



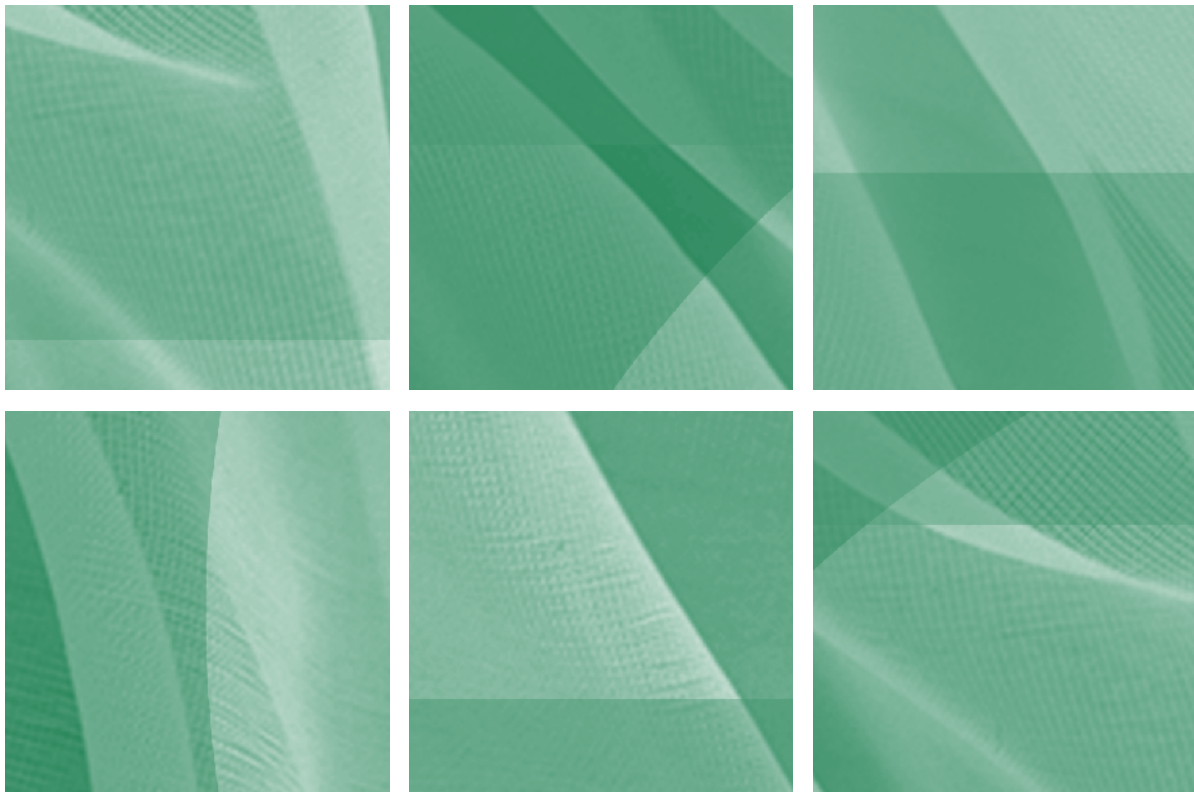
Public Safety
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Information Guide to Assist Victims

Federal Corrections and Conditional Release



Information Guide to Assist Victims

FEDERAL CORRECTIONS
AND CONDITIONAL RELEASE

5th edition

Canada

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Canadian Statement of Basic Principles of Justice for Victims of Crime

In honour of the United Nations' Declaration of Basic Principles of Justice for Victims of Crime, and with concern for the harmful impact of criminal victimization on individuals and on society, and in recognition that all persons have the full protection of rights guaranteed by the Canadian Charter of Rights and Freedoms and other provincial Charters governing rights and freedoms; that the rights of victims and offenders need to be balanced; and of the shared jurisdiction of federal, provincial and territorial governments. In 2003, the federal, provincial, and territorial ministers responsible for criminal justice agreed that the following principles should guide the treatment of victims, particularly during the criminal justice process.

These principles are intended to promote the fair treatment of victims and should be reflected in federal/provincial/territorial laws, policies and procedures:

1. Victims of crime should be treated with courtesy, compassion and respect.
2. The privacy of victims should be considered and respected to the greatest extent possible.
3. All reasonable measures should be taken to minimize inconvenience to victims.
4. The safety and security of victims should be considered at all stages of the criminal justice process and appropriate measures should be taken when necessary to protect victims from intimidation and retaliation.
5. Information should be provided to victims about the criminal justice system and the victim's role and opportunities to participate in criminal justice processes.
6. Victims should be given information, in accordance with prevailing law, policies and procedures, about the status of the investigation; the scheduling, progress and final outcome of the proceedings; and the status of the offender in the correctional system.
7. Information should be provided to victims about available victim assistance services, other programs and assistance available to them, and means of obtaining financial reparation.
8. The views, concerns and representations of victims are an important consideration in criminal justice processes and should be considered in accordance with prevailing law, policies and procedures.
9. The needs, concerns and diversity of victims should be considered in the development and delivery of programs and services, and in related education and training.
10. Information should be provided to victims about available options to raise their concerns when they believe that these principles have not been followed.

A. Introduction

The *Corrections and Conditional Release Act* (CCRA) governs the Correctional Service of Canada (CSC), which is responsible for supervising federal offenders in custody and in the community. The Act also governs the National Parole Board (NPB), whose members decide whether or not an offender may be permitted to return to the community to continue to serve the balance of his/her sentence.

This booklet is intended to assist victims of federal offenders (in other words, offenders who have received a sentence of two years or more or who are under the jurisdiction of CSC or the NPB). As well, this booklet provides information about the legal entitlements, the resulting obligations of both CSC and the NPB and the services available to registered victims. It also explains how a victim can communicate with CSC or the NPB. Finally, general information about an offender's path through the correctional system after the court has sentenced him/her is provided to help understand the usual steps that occur.

Legal definition of victims

The *Corrections and Conditional Release Act* (CCRA) defines a victim as someone to whom harm was done or who suffered physical or emotional damage as the result of an offence.

When a victim has died, or is unable to act for him/herself (i.e., the victim is a child, ill or otherwise incapacitated) the victim's spouse, relative, common-law partner (provided that the person and the victim were cohabitating for at least one year at the time of the victim's death), or anyone who is responsible for the care or support of that person, by law or custody, as well as any dependent of that person, may request and receive information on behalf of the victim. Information may also be released to the person harmed by the offender, whether or not the offender was prosecuted or convicted, if a complaint was made to the police or the Crown.

Victims may authorize someone (e.g., a friend, a clergy or a police officer) to receive information or notifications on their behalf so long as the victim gives this person written authorization.

Federal and provincial/territorial jurisdictions

As a general rule:

CSC is responsible for the administration of sentences for offenders serving *two years or more*. The correctional service of the province/territory where the offender was sentenced is responsible for the administration of sentences of *less than two years*.

The NPB has jurisdiction to grant, deny or revoke the parole of offenders serving less than two years in all provinces and territories, except in Ontario and Quebec where there are provincial parole boards. In these two provinces, victims of offenders serving less than two years should contact provincial parole boards for information.

