating to its operations. Currently, Citizen Advisory Committees (CAC) are attached to most operational units in each of the regions. Members are appointed and CSC is responsible for their training. Local CAC members must be representative of the community and reflect its needs and demographics (e.g. ethnic composition, gender, age, language, etc.). There are close to 600 citizens involved in 106 CACs across Canada. Members represent various social, cultural, and demographic backgrounds and occupations, and usually reside in proximity to the operational unit for which the committee serves. Members are appointed for a period of two years by the Deputy Commissioner of the region, based on the recommendation of the designated CSC Warden or District Director of Parole Offices, and in consutation with the specific CAC involved. CACs provide a means for the community to represent and express itself in CSC's work. Their role is to provide advice, act as impartial observers, and to act as liaison between offenders, CSC staff, and the public. The goals of CACs are to promote public knowledge and understanding of corrections through communication among offenders, CSC staff and the public; contribute to the overall development of correctional facilities and programs; foster public participation in the correctional process; and participate in developing community resources designed to support correctional programs.

The CAC Goals

Every individual CAC throughout Canada is responsible for planning the specifics of its own work but every committee across the country strives towards the same goals and objectives. These goals provide guidance for today, and a focus for meeting the challenges of tomorrow.

The six goals are:

1. To contribute to the overall development of correctional facilities and programs by serving as impartial advisors to the facility's management, staff and offenders;
2. To promote public knowledge and understanding of corrections through communication among offenders, CSC staff and the public;
3. To foster public participation in the correctional process;
4. To participate in developing community resources designed to support correctional programs;
5. To act as impartial observers, particularly during times of crisis; and
6. To positively contribute in the development and implementation of new policies and programs through meaningful consultation.

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National Volunteer Association

In November of 2001, the Minister of Public Safety announced the formation of the National Volunteer Association (NVA) in response to the Government's pledge to build local solutions to problems we are facing in our communities. The purpose of this organization is to provide a voice for the volunteers across the country as well as acknowledge and assist those who volunteer within the federal correctional system. The NVA is comprised of all volunteers working within CSC. The Association represents volunteers active in all of CSC's operational units (both in institutions and the community).

Their main objectives are to:

- Engage more citizens to volunteer;
- Enhance CSC's ability to ensure volunteers are an integral part of the reintegration process;
- Develop and maintain open dialogue between the volunteers and community partners such as the John Howard Society, Salvation Army, etc.;
- Promote volunteers' contributions and efforts in the institution and the community;
- Represent all CSC volunteers on a national level;
- Promote professional development, sharing of information, training and best practices with the volunteers; and
- Create a networking structure and a support system for volunteers.

Board of Directors

The NVA Board establishes the purpose, mission, values and policies for this association. Membership with the Board comprises of a representative cross-section of volunteers and consists of a minimum of two volunteers from each region, representing both institutions and community. All volunteers are members of the NVA and can contact the board at any time if they require guidance, assistance, information, etc.

CSC is represented by Regional Volunteer Coordinators and National Headquarters (NHQ) staff from the Community Relations Division. The Board is co-chaired by one volunteer member, elected from among themselves, and a representative from CSC.

Orientation and Training

Orientation and training sessions for Correctional Service Canada (CSC) volunteers are mandatory. CSC encourages volunteers to become familiar with its policies, procedures, goals, philosophy, mandate and objectives. Co-ordinators of volunteers will do their best to schedule training at the most convenient time for all. The co-ordinators will also be able to adapt a session for group or individual presentations. Orientation and training will help give volunteers a good understanding of CSC and also have all the volunteers begin on a positive note and provide a sense of belonging. It is very important that all volunteers understand CSC's mandate clearly, why it operates the way it does, and what the Canadian public expects from it as an organization.

Prior to Involvement

Prior to commencing involvement and dependent on the level and area of involvement, volunteers must have:

- Completed a volunteer application form – on file with the co-ordinator of volunteers;
- Attended volunteer orientation;
- Completed a Personnel Screening, Consent and Authorization form (reliability clearance) or a criminal records check using the Canadian Police Information Centre (CPIC);
- Provided references and have them checked;
- Have obtained site management approval; and
- Have had a photo identification card picture taken.

Additional Information will be required if you are going to be a Non-Security Escort.

- Copy of driver's licence
- Copy of automobile insurance papers
- Copy of driver's abstract

There may be additional information required such as any medical issues. You are encouraged to disclose any allergies that CSC should be aware of such as bee stings, peanuts, sensitivities to smoke and perfume, etc.

Also, be aware that some volunteer activities will require additional training before you are able to become involved.

What to Expect at the Orientation Session

- Experienced volunteers within CSC will share their stories of their involvement;
- Staff will speak about how volunteers have affected their jobs in a positive and helpful way and how much they help;
- A brief discussion on the Mission of CSC and its relation to volunteer activity within CSC;
- Discussion of the legalities surrounding volunteers such as accident insurance, etc.;
- Training expectations will be outlined;
- An explanation of what CSC expects from their volunteers will be provided;
- A discussion of what volunteers expect from CSC;
- A brief presentation on the history of CSC and an explanation of the Canadian Criminal Justice System; and
- Completion of the volunteer application and security clearance forms.
- Value of volunteers

Identification

Volunteers are required to carry official CSC identification that will be provided by the Institution/District Office. The Visual Identification Processor gives volunteer ID cards their own distinct background colour of blue. These different coloured backgrounds help distinguish volunteers from staff. The words "Volunteer-NVA" are also printed on the card to identify that an individual is part of CSC's National Volunteer Association.

Orientation and Training

Position Description

- Always obtain a description of what will be required of you for your service from the Co-ordinator of Volunteers or Staff Sponsor.
- Become familiar with the duties listed and use it to guide you in your service. This position/service description has been developed in co-operation with the staff in the area in which you will be involved to meet particular needs.
- If you have any questions or concerns, please address them with your staff sponsor, volunteer liaison or the co-ordinator of volunteers who will be happy to assist you in any way.

Training and Supervision

It is the responsibility of the Staff Sponsor, Volunteer Liaison or Co-Ordinator of Volunteers in your area to train you, according to the specific position/service description for your area. You may also be provided with "refresher" training sessions. If you feel further instruction is required, please contact your trainer. Upon completion of training, a "Training Checklist" must be signed and returned to the volunteer program area (see volunteer training sheet checklist at back).

It is the responsibility of the staff in your area to supervise and direct your actions. This supervision can be a short update each time you meet with the staff member regarding the area and assignment of specific duties. If you do not feel comfortable performing any of the duties assigned, please discuss this with your Staff Sponsor or Volunteer Liaison. Always inform the staff when you are leaving the area for breaks so they can locate you, if required.

CSC Volunteer Management

CSC's intent is that all our volunteers work in an atmosphere where they feel welcome, appreciated, and have the chance to make a valuable contribution. Because of the nature of the work, volunteers are required to meet high standards. The following is meant to inform you of some of the general responsibilities expected of volunteers while involved in the federal correctional system.

Why we must Screen our Volunteers

The *Government Security Policy* (GSP) requires that all individuals with access to government information and assets be reliable and trustworthy. Therefore, prior to the commencement of duties, any individual who requires access to government assets and information must undergo a security check and be granted a reliability status or CPIC clearance. The CSC *Departmental Security Procedures Manual* further states that this applies to all CSC employees, its contractors, employees of contractors and volunteers.

Information collected about you for the purpose of providing a security screening assessment is done so under the authority of the GSP and is protected by the provisions of the *Privacy Act*. Collection of the information is mandatory. A refusal to provide the required information (including name, address and date of birth; relevant education and/or professional qualifications and/or employment data; and previous employer and identified references) will preclude the granting of a reliability status or CPIC clearance.

Required information for each participant must be submitted to correctional authorities for processing at least one week in advance of the activity taking place. In some cases, it may also be necessary to obtain an individual's fingerprints in order to make a positive identification. All information is stored in Standard Employee Bank PSE 921.

Risk Management — What Is It?

Risk management is a sound approach to reducing the frequency and severity of incidents. There are two stages in the process:

1. Risk assessment

Identifies and puts in priority issues associated with the volunteer activities. It also evaluates the effectiveness of the present risk control measures.

2. Risk management

The process of making decisions for managing risk and the putting in place and re-evaluation of this process at certain times to determine its effectiveness.

Orientation and Training

Volunteers will frequently be made aware of any risks that might occur during their volunteer activities at each site. CSC will ensure that everything is being done to protect volunteers, offenders, staff and the public during volunteer activities.

Insurance

The Treasury Board Secretariat (TBS) is a central government agency that provides advice and guidance to federal government departments. Their objective is to help provide consistent high quality service that addresses the needs of Canadian citizens. TBS focuses on handling federal resources, managing people and serving Canadians.

The TBS's *Volunteer Policy* facilitates the establishment and management of volunteer programs in order to protect volunteers and the Crown against any risks to which either party may be exposed. All volunteers are covered under the Government of Canada's Volunteer Program comprehensive accident liability insurance. This policy ensures that volunteers are given risk protection similar to that received by departmental employees. Volunteers do not need to complete any forms unless there is a claim for which assistance is needed.

Privacy Issues

The *Privacy Act* protects the personal information of any individual under a government department, including offenders, staff, and volunteers. The *Privacy Act* restricts who can get personal information and for what purposes, therefore it influences what you can say about offenders outside of your volunteer activities. Information may only be collected on behalf of a government department for the purposes of that department's programs and activities. Any information collected may only be used for stated purposes, unless the individual has consented for it to be used for other reasons. Finally, the *Privacy Act* governs how federal departments collect, manage, retain, and dispose of this information.

Standards of Conduct and Safety for the Volunteer

CSC has high standards of conduct for staff. Similarly, our volunteers are expected to conduct themselves in a professional and ethical manner. CSC staff must meet high standards of honesty and integrity and must approach volunteer activities with a spirit of openness, fairness and co-operation. Volunteers are asked to respect professional attitudes and methods and follow the rules and regulations that all CSC staff abides by. CSC staff will clearly set out what the limitations are for volunteers in the course of their activities. Safety for staff, volunteers and the offender are always the first concern.

Relationships with Staff

Keep lines of communication open with staff. Get to know staff at all levels. They can provide you with background information and advise you about institutional procedures or personnel. **Please don't be afraid to ask questions!**

Before beginning your duties, be sure you understand your role, responsibilities and limitations. Your initiative will be appreciated but do not take on new tasks before consulting your supervisor. Your goals should be similar to those of the staff and not at cross-purposes.

