

Let's Talk

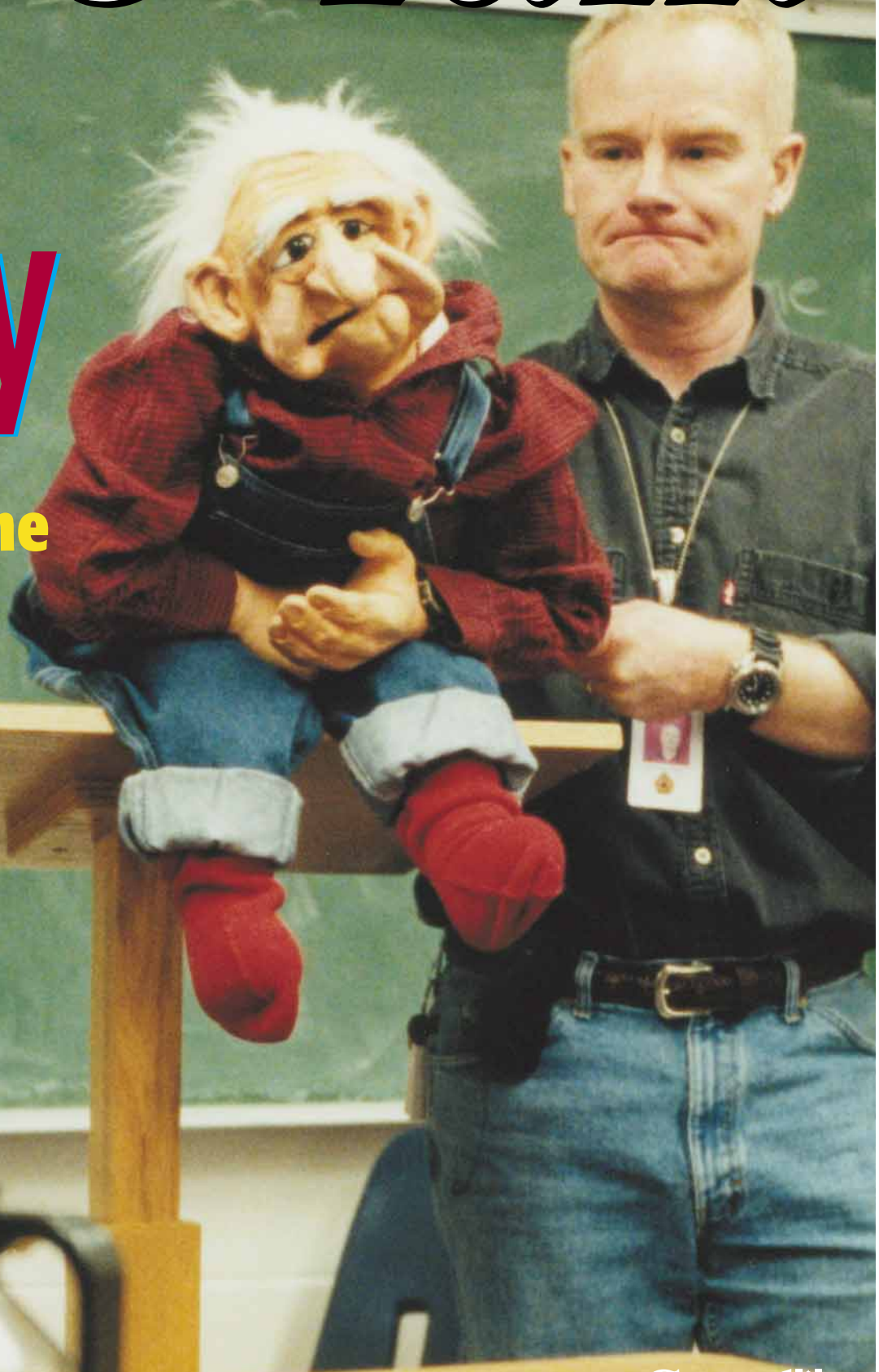
VOLUME 26, NO. 3

Meet Gerry

Grande Cache
Institution

Town and
Institution

New Ideas,
New Programs



Correctional Service
Canada

Service correctionnel
Canada

Canada

Let's Talk

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Let's Talk

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September 11th, 2001

September 11th, 2001... a day when time stood still.

Like others, I was profoundly touched and saddened by the terrorist attacks that took place in New York and Washington. The events of September 11, 2001 fill us with grief – for the victims, for their families, and for those who participated tirelessly in the rescue efforts.

The same way that the Mission provides CSC with a clear statement of purpose, we are reminded that we too need a focus in our personal lives.

Ask yourself, what is my personal Mission ? What am I striving to be in my home, my family, my circle of friends, my community ? Think of your own core values – the things you believe in strongly, and the ones that will help you achieve your goals, and then take time to be a better partner, parent, sibling, child, friend, and neighbour.

We in CSC are an organization that values personal growth and relationships. That is why I encourage each of you to take the time in your life to focus on what's important to you and those closest to you.

Live your life to the fullest !

Thank you,



Lucie McClung
Commissioner
Correctional Service of Canada



**Safety,
Respect
and
Dignity
for All**



**La sécurité,
le respect
et la
dignité
pour tous**

Grande Cache, Alberta

Grande Cache Institution

By Pierre Simard and Bill Rankin, Communications and Consultation Sector

Photos: Benoît Aquin

Grande Cache Institution (GCI) instructor Frank Blanchet was looking for an original way to get his message across to inmates in the Making Things Right (MTR) program, a restorative justice initiative. One day, an employee brought a hand puppet to the institution and was showing it to Frank when an inmate happened to walk by. Frank was immediately struck by the inmate's fascination with the puppet. An idea started to grow in his mind. He went home that night and searched the Internet until he found the made-in-China ventriloquist's puppet that, with a little inspiration and a lot of practice, has become Gerry.