B. Victims' entitlements

The role of victims of crime in the justice system

The *Corrections and Conditional Release Act* (CCRA) recognizes that victims of crime have an important role to play in the criminal justice system. The Act gives victims an opportunity to participate in the federal corrections and conditional release process. It also entitles registered victims to request certain information about the offender who has harmed them and to be informed about some decisions made by the Correctional Service of Canada (CSC) and all National Parole Board (NPB) decisions.

Disclosure of information to victims

CSC and the NPB do not *automatically* inform victims about an offender's case. The law specifies that this information only be given upon request, as some victims prefer not to receive any further information about the offender. The request must clearly identify the offender.

A victim can ask for the following information:

- the offence the offender was convicted of and the court that convicted the offender;
- when the sentence began and the length of the sentence; and
- the eligibility and review dates of the offender for unescorted temporary absences, day parole and full parole.

More information may be released if the Commissioner of the Correctional Service of Canada (or delegated staff) or the Chairperson of the National Parole Board determines that the interest of the victim clearly outweighs an invasion of the offender's privacy that could result from the disclosure. Such information may include:

- the location of the penitentiary in which the sentence is being served;
- the date, if any, on which the offender is to be released on unescorted or escorted temporary absence, work release, parole or statutory release;

- the date of any hearing for the purposes of an NPB review;
- any of the conditions attached to the offender's unescorted temporary absence, work release, parole or statutory release;
- the destination of the offender when released on any temporary absence, work release, parole, or statutory release, and whether the offender will be in the vicinity of the victim while travelling to that destination;
- whether the offender is in custody and, if not, why not; and
- whether or not the offender has appealed a decision of the NPB and the outcome of that appeal.

Registered victims may also ask to receive ongoing information so they may be informed of changes, such as an offender transfer from one institution to another. If victims want ongoing information, they must ensure that CSC and the NPB have their current address(es) and telephone number(s).

For further information about victim notification, victims may contact CSC by calling, toll free, 1-866-806-2275 or the NPB at 1-866-789-4636.

Information provided by victims

CSC and the NPB always appreciate receiving information about offenders, safety concerns of the victim or other persons, as well as information about the impact the offence has had on the victim, their family and/or the community. Victims are encouraged to provide information regarding the physical, emotional or financial impact of the offence, along with anything else that is of importance to them.

Information can be provided to CSC or the NPB for their consideration at any time. Victims may also contact a CSC Victim Services Officer or a NPB Regional Communications Officer to provide information. Their roles and responsibilities include the following:

- receive requests for information from victims;
- obtain information from police and other sources to ascertain victim status;
- inform victims, in writing, of their status and their entitlements as well as information about both CSC and the NPB;
- provide notifications to victims relating to their specific case;
- maintain information regarding victim contacts as required;
- ensure that relevant information provided by victims is forwarded to decision-makers and shared with offenders;
- inform victims about other sources of information such as the NPB Registry of Decisions and access to NPB hearings as observers and/or to read a statement; and
- advise victims of victim-related services available to them nationally, provincially/territorially and locally.

The NPB Regional Communications Officers prepare, accompany and debrief victims attending NPB hearings; while CSC Victim Service Officers may also attend reconciliation circles and other restorative approaches when requested by the victim.

Disclosure of information provided by victims

The law requires that CSC and the NPB disclose to the offender any information that will be considered during the decision-making process. Victims' personal information, such as their addresses and phone numbers, are NOT shared with offenders.

If victims have concerns about the offender knowing that they will be providing information, they must discuss these concerns with CSC or the NPB prior to providing information. The victim can then decide whether or not they wish to provide information.

Other types of victim input and involvement

Some ways in which victims have become involved with the CSC and NPB include:

- sitting on a Victim Advisory Committee (available in some parts of Canada);
- sitting on a Citizen Advisory Committee for CSC;
- assisting with victim sensitivity training for CSC/NPB staff;
- assisting with victim awareness programs for offenders; and
- providing input into policy development.

Correctional Service of Canada

The Correctional Service of Canada, through the Victim Services Program, has dedicated regional Victim Services Managers and Victim Services Officers who are responsible for managing the provision of information and services to victims of offenders under federal jurisdiction.

As well, CSC has a legal obligation to gather relevant information about offenders from a variety of sources, including the courts and the police. If the victim has filed a Victim Impact Statement at sentencing, CSC is required by law to obtain a copy. This information must be used to:

- assist in the evaluation of an offender's overall risk and programming needs;
- make decisions on the institutional security level required to protect society; and
- make decisions as to whether an offender should be released on a temporary absence or a work release.

Victim information is also taken into consideration when CSC makes a recommendation to the NPB regarding whether an offender should be granted a conditional release, such as parole.

In the absence of a Victim Impact Statement and if the victim wishes, a Community Assessment may be completed by a Parole Officer. A Community Assessment is a report that captures information that assists in monitoring the offender's progress. Moreover, victims may submit written material that is relevant to the offender's case to CSC or the NPB at any time.

Victims' right not to be contacted by inmates

CSC has a telephone monitoring system that can authorize or prevent communications between offenders and members of the public. Moreover, CSC monitors incoming and outgoing offender mail. Upon request, every effort will be made to prevent an offender from communicating with victims, or any member of the public, by telephone or mail. Any person who does not wish to be contacted by a federal offender can ask CSC to stop the unwanted communications.

Victim-offender mediation

Victim-offender mediation is a restorative justice process that provides victims of crime with the opportunity to safely and confidentially gain information about the crime and the offender, express the full impact of the crime on their lives, get answers to questions they have and achieve a greater sense of closure on some issues. The mediation process is flexible and entirely voluntary. It does not necessarily involve a face-to-face meeting. The pace and extent of involvement is determined by the participants. Interventions can include:

- support and counseling;
- indirect communication by means of letters and/or video tapes;
- direct communication through one or more face-to-face meetings facilitated by a trained mediator/facilitator; and
- follow-up support, as desired and appropriate, for both parties.

These interventions are not meant for all crime victims or for all offenders and an assessment is always part of the process. Protocols that are in place are highly sensitive to participant needs and readiness to proceed.

There are a variety of victim-offender mediation and dialogue programs in Canada. In the Pacific region, all mediations are managed through the Victim-Offender Mediation Program (VOMP) operated by the Fraser Region Community Justice Initiatives Association (CJI) in Langley, British Columbia. For the rest of the country, victim-offender mediation is administered through the Restorative Justice Unit, Correctional Service of Canada, who engage the services of individual mediators. Requests for mediation can be made to a Victim Services Officer at CSC regional headquarters in your area.

National Parole Board

When making decisions, the National Parole Board considers information from victims that can help to assess whether an offender's release may pose a risk to society. Relevant information from a victim can help the Board members assess the:

- nature and extent of harm suffered by the victim;
- risk of re-offending the offender may pose if released;
- offender's potential to commit a violent crime, particularly in cases qualifying for accelerated review, for example by providing information about threatening or previous violent or abusive behaviour;
- offender's understanding of the impact of the offence;
- conditions necessary to mitigate the risk to society which might be presented by the offender; and
- offender's release plans.

Possible repercussions must be carefully assessed if the victim is a family member, or was closely associated with the offender. If the offender intends to return to an integrated, small, or isolated community, Board members must weigh the support and control available to assist reintegration. The views of the victim are of particular assistance if release would place the offender near the victim.