You may find that as you spend time with some offenders, you may be expected to adopt their perception of staff. This may pose problems for you, but the problems will be easier to resolve if you have established a relationship with staff which is independent of the information provided to you by an inmate. Follow direction from staff. If you have cause for concern, seek clarification from senior staff or call your Co-ordinator of volunteers.

Offenders must know that any information volunteers receive which involves the safety of staff, the institution, the community or other inmates, will be passed on to staff. If ever volunteers obtain information or encounter a situation that risks compromising

the safety of persons, they have a responsibility to immediately inform staff in the area of their work. Problematic situations are less likely to arise if it is understood at the beginning of a relationship that volunteers are expected to provide regular feedback to staff.

Relationships with Offenders

In your relationship with offenders in the institution or working in the community with an offender, it is important that you establish limits to your supportive role at the outset. We ask all volunteers to actively encourage and assist offenders and those released into the community to become law-abiding, contributing citizens. CSC expects you to have a productive relationship that shows honesty and integrity with offenders – one which always encourages their successful reintegration into the community. CSC expects each volunteer to avoid conflicts of interest with offenders and their families. We expect all our volunteers to respect an offender's cultural, racial, religious and ethnic background and his or her civil and legal rights.

General Profile of Offenders

All offenders do not fit one definitive profile, but there are some similarities. Prison life will affect an inmate's behaviour. You will come to understand that prison life increases the offender's isolation from relationships and opportunities. The following are some commonalities among offenders that you may find if you are volunteering with the offender population:

- Significant lack of community support and less likely to have co-workers, law-abiding friends and others who can provide guidance, assistance, and a sense of belonging;
- Lack of internal controls, i.e. impulsiveness;
- History of criminal behaviour from a very early age and sometimes serious and frequent criminal behaviour as a juvenile;
- Grew up in a disruptive home environment;
- Difficulties with learning and usually lacking formal education;
- Low self-esteem and may display a helpless attitude;
- Lack of marketable work skills and has unstable work history;
- Lack of insight into his or her problems and rationalizes behaviours;
- Lack of adequate problem solving, social, and general life skills;
- History of drug or alcohol abuse; and
- Displays a general negative attitude and a value system unique to the criminal subculture.

Understanding the Offender's Frustration and Limitations

The inmate in particular is confined and lives with a great deal of frustration and stress. For example, inmates have:

- Less opportunity to exercise independence and individuality;
- More pressure to embrace criminal values;
- Less privacy;
- Infrequent change of routine and the unchanging scenery;
- Restricted access to relationships and contact with their families and friends, as visits and calls to loved ones are limited; and
- Restricted access to many goods and services commonly available outside prison.

Do not be anxious by the often negative emphasis of general inmate profiles. All volunteers must understand that the inmate is a human being with problems, needs and, hopefully, goals. Criminal behaviour is not inherited. If many offenders had access to such basic needs as a stable home environment, self-respect, a sense of belonging and commitment to the community as well as economic security, it is less likely that they would have committed a crime. The offender needs close contact with at least one human whom he or she can trust, and be sure that the relationship will not be misused. As a volunteer, you can build a relationship with the offender based on mutual trust and confidence. You can be assured that this relationship will enhance the inmate's sense of self worth and will contribute to the successful reintegration of the offender back into the community.

Health Issues for Offenders and the Effect on the Community

Many offenders arrive at a federal institution with physical and psychological conditions that could pose a risk to themselves, staff and others. The following is an overview of the conditions that are most prevalent in the correctional setting.

Within the institutions there are some offenders who are considered a high risk for infectious disease such as HIV/AIDS, Hepatitis A, B and C, and Tuberculosis (TB). Research shows that many offenders have substance abuse problems and some have serious mental disorders that require specialized treatment.

Infectious Diseases[2]

The exact rates of infectious diseases in the offender population are not known because testing for HIV and Hepatitis B and C is voluntary, as it is in Canadian communities. However, in 2007, studies found an increasing rate of infectious diseases – inmates now have a 7 to 10 times higher rate of HIV than the general Canadian population and approximately a 30 times higher rate of Hepatitis C.

Many offenders are vulnerable to these diseases due to high-risk lifestyles, both before they arrive in prison and while incarcerated. High-risk behaviours include injecting drugs, sharing needles, body piercing, tattooing and unprotected sex. In the institutions, there are people who are at high risk for TB infection, particularly Aboriginal Canadians, foreign-born individuals and injection drug users. TB is transmitted through the inhalation of airborne organisms. Shared air space and a large number of people living in a confined location, such as an institutional environment, increases the potential for transmission of this airborne disease.

Correctional Service Canada's Treatments and Responses to Infectious Diseases

Correctional Service Canada (CSC) entered into a partnership with Health Canada through the Canadian Strategy on HIV/AIDS. CSC's HIV/AIDS programming focuses on education, prevention, care, treatment and support. All offenders have access to medication and specialists are available for assessment and monitoring. CSC has a voluntary Hepatitis A and B immunization program, and for Hepatitis C and HIV, voluntary testing is performed. For TB, CSC offers a voluntary 2-step TB skin test on newly admitted offenders and annual TB skin testing of all offenders. Each CSC region has a designated number of facilities/rooms to which an inmate suspected of having, or confirmed to have active TB disease, may be transported in order to implement respiratory precautions.

TB screening and surveillance of CSC staff is the responsibility of Occupational Health and Safety, CSC. The Workplace Health and Public Safety Programme, of Health Canada, provides advice and staff to conduct screening and surveillance activities on behalf of CSC. Staff screening participation is voluntary. The assessment includes a TB history, risk factor and symptom inquiries, as well as a Tuberculin Skin Test (if indicated).

Volunteers and contractors are to provide documentation of their baseline TB status to CSC prior to starting work in a CSC institution. Further assessment, i.e. annual screening, may also be required if these individuals have direct and extended contact with offenders.

Substance Abuse[3]

Substance abuse is a serious problem for federal offenders. An increasing prevalence of substance abuse – about four out of five offenders now arrive at a federal institution with a serious substance abuse problem, with one out of two having committeed their crime under the influence of drugs, alcohol or other intoxicants. All correctional jurisdictions around the world have a problem with drug use among offenders. CSC has "zero-tolerance" for the presence or use of drugs in its institutions because drugs have a negative impact on reintegration efforts; they threaten the security of an institution and contribute to the spread of infectious diseases.

[2] Data provided by the Report of the Correctional Service of Canada Review Panel, October 2007: A Roadmap to Strengthening Public Safety.
[3] Data provided by the Report of the Correctional Service of Canada Review Panel, October 2007: A Roadmap to Strengthening Public Safety.

Health Issues for Offenders and the Effect on the Community

In the community, this issue raises serious concern for the safety of the public as it is often related to the carrying out of a crime and the transmission of infectious diseases.

CSC's Treatments and Responses to Substance Abuse

CSC's drug strategy is based on the "National Canada Drug Strategy" and the intent is to eliminate drug use in correctional facilities by reducing the supply of and demand for drugs. This will then affect the spread of disease among offenders. The intent is to assist the offender to successfully re-enter society as a law-abiding citizen. With the decrease in substance abuse, the offender has a much higher chance of living in the community productively.

These initiatives are ongoing by CSC to try and reduce the supply of drugs:

- Non-intrusive searching of all visitors entering institutions using metal detectors, ion scanners and drug detection dogs;
- Searching of cells, grounds and buildings and offenders are carried out regularly; and
- National random urinalysis program that tests urine samples of five percent of the offender population each month.

These initiatives are ongoing by CSC to try and reduce demand for drugs:

- Substance abuse programs for offenders (intermediate and low intensity);
- High intensity substance abuse programs for those offenders with the most severe problems;
- Provision of Intensive Support Units for those who want to live drug-free while incarcerated;
- Methadone maintenance treatment; and
- Opening of the Addiction Research Centre to provide a focal point for all drug and alcohol research conducted by CSC.

Mental Health Disorders

Offenders with mental health disorders have difficulty adjusting to life in prison. They have a higher risk of suicide or self-injury. They usually require more assistance in the reintegration process and may need more support services in the community, including such things as alternative housing and additional counselling. Unfortunately, there are limited community supports for these offenders and this adversely affects their eligibility for conditional release.

Roughly 38%, 12% male and 26% female, of the inmate population suffers from a mental disorder at intake that may require specialized intervention. Upon entering a CSC facility, inmates are assessed to determine where they should be placed.

CSC's Treatments and Responses to Mental Health Disorders

- Intensive (acute) care is provided for acutely mentally disordered offenders such as psychotics and schizophrenics at regional treatment/psychiatric centres.
- Intermediate and chronic care is given to offenders with mental health disorders who need crisis intervention and transitional care. Programs and services of mental health units are located in regular facilities and delivered by mental health professionals.

Ambulatory care is provided to those who have had episodes of mental health disorder within the past year but are not in an acute phase of illness.

Overview of the Management of Offenders

By complying with the principles of the *Corrections and Conditional Release Act* that are mandated by law, CSC manages the offender population using the following methods:

Offender Intake Assessment

Upon entry into the federal system, each offender undergoes a review called the Offender Intake Assessment (OIA) – an approach that evaluates risk and correctional needs.

CSC then determines the offender's security classification (maximum, medium, minimum) based on his/her escape risk, public safety risk and institutional adjustment.

The transfer decision is then made. This decision determines the security level and institution the offender will be housed at. Again, the decision is based on how to best accommodate his/her needs and risks.

The Correctional Plan

Once the placement is made, a correctional plan is developed for each offender. This plan is based on the results of the OIA. The plan is based on addressing the specific factors that relate to the offender's criminal behaviour. For example, if substance abuse is a problem, (as with many offenders) then the plan will focus on breaking the cycle of substance abuse. If violence is a problem, then the plan will focus on teaching offenders to understand the dynamics of their abuse and train them to replace these abusive behaviours with positive, non-abusive skills and conduct.

The correctional plan details all the programs, interventions and activities to be undertaken by the offender to address the reasons that led to their incarceration. The plan acts as a yardstick against which the offenders' progress can be measured throughout the sentence.

Progress is continually monitored and is a significant consideration in all decisions relating to the offender, including transfers to a reduced security level or conditional releases. Public safety is always the paramount consideration in these decisions.