Gerry became a big hit with the inmates in the program. Frank believes that for correctional teaching to be effective, instructors must bring their own unique talents, interests and foibles into the learning situation. Frank feels that injecting personality into a program "makes it come alive" and brings more enjoyment to employees' jobs.



Meet Gerry

Rocky peaks loom ahead on the road to Grande Cache.

GERRY TALKS

When asked to describe how he uses the puppet to break down barriers with inmates, Frank simply picks up Gerry and allows him to speak for himself.

"As you can see from de cover photo, I'm not like dem ordinary folks around here," says Gerry, who speaks in a rough Irish brogue.

"First of all, I'm Irish. And damn proud of it, I am. Don't be askin' me how I can tink and speak like an Irishman when I was made in a factory in Shanghai. A random stroke of divine luck, I'd say!"

"And den dere's dis novel hair-style they're after giving me back at the factory. It's not ordinary either. I tell everyone it's the Albert Einstein look. Same hair-style, same brains."

"Not everyone agrees. Some say I'm just an empty-headed dummy, made of bits of cloth and foam. Well now, dat's only partly true. If you cut me, I won't bleed, or if you drop me, I won't bruise, but it's not de entire story. It doesn't mean dat I don't feel pain or have other human feelings. I do!"

"How can that be, you may be askin' yourself? Well, I'll let you in on a little secret. Somewhere inside this shriveled up, 78-year-old body is a mind and a soul. When Frank picks me up (Frank bein' the fellow who follows me everywhere), something quite magical happens, some kind of strange alchemy transpires between Frank and meself. Don't ask how it works – the explanation's beyond the likes of me – but it never fails."

"When Frank and I visit the inmates, it's me who takes charge and runs the show; it's me

who they listen to. And I can get away with sayin' tings to these lads that nobody else would dare say. Quite an accomplishment for a fellow with only foam between the ears."

The program was created by Ken Jackson, a parole officer at the institution, with the help of inmate Ken Yee. Through Gerry, Frank prompts the inmates to think and talk about the offences that led to their prison terms, the effects on their victims, and the wrong-headed notions they used to rationalize their past actions.

"Dey don't understand and don't want to know what their crimes do to people! That's where Frank and meself come in. We try to help dem understand."

The Frank and Gerry "team" makes sure they don't lecture or talk down. The inmates come to regard Gerry as a forthright, no-punches-pulled type of character.

"Before too long they see that I'm straight with dem. They'll put up with more from me than they would from an ordinary fellow. It's a mystery why, but that's the way it is."

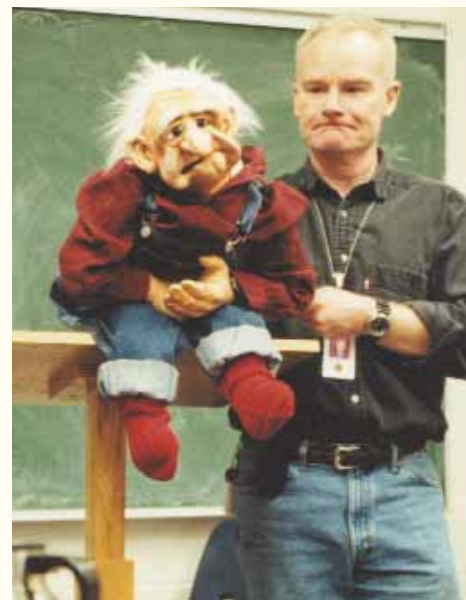
The MTR program is six sessions long. Before the inmates are introduced to Gerry, the program deals in depth with such issues as restorative justice and healthy family relationships.

"It's tough sloggin', I'll tell you! Many of these lads were kicked when they were pups and never given a proper chance. Don't tink dey change into lambs overnight!"

"Some of dem, I know I'll never reach, but the ones that are open to change, well, my questions start gettin' through to dem: 'How does a

real man carry himself? Does he strut about with his chest puffed out, boastin' and braggin' and crackin' heads with his fists? Is that how a real man behaves? Would you like your own child to turn out that way?' or 'What are honour and courage, endurance and self-denial? What does it mean to really walk the walk, not just talk the talk?'

It gets dem tinkin' and after a while, their armour may start to show a few cracks. You know what I mean? They start questionin' their own attitudes and behaviour. And that's the first step to recovery." ♦



Gerry reacts to an inmate's comments in the Making Things Right program.



Gerry and Instructor Frank Blanchet (foreground) use humour to make a point.

The Making Things Right program was created by Ken Jackson, a parole officer at the institution, with the help of inmate Ken Yee.

Grande Cache Town and Institution



On the way to 'A' Unit, Grande Cache Institution

MAINSTAY OF THE LOCAL ECONOMY

To understand what drives the Grande Cache economy, you don't need to look any further than the restaurant at the Big Horn Motor Inn on any workday morning. In the parking lot, semis, half-and three-quarter-ton trucks with compressors and welding machines mounted in their beds sit idling, spouting raw diesel fumes into the mountain air. Inside, loggers, pipeline workers and construction tradesmen sit hunched over the remains of their eggs and bacon, pausing for a cigarette before the long drive to isolated work sites.

The area relies heavily on its natural wealth to generate income – underground and strip mining of coal was one of the key industries until the Smoky River Coal Company stopped digging and laid off 400 employees in March 2000. The region bears the scars left by all these industries yet the payoff in jobs and profits has been its lifeblood.