Victims Travel Fund

Since November 1, 2005, victims of offenders have had the option to apply for financial assistance to attend the NPB hearings of the offender who harmed them. The Policy Centre for Victim Issues at the Department of Justice Canada administers this financial assistance. In addition, since 2006, the costs for child/dependent care incurred by the victim may also be reimbursed as can the costs incurred by the support person who may attend parole board hearings with the victim.

Financial assistance covers travel, hotel and meal expenses, in accordance with current Government of Canada Travel Guidelines. In order to receive this financial assistance, victims must be registered with CSC or the NPB, and must have been approved to attend the hearing.

For further information, victims may contact the Victims Fund Manager by calling toll-free, 1-866-544-1007 from anywhere in Canada or the United States.

Attending National Parole Board hearings

Hearings usually take place in the penitentiary where the offender is held. Anyone can apply to observe a NPB hearing. Applications should be made to the NPB, in writing and as early as possible, preferably at least 60 days before the hearing, to permit the security check that the law requires before a visitor can enter a penitentiary. As has been noted, a support person can accompany the victim; this support person does not need to attend the hearing, however, if they do, they must also apply to be approved for entry into a penitentiary at least 60 days before the hearing. While it is rare, applications may be refused if security is a concern, space is limited, or the applicant is under 18 years of age.

Statement by victims at National Parole Board hearings

Since July 2001, victims can read a statement to NPB members at a hearing, either in person or by audio/video (on CD or DVD). A statement provides the victims with the opportunity to present information directly

to Board members about the continuing impact of the crime and about any safety concerns they may have. The statement must be submitted in writing prior to the hearing. If victims submit their statement in a language other than English or French, the NPB will have it translated.

Hearings are held in one of Canada's two official languages. By law, the offender chooses the language. If victims cannot understand the official language of the hearing, they may request to have the hearing simultaneously interpreted into the other official language.

A statement should be concise. Victims may choose to present their statement at the beginning of the hearing or towards the end, immediately following the NPB members' interview with the offender or, if the offender has an assistant, after the concluding remarks of the assistant.

A statement should provide information about:

- the continuing impact of the crime for which the offender was convicted. This could include information about the physical, emotional, medical and financial impact of the crime on the victim or their children and family members and others who are close to them; and
- concerns the victim may have for their safety, their family or the community's safety with regard to the offender, should he or she be released, explaining why the victim believes there may be a risk.

In order to meet the legal requirements of sharing information about the decision-making process with the offender, the NPB requires the statement in writing 30 days before the hearing or, if translation is required, 45 days before the hearing date. Given these requirements, the presentation made at the hearing cannot deviate from the written statement that was shared with the offender. As has been previously noted, victims' personal information, such as their addresses and phone numbers, are NOT shared with offenders.

Normally, a victim must be 18 or older to attend a hearing. Exceptions may be considered on a case by case basis.

For further information about presenting an oral statement at a NPB hearing, victims may contact the NPB by calling, toll-free, 1-866-789-4636.

Obtaining a copy of a National Parole Board decision

NPB decisions made under Part II of the *Corrections and Conditional Release Act* (CCRA), and the reasons for the decisions, are available from the NPB's Registry of decisions. These decisions concern conditional release, return to a penitentiary, detention, and the decisions and reasons of the NPB's Appeal Division.

Anyone demonstrating an interest in a specific case may make a request in writing to the NPB for a copy of a conditional release decision made after November 1, 1992.

The NPB will withhold information that may jeopardize the safety of someone, reveal a confidential source of information, or adversely affect the return of an offender to society as a law-abiding citizen.

Decisions concerning temporary absences and work releases made under Part I of the CCRA are not available.

National Office for Victims

Established in 2005, The National Office for Victims (NOV) is part of Public Safety Canada and is co-located with the Policy Centre for Victim Issues (PCVI) at the Department of Justice. The NOV operates a toll-free line, 1-866-525-0554, which victims may call from anywhere in Canada or the United States.

The NOV provides a centralized mechanism for victims to obtain information and support on federal corrections issues. As part of its mandate, the NOV:

- provides general information to victims;
- performs a referral function to CSC and the NPB for specific information enquiries;
- addresses concerns of victims relating to the Corrections and Conditional Release Act through

the provision of information and referrals;

- provides a leadership role on inter-departmental and inter-jurisdictional issues related to victims of crime;
- provides advice to the Minister of Public Safety and senior officials on correctional and conditional release matters related to victims;
- provides a "victims' lens" at the national level for Public Safety Canada, CSC and the NPB in terms of policy development;
- develops information products for dissemination to victims, victim service providers and the general public;
- promotes awareness of CSC's and the NPB's services for victims of federal offenders;
- provides input into the development of communication and training material by Public Safety Canada, CSC and the NPB; and
- complements the work being done by the Policy Centre for Victim Issues at the Department of Justice.

It should be noted that CSC and the NPB are the primary source of ongoing information to registered victims of federal offenders.

Policy Centre for Victim Issues (Department of Justice Canada)

The Policy Centre for Victim Issues (PCVI) at the Department of Justice Canada is mandated to work toward improving the experience of victims of crime in the criminal justice system by pursuing a range of activities and initiatives. The Centre strives to:

- ensure that victims of crime and their families are aware of their role in the criminal justice system and services and assistance available to support them;
- enhance departmental capacity to develop policy, legislation and other initiatives which take into consideration the perspectives of victims;
- increase the awareness of criminal justice personnel, allied professionals and the public about the needs of victims of crime, legislative provisions designed to protect them and services available to support them; and

- develop and disseminate information about effective approaches both within Canada and internationally to respond to the needs of victims of crime.

The PCVI engages in legislative reform, consultation, policy development, research and project funding. It has a close working relationship with the provinces and territories that are tasked with the responsibility for victim service delivery and the provision of criminal injuries compensation to victims of violent crime, where such programs exist.

For more information on the services offered by PCVI, please visit their website at www.justice.gc.ca

Federal Ombudsman for Victims of Crime

The Office of the Federal Ombudsman for Victims of Crime was established in 2007 and is mandated to ensure that the federal government meets its responsibilities regarding victims as set out in the *Corrections and Conditional Release Act* and the *Canadian Statement of Basic Principles of Justice for Victims of Crime*. The Ombudsman reports directly to the Minister of Justice and may identify and explore systemic and emerging issues that impact negatively on victims of crime.

As well, the Ombudsman is an independent resource for victims and can address victims' complaints concerning compliance with the provisions of the *Corrections and Conditional Release Act* and any other matter within federal responsibility. The Ombudsman cannot review matters that occurred prior to the establishment of the office in March 2007, unless otherwise advised by the Minister of Justice or the Minister of Public Safety.

For more information or to contact the Office of the Federal Ombudsman for Victims of Crime, please visit www.victimfirst.gc.ca or call, toll free, 1-866-481-8429.

C. An offender's sentence from start to finish

In most cases, a 12-year sentence does not mean 12 years in a penitentiary. Part of the sentence includes a period of supervised release with restrictions in the community.

This section describes the stages that an offender is likely to encounter during his or her sentence. It starts with the events immediately following sentencing, reviews the various steps required for an offender to obtain a conditional release in the community, and finishes with the completion of an offender's sentence.