Security Re-classifications

The security classification of an offender is reviewed annually or bi-annually, at a mininum. There must be a review when new information is provided that leads staff to recommend a change in the level of security. The *custody rating scale* and *security re-classification scale* are research-based tools used by staff to determine the most appropriate level of security throughout the sentence. It is important to understand that these scales provide a broad assessment of an offender's performance while incarcerated. This includes behaviour, correctional program and work progress. It is important to understand that the term "cascading" does NOT mean that offenders are fast-tracked through the system with no regard for the risk they pose.

The transfer of an offender to a lower security level depends on their progress at the current level and upon the assessment of the risk for public safety, escape and institutional adjustment. As offenders progress through the correctional system to lower security levels and more freedom of movement, the programs and activities are tailored to more closely reflect the conditions the offender is likely to encounter once released into the community.

Correctional Programs

Offenders who are in prison or on parole are able to receive a variety of accredited programs that CSC offers. These programs address the attitudes and thinking that led to the offender committing the crime. The programs are also geared to help the offender develop social skills and advance their education.

The objective is always to ensure the offender's safe return to the community and their chance for getting and holding a job. These programs are supported by current research and have definite criteria for selecting participants and a process for measuring progress throughout the program. CSC does a regular review of these programs to determine their effectiveness. Programs that teach behavioural skills are the most effective in reducing recidivism rates. Research has shown that teaching these skills lessens the likelihood of re-offending by 50 percent.

Overview of the Management of Offenders

It has been shown that rehabilitation programs are much more effective when they are delivered in the community, as opposed to a correctional setting. Support in the community is therefore critical to the safe reintegration of offenders.

Correctional programs focus on several main areas:

- Aboriginal specific-programming
- Education and personal development
- Ethnocultural
- Family violence
- Living Skills/Counter-Point/Alternatives, Attitudes and Associates
- Sex offender
- Substance abuse
- Violence prevention
- Programs for women offenders

Community Partners and Institutional Program Links

Programming in the community can be effective in reducing the risk of recidivism and is a basic component of the overall correctional strategy. Along with CSC's volunteer program in the community and institution, CSC has established many varied links with agencies and individuals in several Canadian communities. CSC has contracts with non-profit voluntary agencies such as the John Howard Society, Elizabeth Fry Societies, St. Leonard's Society and the Salvation Army along with working closely with Aboriginal and faith communities. Below are some examples of *community partnerships* and their role in helping to safely reintegrate offenders back to a successful life as law-abiding citizens.

Volunteers

Volunteers are the vital link between the institution and the community and CSC's volunteer program is one way of assuring the involvement of citizens in correctional matters. One of the most important roles a volunteer offers is being a positive role model and showing the offender that someone from the community does care. Volunteers contribute to the general public's awareness of issues facing corrections.

Citizen Advisory Committees

Citizen Advisory Committees are voluntary, independent, citizen-based committees that provide advice on the implementation and development of correctional facilities and programs. They act as impartial observers on daily operations and they are the link between CSC and the public, working to build understanding and support for the correctional process.

John Howard Society

The John Howard Society is part of an international movement dedicated to understanding and responding to problems of crime and the criminal justice system. They work with people who have come into conflict with the law and advocate for change in the criminal justice process. They are very active in educating the public on matters relating to criminal law and its application. They enthusiastically promote crime prevention through community and social activities.

Canadian Association of Elizabeth Fry Societies

This association provides a variety of programs and services designed to meet the needs of women offenders. This support starts from the time a woman is arrested through to her discharge from prison and return to the community. Services include life skills; counselling (issues such as abuse, employment, and financial assistance); dispute resolution; accommodation; drop in centres; court assistance and emotional support. They also monitor impending changes in the law and in government policies that may have an affect on the status of women.

St. Leonard's Society

St. Leonard's is a national ecumenical, voluntary organization with the goal of preventing crime and promoting responsible community living and safer communities. They assist people who have come into conflict with the law and prevent recidivism by providing educational programs, workshops, community residential facilities and other programs.

Overview of the Management of Offenders

Salvation Army

All members of the Salvation Army are called soldiers and must uphold the Army's beliefs and moral standards such as abstaining from alcohol and tobacco. Most members already have a job or profession and offer their services in prison ministry or community corrections as volunteers. They have a wide range of social, medical, educational and community services such as programs that help support and rehabilitate offenders. These include support during police court cases and help on discharge, visiting offenders, providing anti-suicide, drug and alcoholism counselling, accommodation for the homeless, food for the hungry and care for the elderly.

LifeLine

LifeLine is a social program designed for the men and women serving life sentences in federal penitentiaries or in the community. This program is delivered through a partnership between CSC, National Parole Board (NPB) and community-based sponsoring agencies. Through this program, paroled lifers who have been successfully living in the community for at least five years return to institutions to offer support to incarcerated lifers throughout their sentence. Lifeline's mission is to help offenders make a successful, supervised, gradual reintegration into the community.

Aboriginal Communities

Many offender reintegration initiatives involve members of Canada's Aboriginal communities. These volunteers teach native culture, traditions and spirituality along with advice to offenders, staff and members of the NPB. Aboriginal community members are also involved in visiting programs, social and recreational activities and many other programs and services to offenders.

Faith-based Communities

The programs in prison ministry enlist the resources of many faith communities, partnering with CSC to promote spiritual healing and ensure the safe reintegration of offenders. This includes offenders in custody and on release, families of offenders, the community and victims of crime.

Community Chaplains

Community chaplains have a critical role in the institution and the community. They work with chaplains inside the institution to build relationships with offenders prior to their release and with the local parole office to participate in the strategy for supervision. Chaplains are heavily involved in community development work and public education, assisting offenders on parole to find resources and helping them to build a supportive climate of public opinion. They provide emotional and spiritual counselling, workshops, worship services, practical assistance and friendship to the offender.

Circles of Support and Accountability

Through community chaplaincy, there are approximately 75 *Circles of Support and Accountability* for high-profile sex offenders. These Circles, organized by faith groups, form a "covenant" with a released sex offender to accept the Circle's help and advice in an effort to adhere to their treatment plan and to act responsibly in the community. There would be limited support for released sex offenders if these Circles did not exist.

Restorative Justice

Restorative justice provides opportunities that are not otherwise available in the criminal justice system. The philosophy is a holistic approach to promote accountability, understanding, reparation and healing for those affected by crime. This approach strengthens the capacity of local communities to resolve conflict and build local solutions to local challenges. It is a way to encourage greater involvement of citizens by breaking the cycles of violence and victimization among all people. CSC works with experts across the country to provide high quality victim offender mediation services to help respond to serious crime. CSC has also been applying these principles to help deal with conflict inside institutions. A strong network of volunteers working with CSC supports much of this work.

Overview of the Management of Offenders

Gradual and Supervised Release into the Community[4]

Public safety is paramount in all of CSC's operations and decisions. CSC's timely preparation of each offender for his/her release is the safest strategy to contribute to the protection of society.

CSC works to ensure that offenders have the opportunity to reintegrate into the community gradually and are given the support, assistance and structure that they need to maintain their institutional gains. Community support is a key factor in the successful reintegration of offenders.

Federal correctional legislation sets out a range of conditional releases that provides offenders with gradually increasing degrees of freedom that assist in making the transition to the community safe. Types of conditional release include: temporary absences, work release, day parole, full parole and statutory release.

Gradual reintegration does not mean the sentence has been completed. Conditional release means that offenders are subject to conditions and controls. Correctional partners, the police, community organizations, families of offenders and citizens who are involved in the reintegration process facilitate this release.

Gradual conditional release also allows CSC to identify offenders who are having difficulty making the transition and gives them the opportunity for early intervention.

Temporary Absences

If it is determined that the inmate will not present an undue risk to society, an escorted temporary absence may be granted at any time during the sentence. An unescorted temporary absence can only be granted after an offender has served one-sixth of their sentence or six months, whichever is greater. These are short absences granted for a number of reasons including: medical, humanitarian, community service, family contact or to access rehabilitation programs. Offenders classified as maximum security do not qualify for unescorted temporary absences.

It should be noted that, in some cases, the authority to grant temporary absences rests with the NPB.

Work Release

If it is determined that an inmate does not pose an undue risk, CSC allows offenders from minimum and medium-security facilities to do paid or voluntary work in the community under supervision during regular working hours, returning to their facility at night. This gives them an opportunity to contribute to the community and contributes to their own reintegration. Eligibility for work release usually occurs at one sixth of the offender's sentence.

Day Parole

In preparation for release on full parole or statutory release, offenders may be granted day parole to participate in community-based activities during regular working hours, returning nightly to their facility. In most cases, offenders become eligible for day parole six months before their full parole date – although there are a number of timeframes relating to specific types of cases.

Full Parole

Once offenders have served one third of their sentences (or seven years – whichever is less), they are eligible for full parole. This type of parole, once granted, allows the offender to live independently in the community. Full parole provides the offender with more access to community resources and support. It is also closely linked to an offender's correctional plan.

[4] While this section provides a general overview of conditional release eligibilities, please consult the CCRA for additional information on specific categories of offenders and/or offences.

Overview of the Management of Offenders

Under the *Corrections and Conditional Release Act* (CCRA) judges have the option at sentencing to increase the time that violent and serious drug offenders spend in a correctional facility by delaying their eligibility for full parole until they have completed one half of their sentence.

Statutory Release

By law, offenders not considered dangerous, serving sentences of fixed length, who have not been granted parole and who do not meet the detention criteria must be granted statutory release after serving two thirds of their sentence.

It is important to note that there are a minority of offenders who, if CSC believes are likely to cause serious harm or death, can be detained until the end of their sentence.

Community Supervision

Each day there are about 8,500 federal offenders living or working in communities across Canada under some form of conditional release. In the community, the first phase of intervention involves developing a strategy of how best to manage the offender once released. A supervision strategy is developed prior to any decision regarding an offender's release. It actually forms part of the information required by decision-makers when considering granting a release. The supervision strategy includes a balance of assistance, support, monitoring, interventions and programs and verification.

Public safety forms the basis for any conditional release decision that the NPB makes. The risk assessment process provides the Board with the information it needs to make informed decisions regarding release. CSC gives information to the Board on the offender's history, risks, performance in prison, involvement in programming and the offenders' release plan. Also, community agencies, police, victims and others provide input as to the offender's ability to reintegrate successfully. All the information gathered assists the Board in its decision as to whether an offender should be released and under what conditions.

