

assist offenders in changing attitudes and beliefs, and help them manage themselves, set goals, solve problems, and develop interpersonal, communication and coping skills. The *Adapted Moderate Intensity Sex Offender Program* is delivered to offenders presenting a moderate risk of reoffending sexually who have mental health issues, learning disabilities and other issues that affect their ability to take part in correctional programming. The program is delivered at a slower pace to smaller groups to enable the program facilitator to offer more individual support. (These programs differ from the National Sex Offender Programs.)

Correctional Programs for Women Offenders

The *Women's Engagement Program* focuses on engaging women in their own rehabilitation by making them aware of problematic behaviours in conjunction with other problem areas faced by women offenders. Women offenders learn how to manage emotions, set goals, solve problems and communicate with others. CSC also provides the *Aboriginal Women's Engagement Program* which involves Aboriginal Elders, to address the specific problems faced by Aboriginal women. Both programs allow women offenders to develop a self-management and/or healing plan that includes coping strategies to help them live a positive lifestyle.

The *Women Offender High and Moderate Intensity Programs* are designed to enhance women's ability to use the skills and coping strategies learned in the Women's Engagement Program. They provide women offenders with opportunities to practice these skills as they continue to address problematic behaviour linked to crime. CSC also provides the culturally-based *Aboriginal Women Offender High and Moderate Intensity Programs* which involve Aboriginal Elders and incorporate Aboriginal philosophies.

The *Women Offender Self-Management Program* targets women offenders who need support to maintain skills learned in other programs or who need additional support. The program assists women as they continue to make changes and focuses on enhancing strengths, solidifying coping strategies, and increasing self-awareness. CSC also offers a culturally-based *Aboriginal Women Offender Self-Management Program* which involves Aboriginal Elders, focuses on reinforcing strengths and coping strategies, and increasing self-awareness.

The *Women's Sex Offender Program* targets women identified as having sexually offended and who have been assessed as having a high or moderate risk to re-offend. This program is designed to enhance an offender's abilities to use skills and coping strategies, and to provide opportunities to practice those abilities as they continue to address problematic behaviours linked to crime, in addition to sexual offending. Although this is not an Aboriginal specific program, it can be Elder assisted if required.

The *Women's Modular Intervention Program* targets all women housed in secure units who have been assessed as having a high or moderate risk to re-offend. The program is designed to address risk factors recognized as contributing to women offender's criminal behaviour and is the first component within a broader continuum of care. It includes the development of self-management plans/healing plans, targeting relevant risk factors linked to criminal and/or problematic behaviours. Aboriginal women offenders also have the opportunity to complete the Aboriginal specific sessions and modules, which are Elder assisted.

Education Programs

Educational programs provide offenders with the basic literacy, academic and personal development skills that are needed to succeed in the community. By increasing education levels, these programs can also help offenders participate in correctional and vocational programs.

CSC offers a variety of education programs including: the *Adult Basic Education Program*; the *General Educational Development Program*; the *English (or French) as a Second Language Program*; the *Keys to Family Literacy Program* offered at women's institutions; and, the *Post-secondary Prerequisite Program*. In addition, the *Post-Secondary Education Program* is offered for continuous learning. Post-secondary courses are usually completed through correspondence and available to those offenders who meet the academic requirements and have the funds available to pay for post-secondary education.

Social Development Programs

CSC offers a variety of social programs to provide offenders with the skills, knowledge and experiences necessary for personal and social development. Among others, the *Community Integration Program* for male offenders who have difficulties in terms of living in the community. The program is designed to help participants find and maintain employment, develop community supports and networks, and, learn how to go about everyday living in the community.

The *Social Integration Program for Women* is designed to help women offenders plan for a healthy lifestyle, including how to form and maintain healthy relationships in the community. The program provides information on community living issues, including support systems and social networks, employment and children.

The *Parenting Skills Training Program* targets all offenders who have, or hope to have, contact with their children and who require more knowledge and skills to improve their parenting skills and their relationships with their children.

Vocational Programs

CSC offers a variety of vocational programs that help prepare offenders for employment in the community upon release. These programs provide training in a wide range of marketable work areas that are relevant to employment opportunities that exist in institutions as well as in the community.

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. Offenders must meet specific criteria to be eligible for conditional release, and the protection of society is paramount in any release decision⁵. All offenders in the community on conditional release are supervised by CSC parole officers.