The offender's sentence commencement date

(Day one)

After an offender has been found guilty, the presiding judge determines the sentence to be imposed and indicates its length. It is not uncommon for an offender to be convicted of several offences at one time. In this situation, the judge may order that sentences be served at the same time (concurrently) or one after the other (consecutively).

Transition period from a provincial jail to a federal penitentiary

(Up to 15 days)

The offender may have been kept in custody before trial or sentencing. If so, this will normally have been in a provincial correctional facility. Other offenders may have been in the community on bail. At the moment a sentence of imprisonment is imposed, the offender will be immediately taken into provincial custody if they are not already.

An offender who has just been sentenced to a penitentiary term (two years or more) may remain in a provincial institution for up to 15 days before being transferred into a penitentiary. This 15-day period allows federally

sentenced offenders to attend to their personal affairs, including in some cases filing an appeal, before being transferred to a federal penitentiary.

During this transitional period, a CSC parole officer meets with the offender to conduct a preliminary assessment. The purpose of this assessment is to note any immediate and critical concerns (e.g., suicide risk, security, offender's physical and mental health), gather relevant information and identify the offender's community supports. The information that the community supports provide will help correctional staff verify information provided by the offender and identify problem areas that will require attention during the period of incarceration (e.g., substance abuse, family violence).

Offender Intake Assessment and correctional planning

(Up to 90 days)

At the end of the 15 days (or less if the offender agrees), the offender will normally be transferred under guard to the closest federal regional reception centre. A reception centre is a special penitentiary, or part of a penitentiary, dedicated to the assessment of offenders. The offender then undergoes a comprehensive assessment called the Offender Intake Assessment (OIA) within 90 calendar days of the offender's sentence commencement date, depending upon the length of the sentence. The purpose of the OIA is to:

- complete a comprehensive profile of an offender's criminal and social history;
- assess the risk posed by the offender;
- identify the problem areas that need to be addressed to reduce the risk of re-offending;
- complete the Correctional Plan outlining how the problem areas will be addressed throughout the sentence; and
- recommend a security classification and initial penitentiary placement.

During the OIA, factors that led the offender into criminal behaviour are identified, as are areas in the offender's life that, if changed, can reduce the risk of re-offending. The results of the OIA are documented in the Correctional Plan, which will serve as a basis to monitor the offender's progress throughout the sentence. It outlines and prioritizes the areas that must be addressed to reduce an offender's likelihood of re-offending and to prepare him or her for safe reintegration into society.

Placement in a penitentiary

(After 90 days or less)

Upon the completion of the Offender Intake Assessment, offenders are transferred to a penitentiary corresponding to their security classification and program needs. Offenders are assigned to an institutional parole officer who will implement the offender's Correctional Plan, follow-up on their progress and assist them in preparing for their eventual safe reintegration into the community. Offenders must follow their Correctional Plan, which lays out the programs and activities that are required in order to reduce their risk of re-offending upon release. Failing to follow their Correctional Plan, which includes an expectation of positive behaviour in the institution, reduces an offenders' chances of being granted parole or other conditional releases.

Transfers of offenders

(Throughout the sentence)

At any time during their sentence, offenders may be transferred to higher or lower security institutions to meet their individual security requirements and program needs. Offenders should be serving their sentences at the lowest level of security considered necessary to meet their individual program needs and security requirements. Most offenders will be transferred to lower security institutions during their sentence. Placing offenders in the least restrictive environment while maintaining safety helps CSC and the NPB assess the readiness of offenders to safely reintegrate into society. As discussed under *Section B, Victims' entitlements*, victims may in some instances be informed where the offender is serving his or her sentence.

Daily routine

An offender's day is ruled by the routine of the institution. On an average weekday, an offender has approximately six hours during which he or she might take part in activities. Offenders can be involved in programs, education, institutional employment (i.e., working in the kitchen, institutional maintenance or cleaning), vocational training or the Industrial and Agribusiness Program (CORCAN; see next section, *Programs offered to offenders*, for details). The following schedule depicts a typical inmate weekday:

- 06:45 – inmate count
- 07:00 – breakfast
- 08:00 – go to program, work or back to the cell
- 11:45 – return to cell for inmate count and lunch
- 13:00 – go to program, work or back to the cell
- 16:30 – return to the cell for inmate count and then supper
- 18:00 – go to recreation, cultural events, self-help groups
- 22:30 – night inmate count
- 23:00 – lock-up

In addition to the four formal inmate counts, informal counts take place several times a day, without interruption of activities. The informal counts are compared with the formal counts. During the night, correctional officers continually make their rounds and must ensure that every inmate is in his or her cell.

Programs offered to offenders

(Throughout the sentence)

CSC provides a range of correctional programs that respect the gender, ethnic, cultural, spiritual and linguistic differences of offenders. These programs are designed to meet the special needs of women, offenders from Aboriginal and other ethno-cultural groups, and other groups with specific needs.

CSC helps offenders work on factors related to their criminal behaviour in order to reduce their chances of re-offending upon release, thereby contributing to

public safety. Every offender has a Correctional Plan that defines their individual programming and treatment needs. The plan and the progress of the offender are reviewed regularly, to determine whether the goals are being met, and to identify any change in the offender's risk to society.

CSC has developed numerous treatment programs and makes use of community resources while stressing the importance of continuity between institutional programming and services offered to offenders when the offender is released back into the community.

Some offenders may refuse to participate in the programs prescribed in their Correctional Plans. It should be noted, however, that their refusal to participate in these programs could delay their return to the community. For example, the NPB may deny parole to an offender who refused to participate in programs or failed to benefit from treatment and/or correctional interventions. The following details some of the interventions and programs available to offenders:

Substance abuse interventions are designed to teach offenders to manage their substance abuse in order to reduce the risk of re-offending. CSC offers high and moderate intensity substance abuse programs in the institution and low intensity in the community. For Aboriginal offenders, the Aboriginal Substance Abuse Program is now well established as a core program. Offenders are provided follow-up, as required, after their completion of the programs. CSC also offers a comprehensive Women Offender Substance Abuse Program (WOSAP) for women offenders. The intervention on substance abuse with women offenders starts at admission and is offered throughout the sentence, in the institution and the community, until such time as the women no longer need intervention in substance abuse.

Sex offender treatment programs focus on identifying the nature and pattern of the offender's behaviour and provide self-management and control skills to help reduce the risk of re-offending. Institutions provide high, moderate or low intensity programs and maintenance programs. Community programs are either structured (for higher risk individuals) or based on maintenance/

relapse prevention. Offenders are placed in these programs based on their risk to re-offend, treatment needs, motivation to participate in treatment and the ability of the program to meet these targets.

Violence prevention programs, which include the High Intensity Violence Prevention Program (HIVPP) and Moderate Intensity Violence Prevention Program (MIVPP), are programs for offenders who have a history of violence and who are at risk for future violent behaviour. Program targets are self-management, emotion management, thinking which supports violence, problem solving, working towards goals, communication and conflict resolution skills. HIVPP is the higher intensity version, and targets higher risk offenders with a persistent pattern of violence. MIVPP is the moderate intensity version. The goal of the programs is to improve participants' skills to avoid the use of violence to solve problems and to reduce the risk for future violence. A follow-up maintenance program exists to help offenders consolidate and maintain gains and to further refine and apply their personalized plans to prevent violence. The program is not designed to address sexually violent offenders, offenders who have committed family violence, or those who are served by other programs specifically designed for them.