It is important to note that when an offender is released into the community, he or she must comply with a number of standard conditions related to the factors highlighted through the risk assessment process that would contribute to the offender's chances of re-offending. This assessment includes the number of times an offender must report to the parole officer in the community as well as in the parole office. The goal of these contacts is to provide a forum for the offender and his or her parole officer to set and evaluate performance objectives related to the offender's correctional plan.

The parole officer also ensures that offenders are linked to community services, volunteers and programs that can help them integrate successfully. The more ties the offender has to the community, the more likely they are to make a successful transition. This is another reason why volunteers are so critical to the success of CSC's mandate.

Breaching a Condition

Should the offender breach or violate a condition of his or her release he or she could be returned to prison. Police, service providers, and the parole officer share information, to ensure continued monitoring of an offender's progress as well as his or her compliance with the correctional plan and adherence to the conditions of release. Any deterioration in an offender's behaviour that suggests an increase in risk could be met with strict control measures, including suspension of their parole.

Overview of the Management of Offenders

Overview Summary of Post Sentencing

Sentencing

Offender is held in provincial custody

Preliminary Assessment

Conducted within 5 days following sentencing by a parole officer in the community who will:

- Assess immediate needs, such as mental, physical health, suicide risk, protective security concerns etc.
- Obtain offender's version of offence
- Obtain emergency contacts
- Obtain community contacts for community assessment

Transfer to Federal Custody – Intake Assessment

Assessment involves parole officers, special assessment teams, psychologists, working with the offender, to:

- Orient offender
- Assess risks and need
- Conduct specialized assessments (e.g. for violent offenders, substance abuse, family violence, educational etc.)
- Prioritize program and treatment needs
- Establish security level and conduct placement in appropriate institution
- Collect background information on offender and past offences
- Complete offender criminal profile

Correctional Plan

Correctional plan is developed to address the specific factors that relate to the offender's criminal behaviour.

- Details the programs and activities to be undertaken by the offender to address the reasons that led to their incarceration.
- Acts as a yardstick against which the offender's progress can be measured throughout the sentence.

Progress related to the plan is continually monitored and is the primary consideration in all decisions relating to the offender. Public safety is always the paramount consideration in these decisions.

Overview of the Management of Offenders

Community Assessments

Community information is used to provide decision-makers with information from sources within the community. Several types of community assessments are prepared for key institutional decisions at various intervals throughout the offender's sentence as well as for review by the National Parole Board. Formal assessments are generally completed for:

- Post-sentence and correctional planning purposes
- Private family visits
- Intra and inter-regional transfers
- Marriages, work release, etc.

Community information can be obtained through spouse or common-law partner, other family members, friends and other identified sources of community-based support.

Transfer to Institution for Programs and Work and Transfer to Lower or Higher Security during Sentence

This involves parole officers in institutions, all institutional staff (e.g. work supervisors, program facilitators) and the offender

- Monitor correctional plan, including attendance/participation in programs and treatment
- Prepare offender for release by recommending, where appropriate, private family visits, work releases, unescorted temporary absences

Development of Community Strategy-Conditional Release Case Preparation

May involve Community Assessment Team (CAT), parole officers in the community and institution, community program officer, district psychologist, community development officer and offender

- Reassess risks and needs
- Develop community strategy: determine measures of control and assistance to effectively manage risk and needs
- Present case to CAT of the local release destination
- Least restrictive measure to manage offender in community and consistent with the protection of society

Overview of the Management of Offenders

Preparation for Parole Board

Involves institutional and community parole officers and offender

- Assessment, analysis and recommendation of proposed release to be prepared and reviewed at the institutional level
- Based on pertinent offender file information including that provided by the community parole officers
- Preparation for parole hearing; including sharing of information with offender

Parole Board Hearing

Involves institutional parole officer, NPB, victims, offender assistants, lawyers and offender

- Assess risk to community based on information/assessments in offender's file
- Grant, or deny the proposed conditional release under review
- Add, impose or approve special conditions recommended to manage risk

Community Conditional Release

(Halfway house for day parole and, on occasion, full parole and statutory release)

Includes parole officers in the community, district psychologist, community program officer, community development officer and offender who will:

- Monitor correctional plan
- Refer to programs, treatment and counselling
- Monitor progress with collateral contacts
- Monitor adherence to conditions
- Make recommendations for full parole, statutory release special conditions, suspension of conditional release, revocation of conditional release
- Conduct face to face contact with offender as per established frequency of contact schedule

Warrant Expiry Date (WED)

Upon reaching WED, offender completes sentence

Conclusion

The Canadian Code for Volunteer Involvement states that "*Volunteer involvement is vital to a just and democratic society*." Volunteers strengthen our communities. They are a meaningful, positive selected strategy for strengthening service delivery. The Correctional Service of Canada is able to increase its capacity to successfully accomplish its goals by the contribution of volunteers.

This handbook was put together to give you an overview of how CSC operates, where it fits into the criminal justice system and to give all volunteers the information they need to understand how important they are to the Service.

Whether you are volunteering with literacy, tutoring, health care, chaplaincy, or any of our restorative justice initiatives, you must receive training. Each co-ordinator of volunteers will oversee the management of these training sessions. We need you and we want to share in the successes that we work so diligently to achieve.

Why I Volunteer

"I volunteer because I do not have to,
but because I want to.
It is a way to give and share with others.
I do not judge, I do not preach.
I just give my time.
I do not ask for recognition but by volunteering
I am able to be a stronger, better person.
By learning about and understanding
many unfortunate life stories,
I have learned true appreciation for all I have.
I believe we all have the potential
to learn from each other."

Andrej Brygin, Volunteer
Kelowna, BC

Addendums

National and Regional Headquarters Contacts

National Headquarters (NHQ)
(Located in the National Capital Region – Ottawa)

340 Laurier Avenue West
Ottawa, Ontario K1A 0P9
Phone: (613) 992-8374

Atlantic
(Includes New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland and Labrador)

Regional Headquarters – Atlantic
1045 Main Street
2nd Floor
Moncton, New Brunswick E1C 1H1
Phone: (506) 851-6313

Quebec
(Province of Quebec)

Regional Headquarters – Quebec
3 Place Laval
Laval, Quebec H7N 1A2
Phone: (450) 967-3333

Ontario
(The Province of Ontario, excluding Thunder Bay, as well as Nunavut)

Regional Headquarters – Ontario
440 King Street West
P.O. Box 1174
Kingston, Ontario K7L 4Y8
GEN-ONT-RHQ-Communit@csc-scc.gc.ca
Phone: (613) 545-5511

Prairies
(Includes Northwest Territories, Alberta, Saskatchewan, Manitoba, and Northwest Ontario)

Regional Headquarters – Prairies
2313 Hanselman Place, P.O. Box 9223
Saskatoon, Saskatchewan S7K 3X5
500CitizenEngagement@csc-scc.gc.ca
Phone: (306) 975-4850

Pacific
(Includes British Columbia and Yukon Territory)

Regional Headquarters – Pacific
32560 Simon Avenue, P.O. Box 4500
Abbotsford, British Columbia V2T 5L7
GenPacRHQCitizenEnga@csc-scc.gc.ca
Phone: (604) 870-2500

Addendums

Sample of Volunteer Job Description Worksheet

Position Title:
Description of Project/Purpose of Assignment:
Outline of Volunteer's Responsibilities:
Outcome and Goals:
Training and Support Plan:
Reporting:
Time Commitment:
Qualifications needed:
Benefits:

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Sample of Volunteer File Checklist

Volunteer Name:	Volunteer ID:
Start Date:	End Date:
Date CSC ID Issued:	Date CSC ID Returned:

Basic Information for Every Volunteer

- ❑ Volunteer Application and Information Form
- ❑ Personnel Screening, Consent and Authorization Form (Reliability Clearance) or criminal records check (CPIC)
- ❑ Volunteer Self-Identification Form
- ❑ Security Screening and Briefing Note
- ❑ Interview Notes
- ❑ Reference Checks Form
- ❑ Volunteer Training Record Form
- ❑ Picture on VIP

Additional Information Required for Non-Security Escorts

- ❑ Copy of Driver's License
- ❑ Copy of Insurance Paper
- ❑ Copy of Driver's Abstract

Additional Information (as needed)

- ❑ Note to File: Concerns, problems, good news stories, or special recognition
- ❑ Yearly Evaluation
- ❑ Honours and Awards
- ❑ Copy of Education: Certificate, diploma, degree (if needed for volunteer activity)
- ❑ Health Concerns: Any allergies we should be aware of (bee stings, peanuts, etc)
- ❑ Expense Forms

Additional Comments:

Addendums

Sample of Record of Reference Check

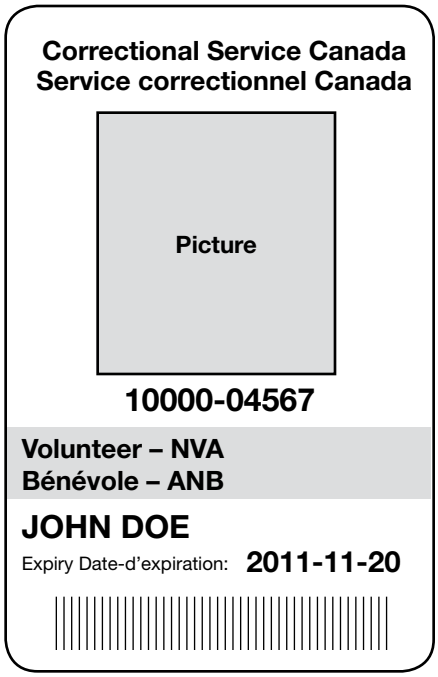
Applicant:			
Volunteer position:			
References			
Name	Position/Relationship	Telephone number	Date of contact
Questions for the References:			
Notes:			

Sample of Volunteer Training Sheet

Volunteer Name:		Volunteer ID:
❑ Volunteer Orientation (Institutional)	Total hours	
❑ Completed Volunteer Training	Total hours	
❑ Non-Security Escort Training	Total hours	
❑ Volunteer Refresher Training	Total hours	
❑ Non-Security Escort Refresher Training	Total hours	
Trainer:		
Location:		
Training Dates:		
I, _____ have completed the above training and know that the three **most important** rules to follow are:		
1.		
2.		
3.		
Volunteer Name	Signature	Date
❑ Successful Completion ❑ Unsuccessful Completion ❑ Withdrawn		
Please provide the reason for unsuccessful completion or withdraw:		
Volunteer Co-ordinator	Signature	Date

Addendums

Sample of Volunteer ID Card



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Sample of Volunteer Application and Information

Correctional Service Canada / Service correctionnel Canada

PROTECTED **B** ONCE COMPLETED

Note: Reference document = CD 775

VOLUNTEER APPLICATION AND INFORMATION

PUT AWAY ON FILE
Personnal Bank
▶ Original

Institution or parole office

Name (Family) / (Given name(s) (Initial(s)

Maiden name (if applicable)

Date of birth YYYY-MM-DD

Place of birth:

Citizenship:

Height | Weight | Eye colour | Hair colour | ☐ Female ☐ Male

Address | City | Postal code

Telephone no. (home) | Telephone no. (business) | Other telephone no. | E-mail address

Is it convenient to telephone you at your place of business? ☐ Yes ☐ No

Driver's licence no. (Copy required for file)

Vehicle licence no.