5 Section 100.1 of the Corrections and Conditional Release Act states: "The protection of society is the paramount consideration for the Board and the provincial parole boards in the determination of all cases."

The following section provides information on the different types of conditional release.

Temporary Absences

Temporary absences (TAs) are the first type of release that an offender may receive. These may be authorized for various reasons, including medical; administrative; community services; family contacts; personal development for rehabilitative purposes; and, compassionate reasons such as to attend a funeral. Temporary absences may be escorted (ETA) or unescorted (UTA):

- **Escorted Temporary Absences (ETAs)** are short-term releases to the community, during which an offender is escorted by a CSC 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, PBC authorization is required.
- **Unescorted Temporary Absences (UTAs)** are short-term releases to the community, during which an offender, although not escorted, remains under the supervision of a CSC parole officer. 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. An 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.

PBC, the Commissioner of the CSC and institutional heads (i.e., Wardens) have authority to grant UTAs in specified circumstances. Public safety is always of paramount importance in these decisions. For example, the releasing authority may impose any conditions on the unescorted temporary absence of the offender it considers reasonable and necessary to protect the victim, including prohibiting the offender from having any contact with the victim or being in a specified geographic area during the release.

Work Release

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. Offenders in maximum security institutions are not eligible for work release.

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.

Parole

Parole is a form of conditional release that allows some offenders to serve part of their sentence in the community, provided that they report to a parole supervisor and abide by certain conditions. Even though the law requires that an offender be reviewed for parole once he/she has served the amount of the sentence required in order to become eligible, this does not mean that they will get automatically get parole. Parole is a privilege, not a right.

Members of PBC are appointed by the Governor in Council with a view to having a membership that is sufficiently diverse in their backgrounds to collectively represent community values and views in performing the work of PBC.

PBC is an independent administrative tribunal that has exclusive authority to grant, deny and revoke parole for offenders serving sentences of two years or more, as well as for offenders serving sentences of less than two years in provinces and territories that do not have their own provincial parole boards. Only the provinces of Ontario and Quebec have their own parole boards that have authority to grant releases to offenders serving a sentence of less than two years.

In determining whether to grant parole, Board members carefully review all available relevant information, including information from victims, the courts, correctional authorities and the offender, and conduct a thorough risk assessment. 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.

Day Parole

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 PBC.

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 situations below) are eligible for day parole three years before their full parole eligibility date.

Full Parole

Full parole is a conditional release that allows offenders to serve part of their sentence in the community. Under this form of release, an offender may live on his or her own or 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 determinate sentence is eligible for full parole at one-third of the sentence or seven years, whichever is less.

Statutory Release

By law, offenders (except those serving a life or indeterminate sentence) who are not considered likely to commit a serious offence before the expiry of their sentence must be released after serving two-thirds of their sentence. This is referred to as statutory release.

PBC may impose special conditions in addition to the standard conditions imposed on all offenders in order to protect society and to facilitate the offender's reintegration into society. In certain cases, PBC can also impose a residency condition in a community-based residential facility.

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 supervisor;
- 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; and
 - 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.

PBC may also impose special conditions that it considers reasonable and necessary to manage an offender's risk and to prevent them from returning to criminal activity. These may include curfews, restrictions on movement, prohibitions on drinking, participation in a treatment program and prohibitions on contacting or associating with certain people (such as former victims, children or other offenders). Victims may want to provide information that would help determine the conditions that are imposed. They can do so by submitting this information in writing to CSC or PBC.

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 a penitentiary until the risk is reassessed. If the facts warrant, CSC may then decide to cancel the suspension so the offender can return to the community on conditional release. However in other circumstances, CSC will refer the case to the

PBC for either revocation or cancellation of the suspension. If returning on conditional release, offenders may have additional conditions imposed on their release, and supervision or community support services put in place.

Detention

In certain cases, upon a referral by CSC, PBC may order that an offender be detained beyond his or her statutory release date up until the expiry of his or her sentence. PBC must be convinced that if the offender is released in the community, he or she is not 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.

Special situations

Dangerous Offenders

The Dangerous Offender designation is available only for certain offences such as serious personal injury offences, and is used in cases where the offender constitutes a threat to the life, safety or physical or mental well-being of other persons. The designation is used by the courts to detain offenders who are deemed too dangerous to be released into society because of their violent tendencies, but whose sentences would not necessarily keep them incarcerated under other legislation.