Recently there's been a mini-boom in the real estate market, due in part to the town developers' marketing strategy aimed at seniors. They promote the benefits of retirement living in a community with affordable housing, temperate climate, plenty of outdoor recreation and a friendly, small-town atmosphere.

As one of the mainstays of the economy, minimum-security Grande Cache Institution (GCI) employs 160, a significant portion of the workforce in this town of 4,200. The ranks have been reduced by 100 employees since the year 2000 when CSC converted the complex from medium to minimum security and the number of inmates dropped from 440 to 240. Most excess employees found work in other CSC facilities.

ON THE EDGE OF TOWN

GCI is just a short drive past the edge of town, down a winding road into a wooded valley. During the cold months, drivers have to keep a sharp eye out for elk herds that descend from the high country, foraging for tasty grasses. They often meander across the road or sit themselves down on the middle line, chewing their cud, oblivious to the passing motorists forced to steer around them.

ORIGINALLY A PROVINCIAL PRISON

The facility is a low-standing structure made of red brick with a sloping black roof. If not for the high fence and video surveillance cameras, it could be mistaken for a community college or recreational facility. It has passed through a number of hands since it opened in 1986 as a provincial prison, and finally in 1995, the Correctional Service of Canada leased the buildings.

Inside, shafts of natural light from skylights and panoramic windows brighten the interior. Five living units, consisting of 40 cells each, house 190 beds for minimum-security prisoners, 40 beds for intake assessment and 10 for the post-suspension unit. An inner courtyard separates the living units from the main work and program areas – vocational shops, classrooms, Native resource centre, psychology department, chapel and a library.

GCI is considered by offenders who know as "a nice place to do time," according to Northern Alberta Acting Associate District Director Dave Chapman. "It's isolated so this presents difficulties for family visits, but not many inmates complain because going to GCI means they stand a better chance of being paroled at an earlier date."

The institution provides vocational and educational training to support correctional programming. These are vital to successful reintegration because most employers want to know more about an ex-inmate's job skills rather than his success in, for example, an anger management course. Work releases allow inmates to become familiar with the town, and locals are accustomed to rubbing shoulders with them on the streets.

Inside the GCI trade shops, finely crafted inmate projects are scattered over the worktables in various stages of completion and the walls are hung with an array of professional tools. Inmates can choose apprenticeship programs in many trades – welding, carpentry, cabinet-making, as well as in industrial painting, graphic sign arts and furniture refinishing – and receive provincial accreditation for the time they put in. Men with lengthy sentences who complete their training while at GCI can become indentured employees of the institution if they wish.

A tour by truck around the nearby park reveals some of the inmate's handiwork – retaining walls and stairways constructed, campgrounds supplied with piles of neatly stacked firewood, and trails cleared of tangled brush.

Despite these and many other contributions, mention of the facility was absent (until recently) from the glossy tourist brochures and the official town Web site. In many towns, a prison is regarded as a blot on a town's wholesome image. Could this be true in Grande Cache? Town development officer Bob Krewinski dismisses this idea. He and many others believe that the prison and its inmates have always been accepted. In any case, visitors to the Grande Cache Web site will see that now it's linked to the CSC Web site. ♦



Inmate Mitch Nelson demonstrates his craft skills.

New Ideas, New Programs

Grande Cache Institution's ranks are full of eager employees with new ideas. For its size, the institution has a great number of innovative programs. Employees say that it's the town's acceptance of offenders and the willingness of CSC management to try new approaches that contribute to the success of these programs.

RESTORATIVE JUSTICE AND SELF-FORGIVENESS

Lifer Eric Peever thinks the Making Things Right (MTR) program should be one of the first programs inmates take when they arrive at the institution.

"A lot of inmates truly don't understand the impact of their crimes and who is affected. MTR really gets this across," he comments.

Eric himself accepts the guilt for his crimes and knows he can do nothing to bring back his victims. His main motivation for doing community work is to give something back to the community and also to help with his own self-forgiveness.

"I'm trying to give something back after the harm I've done by bridging the gap between prison and the community. Hopefully, people will not regard me as a stereotypical criminal. I go to schools and talk to students about substance abuse and the choices we make early on that have lifelong effects. I hope it makes a difference."



Inmates Eric Peever (left) and Jesse Waterman support a charity project.

Judging by the many thank-you letters that Eric receives from students, his presentations are making a difference.

Eric is also involved in the Restorative Justice Coalition, a spin-off of the MTR program. The Coalition brings together offenders, victims of crime, members of the community and various social agencies to try

to fix what has been broken. Some Coalition participants are from the Kodiak Lifers Group, which also organizes charity hockey games and food drives and runs a bike repair program, all to raise money for worthy community causes.



Parole Officer Agnes Zdrill: "Drug-free units offer a supportive atmosphere for those with addictions."

DRUG-FREE UNITS

Despite their best efforts, prison security across Canada has been unable to stop the flow of illegal drugs into institutions. And where drug cultures persist, violence, intimidation and health problems are close behind.

A new program at Grande Cache Institution approaches this complex issue from a different angle. For inmates who are serious about avoiding drugs and sick of the danger and paranoia that drugs create, there is an alternative – to live on a drug-free unit.

The idea was first launched as a pilot project at Drumheller Institution. "When we saw how well it worked at Drumheller," says Grand Cache Parole Officer Agnes Zdrill, "we decided to try it here. Since our start in March 2000, we've gone from one to two 20-bed units and we may soon open another, a total of 60 beds. We have a waiting list of guys who want to get in here."