Are you on an inmate's visiting list? ☐ Yes ☐ No If, yes ▶ Inmate's name

OR Do you personally know any incarcerated offenders or anyone under federal jurisdiction? ☐ Yes ☐ No If, yes ▶ Inmate's name

Have you been convicted of a criminal offence for which a pardon has not been granted? ☐ Yes ☐ No ▶ (State the offence and date)

Have you any outstanding charges before the courts? ☐ Yes ☐ No ▶ (State the offence and date)

Have you any academic, professional or other qualifications, licenses, certificates, languages, hobbies or recreational interests that you could utilize as a volunteer? ☐ Yes ☐ No ▶ (Specify)

Have you any affiliations with community groups? (church, service organizations, etc.) ☐ Yes ☐ No ▶ (Specify)

Have you any previous volunteer experience? (Please describe briefly indicating the names of any organizations involved and use an extra sheet if necessary. ☐ Yes ☐ No ▶ (Specify)

Are you currently volunteering or applying to volunteer at any other federal institution or Parole Office? ☐ Yes ☐ No ▶ (Specify)

What type of activities would you like to become involved in as a volunteer?

☐ Religious programs ☐ Citizens' Advisory Committee ☐ Instruction/Education ☐ Women offenders

☐ Self-help ☐ Individual counselling ☐ Cultural/ethnic groups ☐ Other (specify)

☐ Recreation/Entertainment ☐ Citizen escort ☐ Aboriginal offenders ▶

Reason for your choice

Why do want to volunteer for CSC?

References (name(s)) ▶ | Telephone no. | Relationship (other than family)

▶

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Canada

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References (cont'd)

Emergency contact (name(s))	Address	Telephone no. (home)	Telephone no. (business)
▶			
▶			

What days and times are you available?

Please complete a PSRA (TBS/SCT 330-23) in order to obtain enhanced reliability status. http://publiservice.tbs-sct.gc.ca/pubs_pol/gospubs/forms/330-23_dwnld_e.asp

DECLARATION

In making this application, I hereby give the Correctional Service of Canada my consent to use the information provided on this form to conduct such inquiries with police authorities as may be necessary to ascertain my suitability as a volunteer.

I also acknowledge that I have read the information set out on page 2 of this form and I agree to abide by the relevant rules, regulations and policies stated therein should I be accepted as a volunteer.

Finally, I acknowledge that the Correctional Service of Canada has no responsibility for any harm that may come to me in the course of my activities as a volunteer, except where such harm is the direct result of negligence on the part of an employee or employees of the Service, and except as provided for by Treasury Board policies.

Applicant's signature ▶ _____ Date ▶ YYYY-MM-DD _____

SCREENING BOARD'S DECISION

☐ Approved ☐ Denied ▶ Volunteer coordinator's signature Date ▶ YYYY-MM-DD

Reasons :

EXCERPTS FROM THE CORRECTIONS AND CONDITIONAL RELEASE ACT

Summary Conviction Offences

45. Every person commits a summary conviction offence who:

(a) is in possession of contraband beyond the visitor control point in a penitentiary;

(b) is in possession of anything referred to in paragraph (b) or (c) of the definition "contraband" in section 2 before the visitor control point at a penitentiary;

(c) delivers contraband to, or receives contraband from, an inmate;

(d) without prior authorization, delivers jewellery to, or receives jewellery from, an inmate; or

(e) trespasses at a penitentiary.

Searches of Visitors

59. A staff member may conduct routine non-intrusive searches or routine frisk searches of visitors, without individualized suspicion, in the prescribed circumstances, which circumstances must be limited to what is reasonably required for security purposes.

60. 1. A staff member may conduct a frisk search of a visitor where the staff member suspects on reasonable grounds that the visitor is carrying contraband or carrying other evidence relating to an offence under section 45.

Searches of Vehicles

61.(1) A staff member may, in the prescribed manner, conduct routine searches of vehicles at a penitentiary, without individualized suspicion, in the prescribed circumstances, which circumstances must be limited to what is reasonably required for security purposes.

NOTE: Contraband is defined as anything an inmate is not permitted to have in his possession or that is not authorized by the Institutional Head. If you are in doubt about whether an item is contraband, please ask before entering the institution.

CAUTION

(1) Under no circumstances may a visitor transport into the institution any prescription or non-prescription drug. All drugs in a visitor's possession shall be deposited in the security lockers provided prior to entry into the institution. All personal effects in the visitor's possession with the exception of worn jewellery, shall also be deposited in the lockers provided.

(2) Under no circumstances will visitors transport or consume alcoholic beverages on penitentiary property.

(3) All vehicles must be locked while on penitentiary property.

(4) Volunteers may be refused entry if prescribed identification is not available.

CONFIDENTIALITY OF PERSONAL INFORMATION

Volunteers shall agree to respect the confidentiality of any personal information provided by staff member concerning an inmate or an inmate's family. (For the purposes of this section, "inmate" includes an offender on parole or statutory release.)

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Correctional Service Canada Institutions and Community Correctional Centres

For contact information please visit **http://www.csc-scc.gc.ca**

Region	Name	Security Classification
Atlantic	Atlantic Institution	Maximum
Atlantic	Dorchester Penitentiary	Medium
Atlantic	Nova Scotia Institution for Women	Multi-level
Atlantic	Springhill Institution	Medium
Atlantic	Westmorland Institution	Minimum
Atlantic	Shepody Healing Centre	Multi-level
Atlantic	Parrtown CCC	Minimum
Atlantic	Newfoundland and Labrador CCC	Minimum
Atlantic	Carlton CCC	Minimum
Atlantic	Carlton Centre / Annex	Minimum
Quebec	Archambault Institution	Medium
Quebec	Drummond Institution	Medium
Quebec	La Macaza Institution	Medium
Quebec	Cowansville Institution	Medium
Quebec	Federal Training Centre	Minimum
Quebec	Leclerc Institution	Medium
Quebec	Donnacona Institution	Maximum
Quebec	Joliette Institution	Multi-level
Quebec	Montée Saint-François Institution	Minimum
Quebec	Regional Mental Health Centre	Multi-level
Quebec	Port-Cartier Institution	Maximum
Quebec	Regional Reception Centre	Maximum
Quebec	Sainte-Anne-des-Plaines Institution	Minimum
Quebec	Laferrière CCC	Minimum
Quebec	Marcel Caron CCC	Minimum
Quebec	Hochelaga CCC	Minimum
Quebec	Martineau CCC	Minimum
Quebec	Sherbrooke CCC	Minimum
Quebec	Ogilvy CCC	Minimum
Ontario	Bath Institution	Medium
Ontario	Grand Valley Institution for Women	Multi-level
Ontario	Kingston Penitentiary	Maximum
Ontario	Beaver Creek Institution	Minimum
Ontario	Frontenac Institution	Minimum
Ontario	Millhaven Institution	Maximum

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Region	Name	Security Classification
Ontario	Collins Bay Institution	Medium
Ontario	Joyceville Institution	Medium
Ontario	Pittsburgh Institution	Minimum
Ontario	Regional Treatment Centre	Maximum
Ontario	Warkworth Institution	Medium
Ontario	Fenbrook Institution	Medium
Ontario	Portsmouth CCC	Minimum
Ontario	Keele CCC	Minimum
Ontario	Hamilton CCC	Minimum
Prairie	Bowden Institution	Medium
Prairie	Bowden Annex	Minimum
Prairie	Rockwood Institution	Minimum
Prairie	Stony Mountain Institution	Medium
Prairie	Drumheller Institution	Multi-level
Prairie	Regional Psychiatric Centre	Multi-level
Prairie	Edmonton Institution for Women	Multi-level
Prairie	Edmonton Institution	Maximum
Prairie	Riverbend Institution	Minimum
Prairie	Grande Cache Institution	Minimum
Prairie	Saskatchewan Penitentiary	Multi-level
Prairie	Willow Cree Healing Lodge	Minimum
Prairie	Okimaw Ohci Healing Lodge	Multi-level
Prairie	Pê Sâkâstêw	Minimum
Prairie	Grierson Centre	Minimum
Prairie	Oskana CCC	Minimum
Prairie	Osborne CCC	Minimum
Pacific	Kwìkwèxwelhp Healing Village	Minimum
Pacific	Matsqui Institution	Medium
Pacific	Pacific Institution/Regional Treatment Centre	Multi-level
Pacific	Fraser Valley Institution	Multi-level
Pacific	Ferndale Institution	Minimum
Pacific	Mission Institution	Medium
Pacific	William Head Institution	Minimum
Pacific	Kent Institution	Maximum
Pacific	Mountain Institution	Medium
Pacific	Chilliwack CCC	Minimum

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Correctional Service Canada Parole Offices