Segregation program is designed to help segregated offenders cope with being segregated from the general population and develop the skills required to transfer to a less restricted environment through rehabilitative program opportunities. The program aims to motivate segregated offenders to participate in correctional programs and follow their correctional plan. The segregation program is not an alternative to core correctional programs and must be terminated if the opportunity to transfer or return to a less restrictive environment becomes available.

Family violence programs target offenders who are abusive in family situations and those who are at risk of becoming abusive. These programs provide information and teach specific skills for reducing the incidence of family violence among the offender population. This involves educational and intervention programming in institutions and the community.

Alternatives, Associates and Attitudes Program

(AAA) is a correctional program designed to assist offenders with histories of property crime to learn new skills to make the changes necessary to avoid crime and successfully return to society. CSC offers this moderate intensity program in the institution and in the community. The AAA program focuses on teaching consequential thinking, that is, considering **alternatives** or options to follow instead of making choices that could lead back to crime. It will provide the offender the opportunity to look at how choosing to be around some **associates** increases the risk for committing crimes and how choosing to be around other associates can be a support that will help them stay away from crime. The program teaches offenders skills to help them distance themselves from antisocial peers and social skills to develop an alternative prosocial network. It also provides the offender the opportunity to look at how their **attitudes** and beliefs affect what they feel and do. The program teaches offenders to challenge problematic attitudes and beliefs and replace them with thinking that will increase the chances of meeting their prosocial goals.

Community Maintenance Program (CMP) is a generic aftercare program designed as a follow up for all national CSC programs with a self-management component, with the exception of Sex Offenders Programs. The purpose of the program is to review skills which are taught in the “feeder” programs, and to apply the skills to problems, high risk situations and obstacles in the community which can lead to re-offending.

Aboriginal correctional programs have been developed to meet the unique needs and rights of both male and female Aboriginal offenders. These correctional programs specifically target criminogenic factors and rely significantly on traditional approaches, spiritual interventions and holistic healing. They integrate traditional Aboriginal healing approaches with effective correctional programming to address needs relating to cognitive skills training, emotions management, violence prevention, sexual offending, domestic violence and substance abuse. However, it should be noted that, for a variety of reasons, not all programs are available in all institutions.

Women offenders programs address the specific needs of women offenders. They include:

- **Correctional programs** that target criminal behaviour such as the Women Offender Substance Abuse Program;
- **Mental health programs** aimed at symptom reduction and well being (i.e. personality disorders, schizophrenia) such as the Survivors of Abuse and Trauma Program and Dialectical Behaviour Therapy;
- **Education programs** that prepare offenders to upgrade their education such as the Keys to Family Literacy Program;
- **Employment and employability programs** that focus on increased job readiness of offenders;
- **Social programs** that assist and reinforce the successful reintegration of offenders such as the Parenting Skills Program and Leisure Education Program;
- **Mother-child programs** that allows infants and toddlers to remain with their mother in the institution, if it is in the best interest of the child; and
- **Aboriginal programs** that are delivered in accordance with women-centred principles within an Aboriginal context. These programs are a more culturally appropriate alternative to mainstream reintegration programs. The Circles of Change Program addresses relationship needs and The Spirit of a Warrior Program is an intensive violence prevention program.

Ethno-cultural programs ensure that cultural needs or ethnic values, beliefs, learning styles and communication methods of offenders belonging to ethno-cultural minority groups are identified, understood and taken into consideration throughout their sentence. To that end, the programs include cross-cultural and race-relations training, regional/national ethno-cultural advisory committees, and ethno-cultural liaisons with communities through the Internet (www.csc-scc.gc.ca/ethnoculture). To facilitate successful community integration, offenders belonging to ethno-cultural minority groups are provided with tools (i.e. practical guide and list of ethno-cultural businesses and communities) and information on many topics related to living skills. Linguistic services are also offered to offenders who have difficulty speaking English or French.

Education programs include adult basic education, secondary, and vocational education. Offenders have access to correspondence post secondary education but are usually required to pay part or the full cost of their participation in a post secondary educational program.

Employment programs include programs that help offenders learn employment skills that will increase their chances of finding employment after their release. This includes 3rd party certified training as well as institutional based employment opportunities.

Industrial and Agribusiness Program (CORCAN) provides offenders with work experiences and training designed to closely copy private sector work environments. Participants manufacture and produce a wide range of industrial and agricultural business commodities, which are marketed to federal, provincial and municipal governments, and non-profit organizations. CORCAN programs also include community-based short-term employment and job placement initiatives.

Chaplaincy Programs helps offenders of many faiths to gather in worship to freely celebrate their rituals and feast days. Each penitentiary has at least two chaplains working closely with offenders and members of the community. Chaplains are required to exercise their ministry in a multi-faith setting, and contracts for chaplaincy services are held with the Roman Catholic, Protestant, Jewish, Muslim, Sikh and Buddhist faith communities.

Conditional releases

Studies show that offenders who are gradually released into the community using a conditional release process increase their likelihood of becoming law-abiding citizens. Since most offenders will eventually return to the community, the best way to protect the public is to help offenders reintegrate into society through a gradual and supervised release. This section reviews the conditional releases available to CSC and the NPB to help offenders safely reintegrate into the community.

Temporary absences

Temporary absences (escorted or unescorted) are granted for one of the following reasons:

- medical
- administrative
- community services
- family contacts
- personal development for rehabilitative purposes
- compassionate reasons (such as to attend a funeral)

Escorted temporary absence

(Any time during the sentence)

Escorted temporary absences (ETA) are granted to allow offenders to obtain treatment that is unavailable in a penitentiary, to be with critically ill family members, to attend funerals and to prepare for other types of conditional release. During these absences, an offender is escorted by a Correctional Service of Canada staff member or a trained citizen escort.

Offenders are eligible for an ETA at any time during their sentence. The duration of an ETA varies from an unlimited period for medical reasons to not more than 15 days for any other specified reason. Wardens typically authorize ETAs. In certain instances, with offenders serving life sentences, NPB approval is required.

Unescorted temporary absence

(At one-sixth of the sentence or six months into the sentence, whichever is greater)

An Unescorted Temporary Absence (UTA) is a short-term release to the community. Most offenders in the penitentiary system are eligible for UTAs at one-sixth of their sentence or six months into their sentence, whichever is greater. A UTA can be for an unlimited period for medical reasons and for a maximum of 60 days for specific personal development programs. Typically, UTAs last two or three days to allow the offender to visit his or her family. Maximum security offenders are not eligible for UTAs.

The National Parole Board, the Commissioner of the Correctional Service of Canada and institutional heads (i.e., wardens) have authority to grant UTAs in specified circumstances. Public safety is always of paramount importance in these decisions.