Key to the success of the concept is prisoners' personal motivation; inmates are not assigned to this unit, they must volunteer, of their own free will. The contrast between a drug-free unit and other units is apparent on a tour of the institution. The drug-free units appear more orderly; inmates take more pride in the appearance of their living quarters.

The benefits of living drug free at Grande Cache Institution come with a price. To

ensure that no illegal pills, powders or alcohol find their way into the units, inmates must agree to more frequent searches of their cells by both correctional officers and drug-sniffing dogs.

Random tests for a wide variety of drugs – cannabis, opiates, amphetamines, cocaine and PCP – are routine. Results can be done in five minutes with the Medtox Profile II, an inexpensive plastic diagnostic kit that correctional officers carry in their shirt pockets. "Non-negative" results call for further testing done at a specialized laboratory.

If test results indicate recent drug use, the inmate is not automatically expelled from the unit. "We will still work with him," says Agnes, "unless we determine he has been using frequently. In that case, he's out, back to a regular unit. The bottom line is he must stay out and stay clean for 60 days before he's even considered for re-admission."



Words of warning from an inmate artist



A fast-acting kit for random drug testing

For an inmate on a drug-free unit found carrying narcotics on his person or stashing them in his cell, the consequences are even more serious: criminal charges and/or transfer to a higher security institution. Alcohol possession too is considered a major offence because a "brew party" can easily spark aggressive and erratic behaviour with ugly consequences.

But incidents such as these are rare. The program's strength lies in its free choice of a drug-free lifestyle. Once they experience the benefits of drug-free units, most offenders never go back to the old way.

POST-SUSPENSION UNIT PROGRAM

Chris Whitty, acting post-suspension unit manager describes a typical situation that has led to the creation of the program.

"An inmate we'll call Richard is released on parole. After years on the inside, Richard is unaccustomed to dealing with the choices he must make in the real world – renewing his driver's license, finding a job, paying his utility bills, making arrangements with his ex-wife to visit his kids, etc. He feels there's no end to the things he has to do! After a few months of trying, Richard's nerves are frayed. He feels overwhelmed and one night he gives in, heads for the beer store and buys himself a twenty-four. He knows this is a parole violation but he does it anyway. He returns to his apartment and quietly gets drunk, then passes out. Two days later, Richard receives a phone call. It's his parole officer, reminding Richard that he must report in for a urinalysis test – it's mandatory for guys on parole. Richard reluctantly agrees and hangs up, knowing that he's in trouble."



Post-suspension Unit Acting Manager Chris Whitty: "The only way offenders earn trust is to succeed within the parameters of release."

Until recently, a parolee who violated his parole terms would earn himself a one-way ticket back to prison until warrant expiry. But since March 1999, Richard and others like him, judged by the National Parole Board as worthy of a second chance, can avoid more prison time if they are willing to attend the Post-suspension Unit (PSU) program.

The program accepts offenders from the entire district and the Northwest Territories. Offenders coming from the main population centres in the southern reaches of the province are transported by escort van and met halfway at Edson, Alberta, by GCI staff who take over from there. Once the program candidates arrive at Grande Cache Institution, they meet Darlene Blanchet, the director of the program.

"It's an intense burst [21 days] of short-term programming to allow suspended

offenders an opportunity to refocus....," says Darlene.

"Often it's substance abuse or unemployment issues that get the offender in trouble, so we address these very directly. I give them plenty of one-on-one attention. I'm free to do what it takes to fit the program to the individual."



Life in the Post-suspension Unit

"We let offenders know at the outset that they are responsible for being there, due to their own actions, and they are completely responsible for their own performance, which may or may not earn them parole again."

"I don't pretend to have all the answers for these guys. When I tell them that, I know they appreciate my honesty. They have repeatedly commented that the frankness of the staff has helped them to understand their problems."

The PSU program asks for offenders' commitment, in writing, at the outset of the program. They must demonstrate that they are sincere about changing their behaviour.

Does the program work? "Not always on the first try," says Darlene. "A few have come back for a second time through. But looking at the total numbers . . . of the 97 offenders accepted into the program from April 2000 to April 2001, 83 are clean and sober and still out on parole. It's still too early to declare it a success, but the numbers are very promising."

MARY STEPHENSON AND THE CITIZENS' ADVISORY COMMITTEE

Mary is a retired nurse who has always been active in community affairs. Her abiding interest in the justice system led to her involvement with the Grande Cache Citizens' Advisory Committee, first as a member and, for the last three years, as chairperson.

"We're the jam in the sandwich between the community and the institution," said Mary with a smile. "We get the message out to the community about what's going on at the institution and we relay feedback from the community to prison officials."

"The community accepts the presence of the institution and appreciates the volunteer work done by the inmates. It also saves the town a lot of money. The tasks that inmates perform are not ones that the townspeople could make into full-time employment, so there is no threat of jobs being taken away."

Full-time jobs are indeed hard to come by in a remote town like Grande Cache, especially since the coal mine closed its doors in 2000. Placing inmates where they can obtain valuable workplace training is a challenge.

"Most of the 400 former mine employees are scattered to the four winds," says Mary. "They had to leave Grande Cache to seek a livelihood. Before that, the Grande Cache Institution changed from a medium-security facility to minimum – more jobs lost. So things got very tight. There weren't enough jobs for the average citizen, let alone the inmates."



Citizens' Advisory Committee Chairperson Mary Stephenson: "The government should put money in correctional programs so the inmates are better prepared when they get out."

This has not deterred Mary from advocating for the offenders and encouraging them to get involved in the community. "They do charity work to help raise money for worthy causes for both families and youth throughout the year."