For contact information please visit **http://www.csc-scc.gc.ca**

Region	Name
Atlantic	Halifax Office
Atlantic	Labrador Parole Sub-Office for Corner Brook
Atlantic	Saint John Office
Atlantic	Truro Office
Atlantic	New Brunswick/PEI Area Office
Atlantic	Bathurst Parole Office
Atlantic	Grand-Sault Sub-Office for Bathurst
Atlantic	Charlottetown Office
Atlantic	Fredericton Office
Atlantic	Moncton Office
Atlantic	Nova Scotia Area Office
Atlantic	Kentville Office
Atlantic	Yarmouth Sub-Office for Kentville
Atlantic	Annapolis-Digby Sub-Office for Kentville
Atlantic	Dartmouth Office
Atlantic	Sydney Office
Atlantic	Newfoundland Area Office
Atlantic	St. John's Office
Atlantic	Grand Falls Sub-Office for St-John's NL
Atlantic	Corner Brook Office
Atlantic	Stephenville Office
Quebec	Longueuil Parole Office
Quebec	Granby Parole Office
Quebec	Estrie Parole Office
Quebec	Ville-Marie Parole Office
Quebec	Maisonneuve Parole Office
Quebec	Québec Parole Office
Quebec	Rimouski Parole Office
Quebec	Chicoutimi Parole Office
Quebec	Trois-Rivières Parole Office
Quebec	Lanaudière Parole Office
Quebec	Laval Parole Office
Quebec	Hull Parole Office
Quebec	Laurentides Parole Office
Quebec	Rouyn-Noranda Parole Office

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Region	Name
Ontario	Downtown Toronto Area Parole
Ontario	Women's Supervision Unit
Ontario	Brantford Parole Pffoce
Ontario	Hamilton Parole Office
Ontario	St-Catherine's Parole Office
Ontario	Toronto East Parole Office
Ontario	Toronto West Parole Office
Ontario	Toronto Team Supervision
Ontario	Guelph Parole Office
Ontario	London Parole Office
Ontario	Windsor Parole Office
Ontario	Ottawa Parole Office
Ontario	Nunavut Parole Office
Ontario	Kingston Parole Office
Ontario	Peterborough Parole Office
Ontario	Sudbury Parole Office
Ontario	Sault Ste Marie Parole Sub-Office for Sudbury
Ontario	Barrie Area Office
Ontario	Muskoka Parole Sub-Office for Barrie
Prairie	Winnipeg Urban Area Office
Prairie	Winnipeg Urban Parole Office
Prairie	Winnipeg Rural Area Office
Prairie	Winnipeg Rural Parole Office
Prairie	The Pas Parole Office
Prairie	Thunder Bay Parole Office
Prairie	Brandon Parole Office
Prairie	Regina Area Office
Prairie	Regina Office
Prairie	Saskatoon Area Parole
Prairie	Saskatoon Parole Office
Prairie	Prince Albert Parole Office
Prairie	North Battleford Parole Office
Prairie	La Ronge Parole Office
Prairie	Edmonton Area Office
Prairie	Edmonton Urban Parole Office
Prairie	Edmonton Parole Rural Office
Prairie	Northwest Territories Parole Office

Addendums

Region	Name
Prairie	Grand Prairie Parole Office
Prairie	Driftpile Parole Satellite Office
Prairie	Wetaskiwin Parole Satellite Office
Prairie	Southern Alberta Urban Area Office
Prairie	Calgary Urban Parole Office
Prairie	Southern Alberta Rural Area Office
Prairie	Southern Alberta Rural Parole Office
Prairie	Red Deer Parole Office
Prairie	Medicine Hat Parole Office
Prairie	Lethbridge Parole Office
Prairie	Drumheller Parole Office
Pacific	Abbotsford Parole
Pacific	Maple Ridge Parole
Pacific	Chilliwack Parole
Pacific	Chilliwack CCC
Pacific	Kamloops Parole
Pacific	Kelowna Parole
Pacific	Vernon Parole
Pacific	Prince George Parole
Pacific	Vancouver Parole
Pacific	Temporary Detention Unit
Pacific	Belkin Enhanced CRF
Pacific	New Westminster Parole
Pacific	Nanaimo Parole
Pacific	Victoria Office
Pacific	Courtenay Parole sub-office for Nanaimo

Addendums

CSC Acronyms

4GL	Fourth generation language
AA	Alcoholics Anonymous
A&D	Admission and Discharge
A&DO	Admission and Discharge Officer
AAW	Aboriginal Awareness Week
A4D	Assessment for Decision
A/P	Account payable
AACPAPR	Associate Assistant Commissioner, Public Affairs and Parliamentary Relations
ACCS	Assistant Commissioner, Corporate Services
ABE	Adult Basic Education
AC	Activity Centre
AC	Assistant Commissioner
ACA/CIA	American Correctional Association/ Correctional Industries Association
ACCD	Assistant Commissioner, Corporate Development
ACG-MSS	Maintenance Management System
ACHS	Assistant Commissioner, Health Services
ACLO	Aboriginal Community Liaison Officer
ACLS	Advanced Cardiac Life Support
ACM	Activity Centre Manager
ACOCSS	Advisory Committee on Community Staff Safety
ACPA	Assistant Commissioner, Performance Assurance
ACTIMS	Assistant Commissioner, Technical and Information Management Services
ADC	Assistant Deputy Commissioner
ADCAMS	Automated Data Collection, Analysis and Modelling System
ADCIO	Assistant Deputy Commissioner, Institutional Operations
ADP	Automated Data Processing
ADS	Alcohol Dependence Scale
ADTS	Appeal Decision Tracking System
AECB	Atomic Energy Control Board
AIM	Achieving Improved Measurement
AIT	Agreement on Internal Trade
AMIS	Asset Management Information System
AMS	Application Management Services
AOSAP	Aboriginal Offender Substance Abuse Program
AP	For Assessment Purposes
A/P	Account payable
APAC	Assessment and Program Assignment Committee
APEPU	Accounts payable enter payment unit
APEX	Association of Professional Executives of the Public Service of Canada
APR	Accelerated Parole Review
APS	Aboriginal People's Survey
APSFA	Association of Public Service Financial Administrators
ARAUM	Assistant Regional Administrator, Unit Management
ARC	Addictions Research Centre
ARD	Addictions Research Division
ARI	Fleet Management Information System
ARLU	Annual Reference Level Update
ARMS	Automated Records Management System
ASRB	Administrative Segregation Review Board
AS	Admission Status (FSW)
ATIP	Access to Information and Privacy
ATL	Assistant Team Leader
AWCP	Assistant Warden, Correctional Programs
AWI	Assistant Warden, Interventions
AWMS	Assistant Warden, Management Services
AWO	Assistant Warden, Operations
BCA	Behaviour Chain Analysis
BCCW	Burnaby Correctional Centre for Women
BFOR	Bona Fide Occupational Requirements
BIA	Business Impact Analysis
BIDR	Balanced Inventory of Desirable Responding
BM	Business Manager (IMS)
BP	Business Plan
BSEI	Business Systems Engineering and Integration
BSS	Business Solutions Services
CAAT	Canadian Adult Achievement Test
CA	Community Assessment
CAB	CORCAN Advisory Board
CAC	Consulting and Audit Canada
CAC	Corporate Advisor Chaplaincy
CAC	Citizen Advisory Committee
CADC	Crown Assets Distribution Centre
CAEFS	Canadian Association of Elizabeth Fry Societies
CAHR	Corporate Advisor of Human Resources
CAIS	Central Accounting Information System
CAL	Computer Assisted Learning
CAMS	Corporate Acquisition Management System
CAN	Cons AIDS Network

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CAP	Career Assignment Program
CAPA	Canadian Association of Paroling Authorities
CAPB	Canadian Association of Police Boards
CAPS	Capital Allotment Planning System
CAPS	Construction Allotment Planning System
CAPS	Community Assessment and Parole Supervision (Program)
CAPS	Computer Assisted Pardon System (NPB)
CAR	Council for Administrative Renewal
CAS	Central Accounting System
CAS	Contract Administration System
CAS	Children Aid Society
CASA	Computerized Assessment of Substance Abuse
CASE	Computer-aided systems engineering
CAT	Computer Assisted Teaching
CBRF	Community-Based Residential Facilities
CC	Cost Centre
CCC	Community Correctional Centre
CCD	Council of Canadians with disabilities
CCG	Canada Communication Group
CCIC	Canadian Council for International Cooperation
CCJA	Canadian Criminal Justice Association
CCJS	Canadian Criminal Justice System
CCJS	Canadian Centre for Justice Statistics
CCLO	Community Correction Liaison Officer
CCM	Co-ordinator Case Management
CCMD	Canada Centre for Management Development
CCO	Coordinator, Correctional Operations
CCRA	Corrections and Conditional Release Act
CCRR	Corrections and Conditional Release Regulations
CCS	Cell Call System
CCTV	Close Circuit Television
CD	Commissioner's Directive
CDFS	Common Departmental Financial System
CDO	Community Development Officer
CEBP	Contribution to Employees Benefit Plans
CEDAW	Committee on the Elimination of Discrimination Against Women
CED	Common Enterprise Desktop
CEO	Chief Executive Officer (CORCAN)
CES	Communications and Executive Services (sector)
CET	Cell Extraction Team
CFCN	Canadian Families and Corrections Network
CFMRS	Central Financial Management and Reports System
CFS	Chief Food Services
CFSMS	Computerized Food Service Management System
CGSB	Canadian General Standards Board
CHIPS	Choosing Health in Prisons
CHR	Custodian Holdings Report
CHRA	Canadian Human Rights Act
CHRC	Canadian Human Rights Commission
CHS	Chief, Health Services
CIC	Crisis Information Centre
CISC	Criminal Intelligence Service of Canada
CISD	Critical Incident Stress Debriefing
CISM	Critical Incident Stress Management
CJDMN	Criminal Justice Diversity Management Network
CJIL	Criminal Justice Information Library (Data Warehouse)
CLAI	Computerized Lifestyle Assessment Instrument
CLC	Canada Labour Code
CLC	Comprehensive Land Claims
CLEMS	Casual Labour Electronic Management System
CLF	Common Look and Feel
CLTS	Casual Labour Tracking System
CMIS	Community Management Information System
CMLC	Correctional Management Learning Centre
CMO	Case Management Officer
CMT	Commissioner Management Team
CMT	Corporate Monitoring Tool
CMT	Case Management Team
CO	Correctional Officer
COE	Centre of Expertise
COMS	Community Offender Management Scale
CON	Condition other than normal (re: addictions)
COP	Corporate Operational Plan
COP	Correctional Operations and Programs
COPAT	Correctional Officer Physical Ability Test
COTP	Correctional Officer Training Program
CPAI	Correctional Programs Assessment Inventory
CPCP	Correctional Policy and Corporate Planning (sector)
CPIC	Canadian Police Information Centre