Where an offender is found to be a dangerous offender, the court imposes a sentence that must adequately ensure public safety. The court may impose:

- an indeterminate sentence of imprisonment, with no chance of parole for 7 years (PBC decides whether, and under what conditions, the offender will ever be released);
- a regular sentence of imprisonment of at least two years for the offence, plus a Long-term Supervision Order in the community of up to 10 years after the regular sentence has expired; or
- a regular sentence of imprisonment for the offence.

Long-Term Offender Designation

The Long-Term Offender designation was created in 1997, primarily targeting sexual offenders. The legislation was developed in response to concerns that many sexual and violent offenders required specific attention, even though they did not meet the criteria for a dangerous offender designation. Should the courts find an offender to be a long-term offender, it will impose a sentence for the offence which must be a minimum punishment of imprisonment for a term of two years, and an order that the offender be subject to long-term supervision for a period that does not exceed 10 years. Every long-term offender who is in the community is subject to standard conditions. However, PBC can add special conditions to ensure close supervision of the offender, such as mandatory participation in counselling. CSC provides the community supervision.

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. Eligibility does not mean release. Parole must be granted by PBC.

- **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, 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. After the ineligibility periods have ended, if the PBC considers that the offender will not pose an undue risk to the community, the PBC may grant him or her some form of conditional release and, if these are successful, eventually full parole. However, the institutional head may authorize these offenders to receive escorted temporary absences for medical reasons or to attend judicial proceedings or a coroner's inquest any time after admission to a federal institution. 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

Bill S-6, the *Serious Time for the Most Serious Crime Act*, came into force on December 2, 2011. This new legislation eliminates the Judicial Review, ensuring that offenders who committed first-degree murder on or after December 2, 2011 are not eligible for parole until they serve the full 25 years of their sentence. Similarly, offenders serving life imprisonment for second-degree murder committed on or after December 2, 2011 are no longer eligible for parole until their parole ineligibility period is served, which could be up to 25 years⁶. Offenders convicted of murder before December 2, 2011 are eligible for Judicial Review after having served 15 years of their sentence. They may apply to the Chief Justice of the province or territory in which their conviction took place. Where an offender does not apply for Judicial Review, the Correctional Service of Canada notifies in writing a parent, child, spouse, common-law partner or other relative of the victim and specifies the date on which the offender will be eligible to make another application for Judicial Review⁷.

6 Offenders convicted of murder before December 2, 2011, 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) after having served 15 years of their sentence. 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. Note that a victim may provide information at a judicial review hearing either orally or in writing. Even though an offender's parole eligibility date is lowered, the PBC still retains the authority to deny or grant parole to an offender.

7 Subsection 745.6(2.8) of the *Criminal Code*.

G. Community Corrections

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. Gradually releasing offenders from prison and helping them adjust to life beyond prison walls is called community corrections.

Supervision, Programming and Community Involvement

Supervision means the direct monitoring of offenders. Except for some temporary absences, work releases, and statutory release, PBC makes the decision to release the offender and the 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 and the risk they present. 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 will require less.

In supervising offenders, correctional staff relies 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. Programs in the community build on the gains that the offender has already made by taking part in programs when they were imprisoned. Offenders on community release may be expected to participate in programs tailored to their needs. Some programs help them cope with daily living, relationships and emotions, others deal with specific issues such as sexual offences and alcohol or drug abuse. Some offenders upgrade educational or employment skills.

CSC has also developed a national approach to 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;

- 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.

Agencies and individuals in the community also deliver programs or add to program activities. They act as counsellors, role models and support networks. Community involvement 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.

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.

Volunteers can also 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 by either a non-governmental organization, a private aftercare 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 full parole, statutory release and long-term supervision orders where the PBC has imposed a Special Condition to reside. 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, referred to as Community Correctional Centres. 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, or those that are on statutory release with a residency condition 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.

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 the penitentiary.

Parole officers are guided in their work by rules and standards. They 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.

H. How to Make a Complaint About the National Office for Victims Under the *Canadian Victims Bill of Rights*

The *Canadian Victims Bill of Rights* (CVBR) provides statutory rights for victims of crime to information, participation, protection and restitution. It also provides victims with a method to complain and seek a remedy when they feel that those rights have been infringed or denied.

Under the CVBR, every federal government department or agency with responsibilities under this legislation must have an internal complaints mechanism in place to review complaints from victims of crime. These internal complaints mechanisms must also have the ability to make recommendations to remedy any infringement or denial of a victim's right. Finally, the CVBR states that the federal department or agency must notify victims of the recommendations and remedies that were decided upon.