Work release

(At one-sixth of the sentence or six months into the sentence, whichever is greater)

Work release allows an incarcerated offender to work for a specified time in the community on a paid or voluntary basis while under supervision. Generally, offenders are eligible for work release when they have served one-sixth of their sentence or six months, whichever is greater. The institutional head has authority to grant a work release of up to a maximum period of 60 days under specified conditions that always include supervision. Correctional authorities grant work release to carefully selected offenders who perform work and services of benefit to the community such as painting, general repairs and maintenance of community centres or homes for the elderly. Work release is one of the first steps in the safe, gradual reintegration of offenders into society. Offenders in maximum security institutions are not eligible for work release.

Parole

Parole is a form of conditional release that allows some offenders to serve part of their sentence in the community, provided that they abide by certain conditions. Parole is a privilege, not a right. The NPB has discretion as to whether or not to grant parole once an offender has served the amount of the sentence required to become eligible for a review by the NPB.

The NPB is an independent administrative tribunal whose members are Governor in Council appointments. Board members are sufficiently diverse in their backgrounds to collectively represent community values and views in performing the work of the NPB.

In determining whether to grant parole, Board members carefully review the information provided by victims, the courts, correctional authorities and the offender. In arriving at a decision, the NPB considers a number of factors, but the protection of society is always the paramount consideration. Board members must be satisfied that the offender will not pose an undue risk to the community and will follow specific conditions.

Conditions, suspension and revocation

When released, all offenders must adhere to certain standard conditions set out in the release certificate (official written authorization to be in the community). Any offender released on parole or statutory release must abide by the following conditions:

- upon release, travel directly to the offender's place of residence, as set out in the release certificate and report to the parole supervisor immediately, and thereafter as instructed by the CSC parole supervisor;
- remain at all times in Canada, within territorial boundaries prescribed by the CSC parole supervisor;
- obey the law and keep the peace;
- inform the CSC parole supervisor immediately if arrested or questioned by the police;
- always carry the release certificate and identity card provided by the releasing authority and produce them upon request for identification to any police or CSC parole officer;
- report to the police as instructed by the CSC parole supervisor;
- advise the CSC parole supervisor of the offender's address of residence on release and thereafter report immediately:
- any change in address of residence;
- any change in occupation, including employment, vocational or educational training, and volunteer work;
- any change in the family, domestic or financial situation;
- any change that may reasonably be expected to affect the offender's ability to comply with the conditions of parole or statutory release.

- not own, possess or have the control of any weapon, as defined in the Criminal Code, except as authorized by the CSC parole supervisor;
- for an offender released on day parole, return to the penitentiary or community residential facility at the date and time on the release certificate; and
- for an offender released on a temporary absence, return to the penitentiary from which the offender was released at the date and time provided for in the absence permit.

CSC can take action if it believes that the offender is violating release conditions or may commit another crime. It can suspend the release and return the offender directly to prison until the risk is reassessed. Some offenders may remain in prison if the NPB revokes their parole. Others may be released again but under more severe restrictions and after more supervision or community support services are in place.

The NPB may also impose special conditions to control the offender's behaviour. These may include curfews, restrictions on movement, prohibitions on drinking, participation in a treatment program and prohibitions on associating with certain people (such as former victims, children or convicted criminals). Victims may want to provide information that would help determine the conditions that are imposed. They can do so by contacting CSC or the National Parole Board.

Accelerated parole review

(At one-sixth of the sentence or six months into the sentence, whichever is greater)

Accelerated review provides a streamlined process of review for day parole and full parole for some *first-time* federal offenders. The NPB must, by law, release the offender under day parole at six months or one-sixth of the sentence, whichever is longer. The NPB must release the offender under full parole at one-third of the sentence, unless it has reasonable grounds to believe the offender will commit a violent offence before the end of his or her sentence.

It is important to note that not all first-time offenders are eligible for accelerated review. For example, offenders are not eligible if they have committed a violent offence, a serious drug offence or an offence involving organized crime where the court has set parole eligibility at one-half of the sentence. Moreover, any offender whose day parole has been revoked is not eligible for accelerated parole review.

Day parole

(Six months into the sentence or six months before full parole eligibility, whichever is later)

Day parole allows offenders to participate in community-based activities to prepare for release on full parole or statutory release. Offenders on day parole must return nightly to an institution or a halfway house unless otherwise authorized by the National Parole Board.

The eligibility date for review for day parole is also earlier than for full parole. Most federal offenders are eligible for day parole at either six months into the sentence or six months before full parole eligibility, whichever is later. Day parole is normally granted for up to a maximum of six months. Those serving a life sentence (for first and second degree murder) and dangerous offenders (see *Special eligibility* section below) are eligible for day parole three years before their full parole eligibility date.

Full parole

(One-third of the sentence or seven years, whichever is less)

Full parole is a conditional release that allows offenders to serve the remainder of their sentence in the community. Under this form of release, an offender may live with his or her family, work and contribute to society. Although no longer required to return to the institution, the offender remains under supervision and must continue to abide by certain conditions. Generally, an offender serving a definite sentence is eligible for full parole at one-third of the sentence or seven years, whichever is less.

Statutory release

(after two-thirds of the sentence)

By law, offenders who are not considered likely to commit a serious offence (see *Detention* below) must be released after serving two-thirds of their sentence. The NPB may add conditions to those imposed on all offenders in order to protect society and to assist the offender in beginning a new life. In certain cases, the NPB can also impose a residency condition in a community-based residential facility. CSC parole officers supervise these offenders in the community, like all others on conditional release.

Not all inmates are entitled to statutory release. For example, those serving a life sentence and those designated dangerous offenders (see *Special eligibility* section below) are excluded from this type of conditional release.

Detention

(last third of the sentence)

Upon a referral by CSC, the NPB may order that an offender be detained beyond his or her statutory release date and to the expiry of his/her sentence. The NPB must be convinced that if the offender is released in the community, he or she is likely to commit an offence causing death or serious harm, a sexual offence involving a child, or a serious drug offence before the end of the sentence.

Long term offender designation

(Up to 10 years after end of sentence)

An offender designated by the courts as a long term offender at a special sentencing hearing will be sentenced to a penitentiary sentence and an additional period of long term community supervision up to a maximum of ten years. For example, a court can impose long-term supervision on offenders convicted of specific sexual offences where, in the court's judgement, the risk presented by the offender can be managed in the community through appropriate supervision.

Every long term offender who is in the community is subject to standard conditions. However, the NPB can add special conditions to ensure close supervision of the offender, such as mandatory participation in counselling. CSC provides the community supervision.

Special eligibility

Life imprisonment for murder

Eligibility dates vary considerably for those offenders who were sentenced to life imprisonment as a minimum sentence before July 26, 1976. Since that date, the law has changed, creating the two categories of murder (first and second degree) each with specific parole eligibility dates:

- **First degree murder**

An offender convicted of first degree murder receives a life sentence and is not eligible for full parole for 25 years.

- **Second degree murder**

An offender convicted of second degree murder receives a life sentence as well, however the judge determines when the offender should be eligible for consideration for full parole. This time can be set anywhere between 10 and 25 years.

These offenders become eligible for unescorted temporary absences and day parole three years before their full parole eligibility date. An offender may apply for escorted temporary absences after admission to a federal institution. After the eligibility periods have elapsed, if the NPB considers that the offender will not pose an undue risk to the community, the NPB may grant him or her some form of conditional release and, if these are successful, eventually full parole. Should the offender continue to pose an undue risk to society, he or she will remain in federal custody to serve the life sentence.