"These fellows need programs and they need work – something that will give them a sense of accomplishment, to restore their pride and self-worth. This will also help prepare them to join the outside world, otherwise they fall into the revolving door pattern of re-offending, getting caught and returning to prison."

When asked about the shift in direction that Ontario is taking towards privatized prisons, Mary's answer is unequivocal.

"It's a giant step backwards. Privatization mean cost-cutting and that means rehabilitation programs will likely suffer. On the other hand, we know that our methods work. We have a proven track record of success." ♦



Photo: Bill Rankin

Toronto Police Staff
Inspector George Cushing

Toronto Police Staff Inspector George Cushing visited the CSC National Headquarters after reading articles in the last issue of **Let's Talk** about the Toronto Keele Centre, which is located within his division. He has had a long working relationship with Keele Centre Director Shelley Hassard and wants everyone to know that Shelley's role in improving relations between the police, CSC and the community cannot be overestimated. The following are some of his comments.

An Open Door Policy That Shows Sincerity and Co-operation

Before Shelley arrived, the Keele Centre was subject to a lot of bad press and the focus of community concern and even outrage because nobody really understood what went on there. It was a big, dark question mark and, of course, the worst was imagined.

One of the first things Shelley did after taking over as director was to accompany me to a meeting of the Community-Police Liaison Committee. When she got up to speak, she told the members who she was and emphasized her open door policy. Anybody could inspect the Centre she said and she invited the Committee over for a visit.

This was a new approach. She had already invited the police in to inspect the facility and she and her staff had won us over through her honesty and willingness to co-operate. She impressed everyone with her sincerity and conquered the problem through education. She dispelled all the rumours that were causing her employees, her residents and the police so much trouble. As a result, the media could no longer write sensationalist stories about a situation that had become common knowledge.

Shelley has done a wonderful job of convincing people that her program works and getting them to accept the presence of the Keele Centre. I believe that it's become a safer place too; the offenders are no longer being driven underground and we can keep track of them with less difficulty. Try to find a story in the newspaper now about the Keele Centre. There isn't one. Everyone understands what it's about and it's no longer news. She's taken the pressure off her employees and herself and she's made my job easier too. I thank her for that.

The story of the Keele Centre is a good news story that deserves attention. I hope that others can learn from Shelley's example. ♦

A Volunteer Initiative in Two Aboriginal Communities The Northstar Community Support Initiative

By G. Chartier, Communications Officer, Communications and Consultation Sector

Those who have experienced life in the vast Canadian bush know the extent to which local culture and the use of available resources can affect survival. This was the basis for an initiative that connected volunteers from isolated communities in the Pacific Region of the Correctional Services of Canada (CSC) with a treatment program in the lower mainland of British Columbia.

Out of this initiative come examples of two community members from Aboriginal communities in Central British Columbia and the Yukon volunteering to reach out to neighbours serving a federal sentence and trying to help heal the wounds caused and carried by these offenders.

COMMUNITIES AND OFFENDERS WORK TOGETHER

In January 2001, an initiative funded by the National Headquarters, Aboriginal Programs Division of CSC began operating at the Regional Health Centre (RHC) in Abbotsford, British Columbia. The Northstar Community Support Initiative involved two sex offenders, a volunteer community member from each of their communities and the treatment team from the Northstar Program,

consisting of Dr. Bryan Nadeau, psychologist, Moreta McConnell, program therapist, Jim White, social worker, Terry Prest, Native elder, and Reva Malkin, Native liaison officer.

The two community support volunteers came to the RHC in Abbotsford for a week of training. They learned to recognize warning signs, for example when the offender is not adequately using his coping skills to solve problems or is not properly handling high-risk situations.

INITIATIVE COMES OUT OF THE NORTHSTAR SEX OFFENDER TREATMENT PROGRAM

The Northstar Treatment Program was designed to address the needs of sex offenders who are cognitively low functioning. Offenders in the program may suffer from developmental disabilities including fetal alcohol syndrome, have a mental illness that precludes their participation in other sex offender programs, or have brain damage due to various causes.

WHY WAS THE INITIATIVE PROPOSED?

The profiles of the clients of the program make clear the importance of well-informed community support if they are to successfully reintegrate upon completion of their sentences. It was the lack of follow-up services in isolated communities that prompted the treatment team to adopt a proposal by Jim White, a social worker at RHC.

Mr. White proposed an initiative involving two offenders from remote First Nations communities. The treatment team felt that both men would have a better chance of succeeding in their communities if a support person from each of the communities could visit RHC for a week and experience first-hand what the offenders had accomplished during their time at the Centre.

Offenders in the
program may suffer
from developmental
disabilities including
fetal alcohol
syndrome...

SUPPORT PERSON FULLY INFORMED

An important strategy of the initiative is to fully inform the support person, with the participation of the offender, about the offender's risk factors and coping strategies. This was a way of giving the community support people assistance in helping the offender in a number of ways:

- ensuring that a plan was in place re-introduce the offender to his community
- acting as a spokesperson for the offender with the Chief and Band Council
- gaining support from community members
- facilitating healing for victims still living in the community
- knowing how and who to contact if the offender was becoming a risk to others

The support persons were chosen after discussions that included each offender, as well as the Chief, local court and substance abuse counsellors from each of the communities.

The volunteer helping the offender from Anahim Lake, British Columbia, has known the offender all his life and is also a worker with that community's Native Alcohol and Drug Addictions Program. The volunteer who is helping the offender from Ross River in the Yukon is a lifelong friend who shared many of the same hardships – poverty, residential school abuse and racial discrimination.