The National Office for Victims at Public Safety Canada has a responsibility to provide general information to victims of crime about the criminal justice system, as well as to make direct referrals to the CSC and the PBC for victims of federal offenders who would like to register to receive specific information about the offender who harmed them. If you feel as though the National Office for Victims did not provide you with the information or referral that you requested, you may submit a complaint for review.

How to Submit Your Complaint

To submit a complaint or seek further information on how to file a complaint, you may contact the National Office for Victims in a number of ways by:

- sending us an email (ps.nationalofficeforvictims-bureaunationalpourlesvictimes.sp@canada.ca)
- sending us a fax (613-949-6507);
- calling our toll free number: 1-866-525-0554; or
- mailing us a letter to the following address:
National Office for Victims
Public Safety Canada
269 Laurier Avenue West
Ottawa ON K1A 0P8

To allow us to fully address your complaint, please provide:

- your name, address, telephone number;
- a description of what happened including the date; and
- how you feel your rights under the *Canadian Victims Bill of Rights* were infringed or denied by the National Office for Victims.

What to Expect

The National Office for Victims at Public Safety Canada takes all complaints very seriously and will respond directly to your concerns. You can expect an acknowledgment of receipt from us within two business days of receiving your complaint, and a more fulsome response within 20 business days. If we need any additional information from you in order to review your complaint, we will contact you as soon as possible. If we are unable to respond to your complaint in a reasonable amount of time, we will advise you in writing within the first 20 business days after receiving your complaint.

I. Contact Information

PUBLIC SAFETY CANADA

National Office for Victims

Public Safety Canada
 Toll-free line: 1-866-525-0554
 269 Laurier Avenue West
 Ottawa, ON
 K1A 0P8
 Email: ps.nationalofficeforvictims-bureaunationalpourlesvictimes.sp@canada.ca
 Web: <http://www.publicsafety.gc.ca/nov>

DEPARTMENT OF JUSTICE CANADA

Policy Centre for Victim Issues

Department of Justice Canada
 Toll-free line for Travel to PBC hearings:
 1-866-544-1007
 Fax: 613-954-4893
 E-mail: victimsfundmanager@justice.gc.ca
 Web: <http://www.justice.gc.ca/eng/cj-jp/victims-victimes/aboutus-aproposdenous.html>

OFFICE OF THE FEDERAL OMBUDSMAN FOR VICTIMS OF CRIME

P.O. Box 55037
 Ottawa, Ontario
 K1P 1A1
 Toll-free line: 1-866-481-8429
 Outside Canada: 613-954-1651
 Teletypewriter (TTY): 1-877-644-8385
 Email: victimsfirst@ombudsman.gc.ca
 Web: <http://www.victimsfirst.gc.ca>

CORRECTIONAL SERVICE OF CANADA

Headquarters – National Office

Restorative Justice and Victim Services Division
 340 Laurier Avenue West
 Ottawa, Ontario
 K1A 0P9
 Toll-free 1-866-806-2275-1-0
 E-mail: victims-victimes@csc-scc.gc.ca
 Web: <http://www.csc-scc.gc.ca/victims-victimes>

Atlantic Region

1045 Main Street, 2nd floor
 Moncton, New Brunswick
 E1C 1H1
 Toll-free 1-866-806-2275-1-5 Fax: 506-851-4684
 E-mail: GEN-ATL-VictimServices@csc-scc.gc.ca

Ontario Region

P.O. Box 1174
 Kingston, Ontario
 K7L 4Y8
 Toll-free 1-866-875-2225
 Fax: 613-536-4730
 E-mail: GEN-ONT-VICTIMSERVI@csc-scc.gc.ca

Pacific Region

Unit 100, 33991 Gladys Ave.
 P.O. Box 4500 3rd floor
 Abbotsford, B.C. V2S 2E8
 Toll-free 1-866-806-2275-1-1
 TTY: 1-604-851-3812
 Fax: 604-870-6152
 E-mail: GEN-PAC-RHQVictims@csc-scc.gc.ca

Prairie Region

P.O. Box 9223
 Saskatoon, SK
 S7K 3X5
 Toll-free 1-877-322-5822
 Fax: 306-659-9314
 E-mail: Prairiesvictimservices@csc-scc.gc.ca