Offenders who are paroled while serving life sentences remain on parole for life unless parole is revoked and they are returned to a penitentiary. Without a grant of parole, the offender remains imprisoned for life.

Judicial review

After 15 years, most offenders serving life sentence with a parole eligibility date of greater than 15 years may apply to the courts to have the eligibility date reduced under Section 745.6 of the *Criminal Code* (Judicial Review).

If a unanimous jury, sitting in the province where the offender was convicted, finds there is enough evidence that the offender has been sufficiently rehabilitated to justify allowing consideration for conditional release, the offender's parole eligibility dates may be lowered. A victim may provide information at a judicial review hearing either orally or in writing. If the offender's parole eligibility date is lowered, the decision to grant or deny a conditional release remains with the National Parole Board.

Changes introduced in 1997 exclude offenders who have been convicted of more than one murder from making an application for review of their parole ineligibility period.

Dangerous offenders

Part XXIV of the *Criminal Code* sets out an exceptional procedure to have an offender declared to be a dangerous offender and sentenced to an indeterminate sentence of imprisonment (no set date for release).

The dangerous offender provisions in the *Criminal Code* were amended in August 1997. Prior to that date, dangerous offenders were subject to either an indeterminate sentence or incarceration for a fixed period; the first parole review occurred three years into the sentence, with subsequent reviews every two years. Since the 1997 amendments, the court must impose an indeterminate sentence, with the first parole review at seven years; subsequent reviews occur every two years. Under the *Criminal Code*, this sentence is available only for certain offences, such as serious personal injury offences. In considering whether to declare an accused a "dangerous offender", the court examines whether the evidence establishes: (1) a pattern of repetitive or aggressive behaviour such that the accused constitutes a threat to the safety of the public; or (2) that the accused has shown a failure to control his or her sexual impulses and will likely cause injury or pain to other persons. The NPB decides whether, and under what conditions, the offender will ever be released.

D. Community corrections

Gradually releasing offenders from prison and helping them adjust to life beyond prison walls is called community corrections. Such work is essential because experience and studies show that most offenders are more likely to become law-abiding citizens if they participate in a program of gradual, supervised release and reintegration.

Supervision, programming and community involvement

Supervision means the direct monitoring of offenders. Except for most temporary absences or work releases, the National Parole Board (NPB) makes the decision to release the offender and the Correctional Service of Canada (CSC) supervises the offender.

Supervision is carried out mainly by parole officers employed by CSC and sometimes by agencies under contract, such as the John Howard Society, the Elizabeth Fry Society or the Salvation Army. All offenders on conditional release are supervised no matter where they live—whether in the city or remote parts of the country. The degree of supervision will depend on the individual. Some offenders may require closer monitoring and more frequent contact than others. Offenders who are considered to be a higher risk to society will require close monitoring and more frequent contacts. Those who are lower risk require less.

In monitoring offenders, correctional staff rely on many sources of information – police, families, program staff, employers, victims and others. By being aware of the offender's situation, correctional staff can help ensure that he or she stays on track. They can take action when the offender breaks rules, or they can help solve problems that could, if not addressed, lead to a new crime.

Research shows that supervision alone does not help offenders change. Supervision needs to be complemented with good programming. Offenders on community releases, therefore, may be expected to participate in programs tailored to their needs. Some programs help

them cope with daily living, relationships and emotions. Some offenders upgrade educational or employment skills. Some deal with specific issues such as sexual offences and alcohol or drug abuse. Programs in the community build on the gains that the offender has already made by taking part in programs when they were imprisoned.

Agencies and individuals in the community also deliver programs or add to program activities. They act as counsellors, role models and support networks. In addition, community involvement also demonstrates the community's willingness to accept those offenders who reform themselves. Offenders' success in starting afresh depends partly on their own efforts and partly on the opportunities the community at large provides.

Further to this, CSC has a national approach on Aboriginal corrections that includes:

- the National Aboriginal Advisory Committee to enable Aboriginal community leaders to assist CSC in involving the Aboriginal community more extensively in the integration of offenders.
- agreements with Aboriginal communities for the provision of correctional services;
- enhanced Aboriginal treatment centres such as healing lodges (special institutions for lower-security Aboriginal offenders), based on Aboriginal values and principles;
- strengthened Aboriginal programming that increases inmates' access to Native Liaison Services and Elders in order to address their spiritual needs; and
- development of culturally sensitive programs;
- a concerted effort to recruit Aboriginal staff; and
- Aboriginal Pathways, a process of culturally appropriate interventions to prepare offenders for transfer to lower security institutions and for eventual release to the community.

Key partners in community corrections

Community networks

The skills, resources and experiences of many different people are needed to deal with offenders' complex problems and needs. CSC, therefore, draws upon a broad network of organizations and individuals—family members, psychologists, employment counsellors, educators and others—to assist in community correctional work. Such community networks provide both supervision and support.

The needs of Aboriginal offenders in the community are met by Aboriginal Community Liaison Officers and Aboriginal Community Development Officers. These officers, who work with established communities and Elders, are often located in parole offices.

In some cases, volunteers can play an important role in correctional efforts. They enrich and supplement supervision by establishing positive relationships with offenders, helping them to socialize and providing links to the community. In some parts of the country—usually remote areas—volunteers are used extensively to complement the work of parole officers.

Community-based residential facilities

A community-based residential facility is a halfway house owned and operated either by a non-governmental agency or by CSC. Each agency-owned facility operates under contract to CSC, providing accommodation, counselling and supervision for 15 to 30 offenders who are usually on day parole or statutory release with residency. The contract sets out detailed requirements for levels of control and assistance. There are about 200 such facilities under contract each year.

In addition, CSC operates 16 of its own community-based residential facilities, which are referred to as Community Correctional Centres (CCCs). In these centres, the director, parole officers and support staff work as a team, often in cooperation with community partners, to supervise and provide programs for offenders on day parole, statutory release with residency and long-term supervision orders.

Parole offices

CSC operates 70 local parole offices, each responsible for a specific geographical area and the management of offenders within it. An office normally consists of a director, parole officers and support staff. Together with community networks, the local office works to assess offenders, assist offenders through programs, and ensure that the level of supervision is appropriate to the risks and needs presented by each case. The local parole office is the base from which most of community corrections take place.

Parole officers

The parole officer is the key link to supervised offenders in the community and is crucial to managing offender risk. The job is part police officer, part social worker. Parole officers must be flexible, enforcing strict controls in some cases and acting as counsellors in others, depending on each offender's needs.

Parole supervision is based on a professional relationship with each offender and on a study of the risk factors that contribute to the individual's criminal behaviour. The parole officer ensures the offender follows his or her Correctional Plan through:

- regular visits with the offender, with or without advance notice;
- contacts with family, police and employers; and
- feedback on an offender's progress by checking with people who may be assisting the offender in a program.

If the offender breaches parole conditions or seems likely to do so, the parole officer can take disciplinary measures, which may include taking the necessary steps to send that person back to jail.

Parole officers are guided in their work by rules and standards. Parole officers routinely write reports on the progress of each offender and discuss cases that require additional attention with their supervisors. Officers work together with many community agencies to help secure stable housing, employment, income and positive personal contacts.