The initiative has a clear objective: to provide offenders returning to small isolated communities with someone they trust and are loyal to, someone who can help reinforce the relapse prevention skills they have learned while incarcerated, someone to help them with problem solving and relationship skills, and a friend who has an understanding of and an ability to cope with the fears they face in returning to community living. Without this connection, months and years of hard work may never make it beyond an institution's fence.

"It is also important to have ex-offenders who can become living examples of positive change and who contribute to their communities," says Mr. White.

"For us, the key issue is that we needed the help of people who both the offenders and the community respect. When discussing their week with us, both of our volunteers told us about other offenders who had returned home from federal custody, and talked of nothing but the hardships of being incarcerated."

"This project gave our volunteers and their communities a better perspective on the realities of CSC and the work we do to support positive change." ♦

Stillness Inside Meditation at Millhaven Institution

By G. Chartier, Communications Officer, Communications and Consultation Sector

The room is still and peaceful.

Twelve men sit in silence, their hands folded in their laps, their eyes looking downward or completely shut. A voice softly reminds them to focus on the relaxed flow of their breathing, not urgently but gently – to let any other thoughts go and to return to the breath.

The men are inmates at Millhaven Institution in Ontario and they spend about one hour each week in a meditation class at the institution's chapel. The voice is that of Kelsang Thekchen, a Buddhist monk in the Kadampa tradition of Mahayana Buddhism. Each week, he brings the centuries-old practice of meditation to the prisoners.

USING MEDITATION TO HELP IN EVERYDAY SITUATIONS

Kadampa Buddhists strive to use Buddhist teachings as practical methods for transforming daily activities into a path to enlightenment and to integrate their meditation practice into everyday life.

As the men arrive at the chapel and settle in the chairs for the meditation class, Thekchen greets them and speaks of the goals of the practice of meditation.

"For 15 minutes we need peace, clarity and focus," he says to the men. "Meditation is quite a specific thing – it is training the mind, strengthening an inner mental muscle."

At 32, Thekchen is the same age as some of the men. While they are all dressed in the familiar jeans and t-shirts of an institution, Thekchen wears the maroon and yellow robes of a Tibetan monk.

Born Darren Prout in Toronto, he studied Kadampa Buddhism as taught by the Tibetan meditation master Geshe Kelsang Gyatso. In 1998, after much study, Darren became a monk and was given the monastic name Kelsang Thekchen. Since then, he has been living and teaching in the Kuluta Buddhist Centre in Kingston.

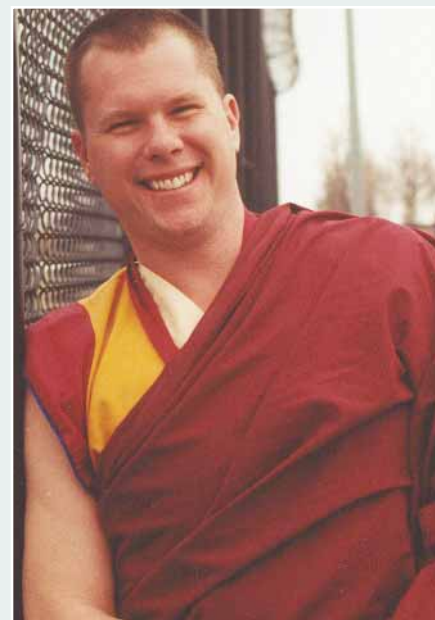
BRINGING MEDITATION TO MILLHAVEN INSTITUTION

He became interested in teaching at Millhaven Institution through a Correctional Service of Canada (CSC) staff member who attended his classes.

"Brandy May, a parole officer at Millhaven Institution," he recalls, "had been coming to classes and workshops at the Kuluta Centre for a couple of years and we would often talk about how beneficial it would be for the guys at Millhaven, especially the assessment group, to have meditation classes."

The stress experienced by new inmates at the Millhaven Assessment Unit (MAU) can be very great. They arrive at the MAU after sentencing and are assessed there before being transported to their assigned institutions.

"'They need meditation,' Brandy would often say," Thekchen recalls. So he offered his services. Brandy May approached Assistant Warden Cathy Gainer and Chaplain Gloria Lecomte who were both very interested in helping to alleviate the



Kelsang Thekchen

Photo: Bill Rankin

stress in assessment and very supportive of the idea of meditation classes for MAU inmates. After working out an appropriate schedule and completing the paperwork, the meditation class began.

"IT'S IMPORTANT TO HAVE A MEDITATIVE COOL IN EVERY SITUATION."

"There are now about 12 guys who attend regularly and are happy to have an opportunity to find some peace and talk about ideas such as developing love and overcoming anger," says Thekchen.

In the meditation class, Thekchen speaks to the men about some of the difficulties they face and how meditation is about "getting the mind under control so that, no matter what happens, you stay in control." Through this control, he says it is possible to transform adverse conditions, although, he adds, "transformation is difficult when guys are right in your face."

"Every situation offers an opportunity for training the mind and developing inner peace," Thekchen says. "Make a strong determination to develop this peace."

"It's important," he tells the class, "to have a meditative cool in every situa-

tion." In their interactions with others he urges the men to "become aware of your own faults and of the good qualities of others."

As the class ends, an inmate tells Thekchen of his conflict with a new cellmate, saying how he warned the man not to turn on his TV too loudly in the early morning.

"I warned him once and I warned him twice and I wasn't going to warn him a third time," the inmate said, suggesting an image of a smashed TV and a serious altercation.

"But then I tried to look at his good qualities and I saw that he had no family, like I do, and I really felt for the guy. So he's okay – I don't mind him anymore."

BRINGING MEDITATION TO MAXIMUM SECURITY

Thekchen recently began teaching another meditation class at the Maximum Security Unit of Millhaven Institution, or "J" Unit as it is informally called.