Quebec Region

2nd floor, 3 Place Laval,
 Laval, Quebec
 H7N 1A2
 Toll-free 1-450-967-3680
 Fax: 1-450-967-3774
 E-mail: QUEvictimes@CSC-SCC.GC.CA

THE PAROLE BOARD OF CANADA

Headquarters–National Office

Victims Services

Leima Building
410 Laurier Avenue West
Ottawa, Ontario
K1A 0R1
Tel: 613-954-7474
Toll-free 1-866-789-4636
E-mail: info@pbc-clcc.gc.ca
Web: <http://www.canada.ca/en/parole-board/index.html>

Atlantic Region

Unit 101, 1045 Main Street,
Moncton, New Brunswick
E1C 1H1
Tel: 506-851-6345
Fax: 506-851-6926
Toll-free 1-866-789- (4636)

Ontario Region (including Nunavut)

516 O'Connor Drive
Kingston, Ontario
K7P 1N3
Tel.: 613-634-3857
Fax: 613-634-3862
Toll-free 1-800-518-8817

Pacific Region

2nd Floor, 1925 McCallum Road
Abbotsford, British Columbia
V2S 3N2
Tel.: 604-870-2468
Fax: 604-870-2498
Toll-free 1-888-999-8828

Prairies Region–Edmonton Office (Alberta)

Suite 401, 4th floor, Scotia Place, Scotia 2
10060 Jasper Avenue
Edmonton, Alberta
T5J 3R8
Tel.: 780-495-3404
Fax: 780-495-3475
Toll-free 1-800-597-4397

Prairies Region–Saskatoon Office

(Manitoba, Saskatchewan and NWT)
6th floor, 101–22nd Street E.
Saskatoon, Saskatchewan
S7K 0E1
Tel.: 306-975-4228
Fax: 306-975-5892
Toll-free 1-888-616-5277

Quebec Region

Guy-Favreau Complex–West Tower
Suite 1001, 10th floor,
200 René Lévesque Blvd West
Montréal, Quebec
H2Z 1X4
Tel. : 514-283-4584
Fax : 514-283-5484
Toll-free 1-877-333-4473

PROVINCIAL/TERRITORIAL VICTIM SERVICES OFFICES

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
Outside of Edmonton: dial 310-0000
(ask for Victims Program)
Fax: 780-422-4213
Web: <http://www.solgps.alberta.ca>

Victims of Crime - Financial Benefits Program

Phone: 780-427-7217
Outside of Edmonton: dial 310-0000
(ask for Victims Program)
E-mail: financialbenefits@gov.ab.ca
Fax: 780-422-4213
Web: <http://www.victims.alberta.ca>

Criminal Injuries Review Board

1502, 10025 – 102A Avenue
 Edmonton, Alberta
 T5J 2Z2
 Phone: 780-427-7330
 Fax: 780-427-7347
 Also available toll-free from anywhere in Alberta:
 310-0000
 Web: <http://www.solgps.alberta.ca>

British Columbia**Victim Services and Crime Prevention Division**

302–815 Hornby Street
 Vancouver, British Columbia
 V6Z 2E6
 Phone: 604-660-5199
 British Columbia and Yukon: 1-800-563-0808
 TTY: 604-875-0885
 Fax: 604-660-5340
 Email: victimservices@gov.bc.ca
 Web: <http://www.pssg.gov.bc.ca/victimservices/>

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: <http://www.pssg.gov.bc.ca/victimservices/financial>

Manitoba**Victim Services**

1410–405 Broadway
 Woodsworth Building
 Winnipeg, Manitoba
 R3C 3L6
 Phone: 204-945-6851
 Toll-free: 1-866-484-2846
 Web: <http://www.gov.mb.ca/justice/victims/>

Compensation for Victims of Crime Program

1430–405 Broadway
 Woodsworth Building
 Winnipeg, Manitoba
 R3C 3L6
 Phone: 204-945-0899
 Toll-free inside Manitoba: 1-800-262-9344
 Web: <http://www.gov.mb.ca/justice/victims/>

New Brunswick**Victim Services**

Community and Correctional Services Division
 Fredericton Regional Centre Floor 1P.O. Box 6000
 Fredericton, New Brunswick |
 E3B 5H1
 Phone: 506-453-3992
 Fax: 506-457-7228
 Web: http://www2.gnb.ca/content/gnb/en/departments/public_safety/safety_protection/content/victim_services.html