Each parole officer is responsible for 15 to 20 offenders. The caseload may be lower if the offenders require intensive supervision or live in remote areas.

E. Contact Information

Public Safety Canada

National Office for Victims

Public Safety Canada
284 Wellington Street, 6th floor
Ottawa, Ontario K1A 0H8
Phone: 613-948-1476
Toll-free line: 1-866-525-0554
Web: www.publicsafety.gc.ca/nov

Correctional Service of Canada

National Headquarters

340 Laurier Avenue West
Ottawa, Ontario K1A 0P8

Victim Services Division

Toll-free 1-866-806-2275
E-mail: victims-victimnes@csc-scc.gc.ca
Web: www.csc-scc.gc.ca/victims-victimnes

Atlantic Region

1045 Main Street, 2nd floor
Moncton, New Brunswick E1C 1H1

Ontario Region

440 King Street West
P.O. Box 1174
Kingston, Ontario K7L 4Y8

Pacific Region

32560 Simon Avenue, 2nd floor
P.O. Box 4500
Abbotsford, British Columbia V2T 5L7

Prairie Region

2313 Hanselman Place
P.O. Box 9223
Saskatoon, Saskatchewan S7K 3X5

Quebec Region

3 Place Laval, 2nd floor
Laval, Quebec H7N 1A2

National Parole Board

Headquarters–National Office

Leima Building
410 Laurier Avenue West
Ottawa, Ontario K1A 0R1
Phone: 613-954-7474

Victims Services

1-866-789-INFO (4636)

Atlantic Region

1045 Main Street, Unit 101
Moncton, New Brunswick E1C 1H1
Tel.: 506-851-6345

Ontario Region (including Nunavut)

516 O'Connor Drive
Kingston, Ontario K7P 1N3
Phone: 613-634-3857

Pacific Region

32315 South Fraser Way, 3rd floor
Abbotsford, British Columbia V2T 1W6
Phone: 604-870-2468

Prairies Region–Edmonton Office (Alberta)

Scotia Place, Scotia 2, Suite 401
10060 Jasper Avenue
Edmonton, Alberta T5J 3R8
Phone: 780-495-3404

Prairies Region–Saskatoon Office

(Manitoba, Saskatchewan and NWT)
101–22nd Street E., 6th floor
Saskatoon, Saskatchewan S7K 0E1
Phone: 306-975-4228

Québec Region

Guy-Favreau Complex–West Tower
200 René Lévesque Blvd West
10th floor, Suite 1001
Montréal, Québec H2Z 1X4
Phone: 514-283-4584

Department of Justice Canada

Policy Centre for Victim Issues

Department of Justice Canada
284 Wellington Street, 6th floor
Ottawa, Ontario K1A 0H8
Phone: 613-957-4745
Toll-free line for Travel Fund: 1-866-544-1007
Web: www.canada.justice.gc.ca/victim

Office of the Federal Ombudsman for Victims of Crime

P.O. Box 55037
Ottawa, Ontario K1P 1A1
Toll-free line: 1-866-481-8429
Web: www.victimfirst.gc.ca

Provincial/territorial victim services offices

Provinces

Alberta

Victims Programs
Alberta Solicitor General and Public Security
10th Floor, J.E. Brownlee Building
10365 - 97 Street
Edmonton, Alberta T5J 3W7
Phone: 780-427-3460
Fax: 780-422-4213

Victims of Crime
Financial Benefits Program
Phone: 780-427-7217
Fax: 780-422-4213

Criminal Injuries Review Board
Phone: 780-427-7330
Fax: 780-427-7347
Also available toll-free from anywhere
in Alberta: 310-0000.
Web: www.solgen.gov.ab.ca/victim/

British Columbia

Victim Services and Crime Prevention Division
302–815 Hornby Street
Vancouver, British Columbia V6Z 2E6
Phone: 604-660-5199
Toll-free inside British Columbia:
1-800-563-0808

Crime Victims Assistance Program
P.O. Box 5550
Station Terminal
Vancouver, British Columbia V6B 1H1
Phone: 604-660-3888
Toll-free inside British Columbia:
1-866-660-3888
Web: www.pssg.gov.bc.ca/victim_services/

Manitoba

Victim Services
1410–405 Broadway
Woodsworth Building
Winnipeg, Manitoba R3C 3L6
Phone: 204-945-6851
1-866-484-2846
Web: www.gov.mb.ca/justice/victims/services/

New Brunswick

Victim Services
Community and Correctional Services Division
364 Argyle Street
3rd Floor Argyle Place / P.O. Box 6000
Fredericton, New Brunswick E3B 5H1
Phone: 506-453-3992
Web: www.gnb.ca/0276/corrections/index-e.asp#vic

Newfoundland and Labrador

Victims Services
Department of Justice
P.O. Box 8700
215 Water Street, 3rd floor (Atlantic Place)
St. John's, Newfoundland A1B 4J6
Phone: 709-729-0900
Web: www.justice.gov.nl.ca

Nova Scotia

Victim Services
Nova Scotia Department of Justice
5151 Terminal Road, 1st floor
Halifax, Nova Scotia
B3J 2L6
Phone: -902-424-8785

Criminal Injuries Counselling Program
Phone: 902-424-4651
Toll free within Nova Scotia: 1-888-470-0773
Web: www.gov.ns.ca/just/PolVS/victimservices.htm

Ontario

Ontario Victim Services Secretariat
Ministry of the Attorney General
18 King Street East, 7th floor
Toronto, Ontario M5C 1C4
Phone: 416-326-0914
Victim Support Line: 1-888-579-2888
Web: www.attorneygeneral.jus.gov.on.ca/english/about/vw/ovc.asp

Prince Edward Island

Victim Services
Office of the Attorney General
1 Harbourside Access Road
P.O. Box 2000
Charlottetown, Prince Edward Island C1A 7N8
Phone: 902-368-4582
Web: www.gov.pe.ca/go/victimservices

Québec

Bureau d'aide aux victimes d'actes criminels
1200, route de l'Église, 9ième étage
Québec, Québec G1V 4M1
Phone: 418-646-6548
Web: www.justice.gouv.qc.ca

Saskatchewan

Victim Services
Saskatchewan Justice
610-1874 Scarth Street
Regina, Saskatchewan S4P 4B3
Phone: 306-787-3500
Toll-free: 1-888-286-6664
Web: www.saskjustice.gov.sk.ca/victimsservices

Territories

Northwest Territories

Victim Services
Community Justice Division
Government of the Northwest Territories
Department of Justice
P.O. Box 1320
Yellowknife, Northwest Territories X1A 2L9
Phone: 867-920-6911
Toll-free line: 1-800-661-0408, local 8500
Web: www.justice.gov.nt.ca/victimservices/victimservices.htm

Nunavut

Community Justice
Government of Nunavut
P. O. Box 1000, Station 510
Iqaluit, Nunavut X0A 0H0
Phone: 867-975-6364

Yukon

Victim Services
Department of Justice
Government of the Yukon
P.O. Box 2703(J-7)
Whitehorse, Yukon
Y1A 2C6
Phone: 867-667-8500
Web: www.justice.gov.yk.ca/prog/cor/vs/