"My initial fear," says Parole Officer Brandy May of the offenders incarcerated in J Unit, "was that they would shy away from meditation, thinking that it might be perceived as weakness by predatory types."

"So I broached the idea privately with a lifer whose opinion and instincts I trust. He 'canvassed the troops' and suggested that we proceed."

Even with this informal go-ahead from a long-time inmate and the complete support of the institution's administration, it was difficult to judge how the maximum security inmates at Millhaven Institution would react to being told to sit silently and concentrate on their breathing by a young Buddhist monk. At first, Thekchen found the volatile men of "J" Unit to be a bit more difficult to reach.

"It took them a while to settle and there was a bit a snickering," says Thekchen of the first meditation class with them, "but they soon saw that training the mind was like training a muscle with weights – unless you work at it, you have no control. Then they settled down."

Thekchen continues to offer a weekly meditation class to the men incarcerated in the MAU as well as to those in "J" Unit.

"We're all equal," he says. "We're all just trying to find ways to stop the suffering." ♦

Get It on the Net

Information about Corrections and Correctional Issues Currently Available on the Internet

Access to Justice Network

<http://www.acjnet.org>

The Access to Justice Network (ACJNet) brings together people, information and educational resources on justice and legal issues and is dedicated to making law and justice resources available to all Canadians in both official languages. The site offers a wide range of information on Canadian law and various legal services, such as prisoners' rights and services for victims of crime. It also includes many links, such as to the Department of Justice Canada, a "Dial-a-Law" service and a number of Canadian publications concerned with criminal justice issues.

Aboriginal Justice Learning Network

<http://canada.justice.gc.ca/en/ps/ajln>

The Aboriginal Justice Learning Network (AJLN) is a voluntary network of representatives of the conventional justice system and Aboriginal communities managed by the Department of Justice Canada. On this site you will find information about the AJLN, its mandate, and its work, as well as information about the Aboriginal Justice Strategy. It includes articles, videos and a list of free resources in the area of Aboriginal community justice, all of which may be ordered directly from this site. It also offers information about how to apply for funding.

Sentencing in Canada

<http://www.johnhoward.ab.ca/PUB/C33.htm>

This site, put together by the John Howard Society of Alberta, outlines the wide range of legal sanctions that can be imposed in Canada on a person convicted of an offence. Referring to the *Criminal Code of Canada*, the site explores purposes and principles and examines the various sentencing options currently available, from absolute discharge to dangerous offender declaration. ♦

"There are now about
12 guys who attend
regularly and are happy
to have an opportunity
to find some peace and
talk about ideas such as
developing love and
overcoming anger"

Kelsang Thekchen.

Pierre Allard Receives Awards

During the 28th Canadian Congress on Criminal Justice, Reverend Dr. Pierre Allard was presented with two awards: the Salvation Army's Good Samaritan Award and the Canadian Criminal Justice Association's (CCJA) Achievement Award. Reverend Allard was presented with the CCJA award for a life dedicated to improving the human condition of others and working with those in need.

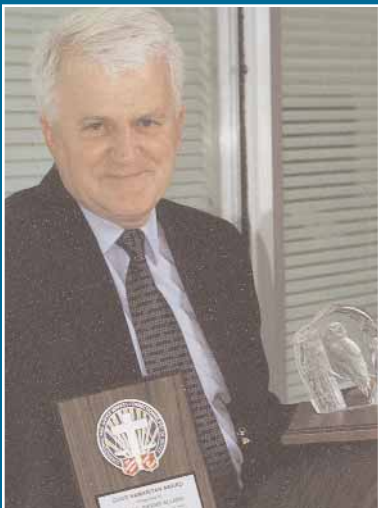


Photo: Bill Rankin

Reverend Dr. Allard has devoted much of his time to public education and public speaking in communities across Canada, stressing the critical importance of a gradual and safe system for offenders released from prison and the important role that each community must play in accepting and integrating released offenders. He has been a key player in the development of CSC's Mission, the evolution of community chaplaincy and the introduction of Circles of Support. He is a constant and vocal advocate for fairness, equity and the protection of human rights. Congratulations! ♦

Sharing Our Values

By Stephane Bachand, Communications Officer, Communications and Consultation Sector

From June 20 to 23, the Canadian Criminal Justice Association (CCJA) held its 28th Canadian Congress on Criminal Justice in Halifax, Nova Scotia. The theme of the conference was Law, Justice and the Community. The Correctional Service of Canada (CSC) was well represented at the conference as were other federal and provincial departments involved in criminal justice, police departments, and non-governmental organizations including the John Howard Society, the Canadian Association of Elizabeth Fry Societies, the Salvation Army, Lifeline, and victim and youth organizations.

Commissioner Lucie McClung, Ian D. Glen, the new chairperson of the National Parole Board, and Kristine Burr, Assistant Deputy Solicitor General, Corrections and Aboriginal Policing, discussed how their organizations are contributing to public safety. Commissioner McClung explained that Parliament has reaffirmed that the safe reintegration of offenders is and will continue to be the primary correctional strategy for Canada.

The Commissioner went on to explain that our focus will be more and more on strategies to reduce recidivism, increase cost savings and help Aboriginal offenders. As well, CSC is facing a number of challenges

such as cultural awareness in our programming, health issues, violent women offenders, ageing offenders, substance abuse issues, psychiatric issues and the changing profiles of our offender population.

Commissioner McClung concluded that CSC can't do everything alone. We need to create stronger relationships with our partners and the community, and for that reason the Community Engagement Sector was created. She emphasized that Canadians want to and should be involved in our processes.