Compensation for Victims of Crime Program

Web: http://www2.gnb.ca/content/gnb/en/services/services_renderer.201175.html

Newfoundland and Labrador**Victims Services**

Department of Justice
 Main Floor, Argyle Building
 P.O. Box 8700
 St. John's, Newfoundland
 A1B 4J6
 Phone: 709-729-7970
 Fax: 709-729-5100
 Email: victimservices@gov.nl.ca
 Web: http://www.justice.gov.nl.ca/just/victim_services/index.html

Northwest Territories

Victim Services

Community Justice Division
Government of the Northwest Territories
Department of Justice
4903 49th Street P.O. Box 1320
Yellowknife, Northwest Territories
X1A 2L9
Phone: 867-920-6911 (collect calls accepted)
Toll-free line: 1-800-661-0408, local 8500
E-mail: victimservices@gov.nt.ca
Web: <https://www.justice.gov.nt.ca/en/victim-services/>

NWT Victims of Crime Emergency Fund

NWT Victim Services
Department of Justice (GNWT)
4903-49th Street P.O. Box 1320,
Yellowknife, NT
X1A 2L9
Phone: 867- 873-7002
Fax: 867- 873-0199
Email: vcef@gov.nt.ca
Web: <https://www.justice.gov.nt.ca/en/victims-of-crime-emergency-fund/>

Nova Scotia

Victim Services

Nova Scotia Department of Justice
P.O. Box 7
Halifax, Nova Scotia
B3J 2L6
Phone: 902-424-3309
Fax: 902-424-2056
Toll free: 1-888-470-0773
Email: justweb@gov.ns.ca
Web: http://novascotia.ca/just/victim_services/programs.asp

Criminal Injuries Counselling Program

4th floor, 1690 Hollis Street
P.O. Box 7
Halifax, NS
B3J 2L6
Phone: 902-424-4651
Fax: 902-424-2056
Toll free within Nova Scotia: 1-888-470-0773
Web: http://www.gov.ns.ca/just/victim_Services/programs.asp

Nunavut

Community Justice

Government of Nunavut
P. O. Box 1000, Station 510
Iqaluit, Nunavut
X0A 0H0
Phone: 867-975-6363
Fax: 867-975-6160
Email: CommunityJustice@gov.nu.ca
Web: <http://www.gov.nu.ca/programs>

Ontario

Ontario Victim Services Secretariat

Ministry of the Attorney General
7th floor, 18 King Street East,
Toronto, Ontario
M5C 1C4
Phone: 416-325-3265
Fax: 416-212-1091
TTY: 416-325-4935
Victim Support Line: 1-888-579-2888
Web: <http://www.attorneygeneral.jus.gov.on.ca/english/ovss/>

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
Fax: 902-368-4514
Web: <http://www.gov.pe.ca/jps/victimservices>

Quebec**Office of Victims of Crime**

1200, route de l'Église, 9ième étage
 Sainte-Foy (Quebec)
 G1V 4M1
 Phone: 418-646-6548
 Fax: 418-646-5995
 Web: <http://www.justice.gouv.qc.ca/english/themes/victimes-a.htm>

Crime Victims Assistance Centres

Phone: 1-866-532-2822
 Web: <http://www.cavac.qc.ca/english/index.html>

Saskatchewan**Victim Services**

Saskatchewan Justice
 610-1874 Scarth Street
 Regina, Saskatchewan
 S4P 4B3
 Phone: 306-787-3500
 Fax: 306-787-0081
 Toll-free: 1-888-286-6664
 TTY: 1-866-445-8857
 Web: <http://www.saskatchewan.ca/residents/justice-crime-and-the-law/victims-of-crime-and-abuse>
 Email: victimservices@gov.sk.ca

Victims Compensation Program

Phone: 306-787-3500
 Fax: 306-787-0081
 Toll-free: 1-888-286-6664
 TTY: 1-866-445-8857
 Web: <http://www.saskatchewan.ca/residents/justice-crime-and-the-law/victims-of-crime-and-abuse/compensation-for-victims-of-crime>
 Email: victimservices@gov.sk.ca

Yukon**Victim Services and Family Violence Prevention Unit**

Department of Justice
 Government of the Yukon
 301 Jarvis St.
 Whitehorse, Yukon
 Y1A 2C6
 Phone: 867-667-8500
 Toll-free line: 1-800-661-0408, local 8500
 Fax: 867-393-6240
 Email: victim.services@gov.yk.ca
 Web: <http://www.justice.gov.yk.ca/prog/cor/vs/>

J. Glossary

Aboriginal Community Development Officers – these CSC employees provide leadership, teaching and awareness of CSC processes for Aboriginal communities. They also facilitate the process where an Aboriginal inmate has an interest in being paroled to an Aboriginal community under Section 84 of the CCRA.