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CPIS	Computerized Photo Identification System (old name)
CPIS	Computerised Photo Imaging System (new)
CPO	Correctional Programs Officer
CPPR	Correctional Plan Progress Report
CPS	Clemency and Pardons System
CPSIN	Canadian Public Safety Information Network
CP and SAFE	Crisis Planner and Skills and Assets for Emergencies
CQI	Continuous Quality Improvement
CRB	Contract Review Board
CRC/F	Community Residential Centre/Facility
CRD	Correctional Research and Development (sector)
CRF	Consolidated Revenue Fund
CRF	Corporate Reserve Fund
CRMS	Community Reintegration Management Strategy
CRS	Corporate Reporting System
CRS	Custody Rating Scale
CS	Canteen System
CS	Community Strategy
CSC	Correctional Service Canada
CSCMTS	Correctional Service Canada – Methadone Tracking System
CSC	Correctional Staff College
CSE	Communications Security Establishment
CSIS	Canadian Security Intelligence Service
CSTP	Correctional Supervisor Training Program
CSMS	Claims Settlement Management System
CTS	Casual Tracking System (PeopleSoft)
CTSC	Correctional Technology Sub-Committee
CTP	Correctional Training Program
CV	Code vote
DAC	Development Assistance Committee
DAST	Drug Abuse Screening Test
DBA	Departmental Bank Accounts
DBMS	Database Management System
DBT	Dialectical Behaviour Therapy
DC	Deputy Commissioner
DCA	Director Corporate Affairs (CORCAN)
DCP	Departmental Classification Plan
DCS	Door Control System
DCW	Deputy Commissioner for Women
DD	District Director
DFIA	Dynamic Factor Identification and Analysis
DGL	Document Generation Language
DGOR	Director General, Offender Reintegration
DMQ	DEC Message Queue
DOB	Date of Birth
DPMS	Departmental Personnel Management System
DPO	District Parole Office
DPR	Departmental Performance Report
DRS	Departmental Reporting System
DTC	Designated Travel Card
DTI	Developmental Training Initiative
EAA	Electronic Authorization and Authentification
EAP	Employee Assistance Program
EAS	Employee Assistance Services
EASH	Employee Assistance Safety and Health
EBP	Employee Benefit Plans
ECAP	Expert Committee on Aids and Prisons
ECOTS	Electronic Catalogue Order Taking System
ECT	Electroconvulsive Therapy
EDI	Early Departure Incentive
EDPS	Extra-Duty Processing System
EDT	Eastern Daylight Time
EE	Employment Equity
EEP	Employment and Employability Program
EEPMP	Employment Equity Positive Measures Program
EGADS	Exam Generation, Analysis & Documentation System
EIFW	Edmonton Institution for Women
ERIS	Electronic Real Property Information System
EIS	Executive Information System
EOS	Executive Operational Support
EPA	Effective Project Approval
EPS	Electronic Publishing Services
ER	Equitable Resourcing
ERB	Evaluation and Review Branch
ERD	Early Release Date
ERIP	Early Retirement Incentive Plan
ERIS	Electronic Real Property Information System
ERPS	Enterprise Resource Planning Systems
ERS	Electronic Records System
ERT	Emergency Response Team (RCMP)
ESA	Exchange of Service Agreement
ESTATEC	Enabling Staff Through Advanced Technology

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ETA	Escorted Temporary Absence
EXCOM	Executive Committee
FAA	Financial Administration Act
FAM	Financial Administration Manual
FAS	Foetal Alcohol Syndrome
FASD	Fetal Alcohol Spectrum Disorder
FASO	Federal Association of Security Officials
FBP	Federal Bureau of Prisons
FEAI	Federal Environmental Assessment Index
FF	Formula Funding
FFA	Financial Administrative Act
FIS	Financial Information Strategy
FLEUR	Federal Law Enforcement Under Review
FLIP	Family Life Improvement Program
FMAF	Financial Management Accountability Framework
FMIS	Fleet Management Information System
FORD	Financial Officers Recruitment and Development
4GL	fourth generation language
FPS	Finger Print System
FSA	Financial Signing Authority
FSD	Federal Service Division
FSEDIT	(procédure informatique)
FSMR	Food Services Monthly Report
FSS	Nutritek Food Services System
FSSEP	Federal Summer Student Employment Program
FSW	Federally Sentenced Women
FTE	Full Time Equivalent
FTP	File Transfer Protocol
FVRA	Family Violence Risk Assessment
FY	Fiscal Year
GCWCC	Government of Canada Workplace Charitable Campaign (former United Way / Healthpartners Campaign)
GED	General Education Development
GEDS	Government Electronic Directory Services
GEMS	Government's Expenditure Management System
GHSP	Guaranteed Home Sales Plan
GIS	Guaranteed Income Supplement
GLDI	General Ledger Desktop Interface
GJV	General Journal Voucher
GOL	Government on Line
GPPM	Generic Program Performance Measure
GRO	General Read Only
GSIR	General Statistical Information on Recidivism
GSP	Government Security Policy
GST	Goods and Services Tax
GTIS	Government Telecommunications and Informatics Services
GTS	Government Travel Service
GVMS	Government Voice Messaging Service
HAS	Head, Accounting Services
HCV	Hepatitis C virus
HIFVPP	High Intensity Family Violence Prevention Program
HIS	Health Information System
HR	Human Resources
HRMIS	Human Resources Management Information System
HRMS	Human Resource Management Sector
HRMS	Human Resources Management System
HTML	informatic language
HVAC	heating, ventilating and air conditioning
IAJV	International Association of Justice Volunteerism
IAPRC	Issues Analysis and Policy Review Committee
IAS	Inmate Accounting System
IBWB	Inventory of Beliefs About Wife Beating
ICA	International corrections association – An association for the advancement of professional corrections
ICB	Index of Controlling Behaviour
ICIS	Integrated Correctional Intervention Strategies
ICMS	Informal Conflict Management System
ICOGB	Cognitive Skills Booster – Instructor
ICP	Independent Chairperson
ICPAAPC	International Corrections and Prisons Association for the Advancement of Professional Corrections
ICPA	International Corrections and Prisons Association
ICW	International Council of Women
IDRIS	Inmate Documentation Retrieval Information System
IFMMS	Integrated Financial & Material Management System
IFS	Institutional Functioning Scale
IERT (or ERT)	(Institutional) Emergency Response Team
IFC	Interfaith Committee on Chaplaincy
IMC	Information Management Committee

Addendums

IM/ITSS	Information Management/Information Technology Strategic Support
IMP	Information Management Plan
IMRS	Integrated Management Reporting System
IMS	Inmate Movement System
IMS	Information Management Services
IMSP	Information Management Strategic Paper
IMTC	Information Management and Technology Committee
IMTRB	Information Management and Technology Review Board
INC	Information Network Canada
IPCA	International Prison Chaplains' Association
IPHIS	Integrated Public Health Information System
IPIRS	Integrated Police Incident Reporting System
IPS	Inmate Pay System
IPSO	Institutional Preventive Security Officer
IRC	Inmate Related Costs
ISC	Information Sharing Checklist
ISM	Infrastructure and Service Management
ISMD	Infrastructure and Service Management Division
IRO	Institutional Reintegration Operations
IST	Interpersonal Skills Training
ISU	Intensive Support Unit
IT	Information Technology
ITC	Individual Travel Card
ITLS	International Trauma Life Support
ITSC	Information Technology Security Coordinator
ITSWG	Information Technology Standards Working Group
IWY	International Women's Year
JAC	Joint Action Committee
JOSH	Joint Occupational Safety and Health Committee
JPEG	Joint Photographic Experts Group
K	Thousands
KEDC	King Edward Data Centre
KM	Knowledge Management
KMPD	Knowledge Management and Policy Development
KSC	Kekunwemkonawuk Sub-Committee
LAN	Local Area Network
LC 50	Lethal concentration 50
L&D	Learning and Development
LLMC	Local Labour-Management Committee
LOBJ	line object
LPO	Local Purchase Order
LRAP	Long Range Accommodation Plan
LSCP	Learning Strategy Classroom Program
LSLS	Legal Services Litigation System
LTCP	Long Term Capital Plan
LTMS	Long Term Management Strategy
LTOP	Long Term Organization Plan
LTS	Long Term Supervision
LTSO	Long Term Supervision Order
M	Millions
MAI	Multi-Dimensional Anger Inventory
MAOR	Management, Administration and Operations Review
MAU	Millhaven Assessment Unit
MBIS	Motivation-Based Intervention Strategy
MCCP	Main Communications and Control Post
MCCPO	Main Communications and Control Post Operator
MCES	Manager, Communications and Executive Services
MCF	Management Control Framework
MCS	Mission Critical Systems
ME	Main Estimates
MHU	Mental Health Unit
MIC	Management Information Component
MIDA	Multi-Institutional Disposition Authorities
MIFVPP	Moderate Intensity Family Violence Prevention Program
MIS	Management Information System
MM	Management Trainee (position group)
MMS	Maintenance Management System
MMT	Methadone Maintenance Treatment
MOA	Master Occupancy Agreement
MOA	Manual for Occupancy of Accommodation
MOBJ	management object
MOU	Memorandum of Understanding
MOW	Managing Offenders in the Workplace
MPG	Managing Personal Growth
MPP	Meat Processing Plant (CORCAN)
MRM	Management Reporting Module
MRS	Machine Registry System
MSAT	Mobile Communications Satellite
MSS	Management Support Services
MSU	Maximum Security Unit
MTP	Management Training Program