Aboriginal Community Liaison Officer – these CSC employees provide teaching, cultural awareness, counselling and general services to Aboriginal offenders. They are a part of the case management team for an Aboriginal offender.

Appeal – a request for an authority to take a second look at a particular decision.

Community Assessment – this report indicates the level of support that an offender has while in custody and in the community. This is one of many sources of information used by PBC in making a decision about parole or other types of release from the penitentiary.

Community Correctional Centre – Community Correctional Centres (CCCs) are operated by CSC. They provide structured living environments with 24-hour supervision. They provide housing for offenders on unescorted temporary absences, work release and day parole. CCCs also provide housing for offenders on full parole, statutory release and long-term supervision orders where the Parole Board of Canada (PBC) has imposed a special condition to reside.

Community Residential Facility – also called Halfway houses; these facilities contracted from outside agencies or organizations such as the John Howard Society or St. Leonard's Society to house federal offenders who are in the community on some kind of release.

Conditional Release – Under the CCRA, all offenders must be considered for some form of conditional release during their sentence. Conditional release does not mean the sentence is shortened, it means that part of the sentence may be served in the community under supervision with specific conditions. Types of release include temporary absences (escorted and unescorted), day parole, full parole and statutory release. Every offender released on conditional release will be subject to conditions as prescribed by section 133 and 134.1 of the CCRA and include living in a community approved by the parole supervisor, reporting to the parole supervisor, obeying the law and keeping the peace, carrying the release certificate and identity card at all times, and not owning or possessing a weapon. There can also be special conditions imposed such as not having contact or associating with certain persons, geographical restrictions, abstaining from the use of alcohol or drugs and participation in counselling.

Corrections and Conditional Release Act (CCRA) – the legislation that governs the corrections and parole system in Canada. The CCRA outlines the responsibilities and authorities of the Correctional Service of Canada, the Parole Board of Canada and the Office of the Correctional Investigator.

Correctional Plan – this is a plan developed for each offender based on the Offender Intake Assessment. It lists all of the programs and activities that the offender should participate in. Progress in working on the plan is taken into consideration when making decisions about the offender such as security classification.

CSC Regional Victim Services Manager – the CSC Regional Victim Services Manager oversees the delivery of victim services in each of the five regions in Canada.

CSC Victim Services Officer – employees of the CSC who are responsible for providing notifications and information to victims of federal offenders. They can assist victims with registering to receive information about the offender who harmed them.

Dangerous Offender – under section 753 of the *Criminal Code of Canada*, an offender may be deemed by a judge during sentencing to be a dangerous offender if it can be shown that there is a significant risk that the offender will commit a future violent or sexual offence.

Detention – allows for PBC to render a decision to detain offenders at their statutory release date if it is believed that the offender is likely to commit an offence causing serious harm or death prior to the expiry of his or her sentence. Detention ends at the Warrant Expiry Date.

Federal offender – someone who is serving a sentence of imprisonment of two years or more. The sentence is then served in a penitentiary.

Government of Canada Travel Directive – the Government posts rules on the kinds of travel costs that they will pay for as well as the amounts that will be paid. This information can be found on the Treasury Board of Canada website at <http://www.njc-cnm.gc.ca/directive/travel-voyage/index-eng.php>.

Governor-in-Council appointments – an appointment made by the Governor General on the advice of the Privy Council (i.e. the Government Cabinet).

Hearing – PBC holds a hearing for certain reviews. They are conducted by either one or two Board members depending on the type of decision and are normally held in the institution where the offender is incarcerated and sometimes include the use of video conference. During the hearing, PBC Board members will ask the offender questions to help Board members in their decision. They will

also hear from the CSC Parole Officer who has prepared the recommendation. A victim may also present a statement to the Board with respect to the review.

Indeterminate Sentence – the sentence ordered by a judge for an indefinite amount of time. The person would remain in prison for as long as deemed necessary because they remain a threat.

Inmate Count – the number of inmates in the penitentiary at any given time.

Institutional Security Level – institutions are classified as minimum, medium and maximum security. The offender will be placed in a particular security level according to the assessment of risk.

Jurisdiction – in this context, jurisdiction refers to the division of responsibilities for offenders between the federal and provincial levels of government. Offenders sentenced to two years or more serve their sentence in a federal penitentiary. Offenders sentenced to less than two years serve their sentence in a provincial prison.

Lock-up – the time when all inmates must be in their cells and the individual cell doors are locked.

Long-term Offender – courts may designate an offender as a Long-term Offender. Long-Term Offenders are sentenced for the offence which must be a minimum of 2 years imprisonment, and an order that the offender be subject to long-term supervision for a period that does not exceed 10 years. Breach of the order is punishable by up to 10 years in prison.

Long-term Supervision Order – the period of supervision in the community that is given to a Long-Term Offender.

Observers (at a PBC hearing) – those who are in the hearing room to observe the hearing (for example, victims, media, members of the general public).

Offence – actions that are listed in the Criminal Code as being against the law.

Offender Assistant at a PBC hearing – this person attends a PBC hearing with the offender to provide advice and support. The law states that offenders have the right to an assistant of their choice at their hearing.

Offender Intake Assessment (OIA) – each inmate goes through this process which established their security level, pulls together documents such as the police report and victim impact statements. This process can take up to 90 calendar days from the offender’s admission to the penitentiary. During the OIA, a Correctional Plan is designed, outlining how the offender’s problem areas will be addressed throughout the sentence including any court-ordered obligation such as restitution to victims or child support.

Parole – Parole is a type of conditional release that allows an offender to serve part of their sentence in the community. It assists in the gradual and safe reintegration of an offender under the strict supervision of a Parole Supervisor, with conditions that must be followed to reduce the offender’s risk of re-offending and to protect the community.

PBC Regional Manager of Community Relations and Training – oversees the delivery of victim services in each of the five regions in Canada.

PBC Regional Communications Officer – an employee of PBC who assists victims by accompanying them to Parole Board hearings, preparing victims to attend and make statements at hearings, and in registering victims to receive information and notifications about the offender who harmed them.

Penitentiary – in Canada, a prison for those who have sentences of more than two years.

Provincial offender – an offender who is serving a sentence of less than two years. A Provincial offender serves his or her sentence in a provincial prison.

Registered victim – a victim who has requested to receive information about the offender who harmed them from CSC or PBC and who meets the CCRA definition or criteria of victim.

Registry of Decisions – a registry of all PBC conditional release decisions along with the reasons for those decisions, which can be accessed through a written request by victims or anyone with an interest in a specific case.

Release Certificate – this document contains all of the conditions that are imposed on an offender when they are released and the details of PBC decision relating to the release. The offender is required to keep this Certificate on them at all times while on release.

Restorative Justice Approaches – an approach to justice that promotes healing for victims, meaningful accountability for offenders and the involvement of citizens in creating healthier, safer communities.

Revoke – in the case of parole or statutory release, a revocation will result in the offender being reincarcerated to serve their sentence. Only PBC can revoke a release.

Sentence – the judge imposes a sentence after a person is found guilty of a crime. This sentence could include a period of imprisonment.

Sentencing Hearing – a hearing before the Judge where the sentence is decided.

Statutory Release – The law requires that offenders be released to the community under supervision after serving two-thirds of their sentence. This type of release is called Statutory Release. Statutory release does not apply to offenders who are serving a life or indeterminate sentence, and PBC may order that an offender be detained beyond his or her statutory release date and to the expiry of his or her sentence if PBC is convinced that the offender,

if released to the community, 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.

Victim Impact Statements – the statement that victims may make in court before sentencing takes place, describing the impact of the crime on the victim and which is considered by the judge at the time of sentencing.

Victim Statement – at any time, a victim may provide a statement for consideration to CSC or PBC which describes the ongoing physical, emotional and financial impact of the crime as well as any concerns the victim may have for their safety or the safety of the community. A victim may also present a statement at a PBC hearing regarding concerns should the offender be granted parole or to request that special conditions be imposed. A registered victim may also present this statement, in person or by audio or video recording, at a PBC hearing.

Warrant Expiry Date – The date the criminal sentence, as imposed by the court at the time of sentencing, officially ends.

Work Release – a program of release for a specific period of time, supervised by a CSC staff member or organization as authorized by the institutional head for the purpose of work or community service outside the penitentiary.