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MTS	Methadone Tracking System
MUH	Mental Handling Unit
MYERS	Myers-Briggs Type Indicator Training
MYOP	Multi Year Operational Plan
NAAC	National Aboriginal Advisory Committee
NAACJ	National Associations Active in Criminal Justice
NAAW	National Access Awareness Week
NACPD	National Advisory Committee for Persons with Disabilities
NAFTA	North American Free Trade Agreement
NATO	North Atlantic Treaty Organization
NAV	National Volunteer Association
NAWG	National Aboriginal Working Group on Corrections
NCAFE	National Council of Aboriginal Federal Employees
NCAOP	National Capital, Accommodation and Operations Plan
NCARC	National Capital Accommodation Review Committee
NCAP	National Capital Accommodation Plan
NCCC	National Council on Community Corrections
NCJRS	National Criminal Justice Reference Service
NCPC	National Crime Prevention Council
NCPF	National Contribution Program Fund
NCPG	National Contingency Plan Group
NDISS	National Depot / Institutional Stores System
NEAC	National Ethnocultural Advisory Committee
NEADS	National Educational Association of Disabled Students
NEC/RC	National Executive Committee/ Regional Coordinators
NEOP	New Employee Orientation Program
NEP	Needle Exchange Program
NGO	non-governmental organization
NHQ	National Headquarters
NHQMC	National Headquarters Management Committee
NHRMC	National Human Resource Management Committee
NHSC	National Health Services Council
NIDA	National Institute of Drug Abuse
NJOHSPC	National Joint Occupational Health and Safety Policy Committee
NLDC	National Learning and Development Committee
NLMC	National Labour-Management Committee
NPB	National Parole Board
NRG	National Resource Group
NT	terme informatique
NVA	National Volunteer Association
NVIC	Non violent crisis intervention
NYC	Not yet classified
O&M	Operations and Maintenance
O/S	outstanding (domaine financier)
OAETS	Office Automation Engineering and Technology Service
OAG	Office of the Auditor General
OASIS	Office Automation Systems and Information Services
OATS	Offender Assessment Tutoring System
OBS	Open Bidding Service
OC	Oleoresin Capsicum
ODT	Operational Development Team (informatique)
OIA	Offender Intake Assessment
OIAS	Offender Intake Assessment System
OLDE	Off-line Data Entry
OMC	Operations Management Committee
OMDW	Offender Management Data Warehouse
OMS	Offender Management System
OMSR	Offender Management System Renewal
OOC	Other Operating Costs
OPI	Office of Primary Interest
OPR	Office of Primary Responsibility
ORACLE	(INFORMATIQUE)
ORMS	Offender Reintegration Management System
OSAPP	Offender Substance Abuse Pre-release Program
OSH	Occupational Safety and Health
OSSC	Operations and Services Sub-Committee
P4W	Prison for Women
PAA	Privileged Administrative Arrangement
PAL	Purchase Authority Limit
PALS	Portable Alarm Locating System
PASS	Procurement and Acquisition Support System
PAYE	Payables at Year-End
PBDA	Pension Benefits Division Act
PC	Protective Custody
PCO	Privy Council Office
PCP	phencyclidine (angel dust)
PDP	Personal Development Plan

Addendums

PEC	Peer Education and Counselling
PED	parole eligibility date
PER	Performance Evaluation Report
PER	Personnel Evaluation Report
PER	Parole Eligibility Report
PERT	Program Evaluation and Review Technique
PFA	Penological Factor Allowance
PFTS	Personnel Form Tracking System
PFV	Private Family Visit
PIDS	Perimetric Intrusion Detection System
PIF	Program Integrity Funds
PIN	Personal Identification Number
PIPSC	The Professional Institute of the Public Service of Canada
PIR	Protected Information Report
PISC	Primary Information Sharing Checklist
PM	Preventive Maintenance
PM	Product Manager
PMIS	Program Management Information System
PMP	Performance Management Plan
PO	Parole Officer
PO	Purchase Order
PODD	Payment on Due Date
POIP	Parole Officer Induction Program
POTP	Parole Officer Training Program
PPA	Preliminary Project Approval
PPAS	Personal Portable Alarm System
PPC	Policy, Planning and Coordination (Sector)
PPM	Program Performance Measure (PPM) Module
PPRS	Program Priority Rating System
PRAS	Planning, Reporting and Accountability Structure
PRET	Process Reengineering and Environmental Technologies (name of a consultant's firm)
PRI	Personal Record Identifier
PSAC	Public Service Alliance Canada
PSC	Public Service Commission
PSCS	Public Service Compensation System
PSDPA	Public Servants Disclosure Protection Act
PSEPC	Public Safety and Emergency Preparedness Canada
PSHCP	Public Service Health Care Plan
PSHRMAC	Public Service Human Resources Management of Canada
PSLCN	Public Service Learning and Communications Network
PSMA	Public Service Modernization Act
PSR	Progress Summary Report
PSR	Psychosocial Rehabilitation
PSS	Personnel Security System
PSSRB	Public Service Staff Relations Board
PST	Peer Support Team
PTSD	Post Traumatic Stress Disorder
PVO	Persistently Violent Offenders
PWGSC	Public Works and Government Services Canada
QA	Quality Assurance
RACIO	Regional Administrator, Community and Institutional Operations
RACO	Regional Administrator, Correctional Operations
RADAR	Reports of Automated Data Applied to Reintegration
RAP	Reception Awareness Program
RAP	Risk Assessment Profile
RAP	Reintegration Assessment Profile
RAPAI	Regional Administrator, Planning, Administration and Informatics
RAPS	Regional Administrator, Personnel Services
RATS	Regional Administrator, Technical Services
RCC	Regional Chief Classification
RCCC	Regional Community Correctional Council
RCMP	Royal Canadian Mounted Police
RCS	Regional Chief of Staffing
RCSP	Records Classification and Scheduling Plan (replaced by the DCP)
RCWE	Regional Chief, Works and Engineering
RDBMS	Relational Database Management System
RDC	Regional Deputy Commissioner
REAC	Regional Ethnocultural Advisory Committee
READ	Re-Engineering and Alternative Delivery
REMAPP	Re-Engineering Manager's Acquisition and Payment Process
REMO	Regional Engineering Maintenance Officer
RFP	Request for Proposals
RFPO	Regional Facilities Planning Officers
RHQ	Regional Headquarters
RIDC	Regional Infectious Disease Coordinator

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RITM	Regional Implementation Team Member (PeopleSoft)
RJO	Reasonable Job Offer
RLMC	Regional Labour-Management Committee
RMC	Regional Management Committee
RMS	Risk Management Strategy (Case Management Document)
ROPS	Role, Objectives, Priorities, Strategies
ROSTR	Rostering System
RPC	Regional Psychiatric Centre
RPIS	Regional Pay Interface System
RPM	Regional Program Manager
RPP	Report on Plans and Priorities
RTC	Regional Treatment Centre
RTEO	Regional Telecommunications and Electrical Officer
RVC	Regional Volunteer Coordinator
RVSM	Regional Victim Services Manager
s/b	should be
SADP	Sainte-Anne-des-Plaines
SAFE	Skills and Assets for Emergencies
SAL	Shared Accommodation Leadership
SAPP	Special Assignment Pay Plan
SARA	Spousal Assault Risk Assessment (Guide)
SAS	Statistical Analysis System
SCJLA	Standing Committee on Justice and Legal Affairs
SDC	Senior Deputy Commissioner
SDCPS	Senior Director, Construction Policy and Services
SDLC	Systems Development Life Cycle
SDO	Social Development Officer
SDS	Sustainable Development Strategy
SEA	Senior Environmental Advisor
SEI	Systems Engineering and Integration
SEMC	Senior Executive Management Committee
SEN	Senior Executive Network
SFO	Senior Financial Officer
SGC	Senior General Counsel
SGMP	Small Group Meal Preparation
SHU	Special Handling Unit
SICDS	Sudden In-custody Death Syndrome
SIMS	Salary Information Management System
SIN	Strategic Information Network
SINet	Secure Intelligence Network
SIO	Security Intelligence Officer
SIR	Security Information Report
SIR	Statistical Information on Recidivism (scale)
SIS	Stock Item Supply
SIS	Supervisor, Institutional Services
SIS	Store Institutional Supervisor
SITREP	Situation Report (former name: SINTREP)
SLE	Structured Living Environment
	Structured Living Environment Unit/House
SM	Scheduled Maintenance
SMA	Shared Management Agenda
SMHU	Specialized Mental Health Unit
SMM	Situation Management Model
SMO	Sentence Management Officer
SMO	Security Maintenance Officer
SMS	System Management Server
SO	Sales Order (CORCAN)
SOA	Special Operating Agency
SOAAR	Society of Aboriginal Addiction & Recovery
SOIRA	Sex Offender Information Registration Act
SOP	Standard Operating Practices
SOS	Struck-off Strength
SPC	Senior Personnel Committee
SPO	Social Programs Officer
SPS	Standard Payment System
SQL	Structure Query Language
SR	Security Reclassification
SRD	Statutory Release Date
SRS	Security Reclassification Scale
SRSW	Security Reclassification Scale for Women
SSP	Self Service Purchasing (Module of the Integrated Financial & Material Management System)
STAP	Short Term Accommodation Plan
STSI	Shared Travel Services Initiative
TA	Temporary Absence
TAN	Travel Authority Number
TB	Treasury Board
TBA	Treasury Board Authority
TBA	to be announced
TBS	Treasury Board Secretariat
TCP/IP	Transmission Control Protocol/Internet Protocol
TD	Temporary Detention
TDA	Training and Development Application

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TDC	Training and Development Canada
TELECOM	Telecommunications, phone
TEPS	Technology Engineering and Production Services (Director)
TES	Travel Expert System
TIES	Technical Investigations and Engineering Support
TIMS	Technical and Information Management Services
TRA	Threat and Risk Assessment
TRNS4	Translation Registry
TSD	Target Start Date
TSU	Team Supervision Unit
UAL	Unlawfully at Large
UCCO	Union of Canadian Correctional Officers
UCS	Universal Classification Standard
UM	Unit Manager
UPC	Urinalysis Program Coordinator
USGE	Union of the Solicitor General Employees
USM	Unscheduled Maintenance
UTA	Unescorted Temporary Absence
V&C	Visits and Correspondence
VCLAS	Violent Crime Linkage Analysis System
VCO	Visit and Correspondence Officer
VIP	Visual Identification Processor
VISA	Violence interdite sur autrui (sans traduction)
VMS	Digital System
VOR	Vehicle Operating Reporting
VRB	Visit Review Board
VRS	Violence Risk Scale
VSO	Victim Services Officer
VT	Voluntary Transfer
WAC	Women Advisory Committee
WAN	Wide Area Network
WCT	Women Centred Training
WDAC	Work Descriptions Approval Committee
WED	Warrant Expiry Date
WHMIS	Workplace Hazardous Materials Information System
WILPF	Women's International League for Peace and Freedom
WOS	Women Offenders Sector
WOSAP	Women Offender Substance Abuse Program
WR	Work Release
WSIB	Workplace Safety and Insurance Board
WTO-AGP	World Trade Organization Agreement on Government Procurement
YCJA	Youth Criminal Justice Act
YO	Young Offender

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