Marty Maltby, Citizen Engagement Sector, manning the CSC display booth at the Halifax conference

Commissioner McClung concluded that CSC can't do everything alone. We need to create stronger relationships with our partners and the community, and for that reason the Community Engagement Sector was created. She emphasized that Canadians want to and should be involved in our processes.

There were a number of plenary sessions and workshops that related directly to corrections and how we interact with the community. Reverend Dr. Pierre Allard, Assistant Commissioner, Community Engagement, was a member of a discussion panel for a plenary session called "Community Corrections, Is It Working?" Reverend Dr. Allard shared a number of personal experiences as chaplain at Archambault and Dorchester penitentiaries and how he worked to improve conditions for offenders by introducing volunteers in to the process.

A workshop on Circles of Support was introduced by Reverend Dr. David Molzahn, Special Advisor to the Director of Chaplaincy on Community Ministry. Reverend Dr. Molzahn described the 60 Circles of Support across Canada that are currently helping sex offenders after warrant expiry.

Barry Turnbull, a retired inspector with Peel Regional Police and a part-time member of the National Parole Board in Ontario Region, gave a law enforcement perspective to Circles of Support. He said that most police officers tend to be skeptical by nature and are not well informed about programs such as the Circles of Support unless they are directly involved. He also said that police officers, when informed about such programs, are very supportive.

The Honourable Peter MacKay, Member of Parliament for Pictou-Antigonish-Guysborough, gave a political perspective on Circles of Support. All three members agreed that working with sex offenders after warrant expiry through programs such as Circles of Support is the best way to reduce recidivism.

Another workshop entitled "Explaining the Crime Bust" discussed the nature and extent of public legal education in Canada. Holly Johnson, Program Chief, Research and Analysis for the Canadian Centre for Justice Statistics, gave a statistical overview of crime rates in Canada including a comparison with the United States, and concluded that overall, crime in Canada is decreasing.

Dean Jobb, staff reporter for the Chronicle-Herald newspaper in Halifax, discussed the media's role within the justice system and tried to dispel a number of myths about the media's responsibilities. He stated that the media's role is not to educate but to report and inform. However, because of the nature of the work, it tends to be the primary means by which the public learns about the justice system. He said that we must not assume that the media understands how the justice system operates and how the rules that we must abide by are applied. He concluded that the best way to improve reporting is to develop relationships with the reporters, educate them about the system and ensure that the media is made accountable for its reporting.

There were many other workshops on topics such as restorative justice, the Lifeline program, dealing with adolescents at risk, and Aboriginal solutions to Aboriginal problems. The conference provided a great opportunity to share ideas with peers in the justice system and to openly debate many of the issues facing Canadians today.

The next Congress will be held in Vancouver, British Columbia, November 2003. ♦

Giving Back to the Community

By Bill Rankin, Communications Officer, Communications and Consultation Sector

Regional communications advisors and CORCAN worked with media relations staff at national headquarters preparing for Giving Back to the Community Week, June 3–9. An opportunity to publicly thank Canadians for allowing offenders to contribute to society, the week highlighted some of the many ways that offenders, with the help of Correctional Service of Canada (CSC) staff, "give back" to Canadian communities.

There was no shortage of examples from across the country. On the east coast, Moncton's *Times and Transcript* ran a story on Westmorland Institution's literacy project, Turning a New Page, that is helping young readers in New Brunswick classrooms.

Coverage at Atlantic Institution included a tour of the penitentiary for media personnel, a presentation by citizens' advisory committee chairman Charles Emerys, stories on the institution's fish hatchery, basic skills workshop and the future site of a CORCAN mattress recycling plant. Miramichi leader and journalist Derek Dunn described his day at Atlantic Institution as "a golden opportunity to experience a part of society that's rarely seen."

In Québec, a news release and backgrounder was prepared by regional staff and distributed to local journalists. A community newspaper interviewed offenders who work at Le Domaine du Lac Bleu summer camp. In July, a Canadian Press reporter wrote a story on other community projects.

Ontario Regional Communications Advisor Theresa Westfall was interviewed by local radio station CKLC and gave an overview of community projects taking place around Kingston. A television crew from CKVR-TV in Kingston reported on several Beaver Creek Institution inmates doing clean-up jobs and other similar year-round activities. A *Toronto Star* reporter covered the Exceptional People's Olympiad at Collins Bay Institution in July.

On the Prairies, there was television coverage of Rockwood Institution inmates cleaning up a highway. The *Regina Leader-Post* focused on women from the Okimaw

Ohci Healing Lodge involved in an innovative work placement program. Inmates at Saskatchewan Penitentiary were hard at work, as reported in the *Prince Albert Herald*, preparing 40 picnic tables for area campgrounds. *Calgary Herald* writers are interested in profiling an inmate involved in a community project.

An editorial in the *Abbotsford Times* reminded its readers that Canada's correctional system is full of success stories and criticized a member of Parliament for continually attacking the justice system.

On the national scene, the June 18 edition of *Maclean's* listed examples of offenders giving back to the community in all regions of the country. ♦

In summary, these results show that proactive media relations have encouraged positive media coverage of CSC. More stories are expected in the near future as many journalists expressed great interest in the Giving Back to the Community initiative.

The Architecture of Canadian Prisons Evidence of Who We Are

By G. Chartier, Communications Officer,
Communications and Consultation Sector

Canada is viewed as a world leader in corrections. The history of corrections can, in many ways, be told through an examination of the architecture of penitentiaries. The buildings constructed to house offenders reflect a society's concept of justice and, in Canada's case, demonstrate a movement along a path of greater humanity.

The next issue of *Let's Talk* (volume 26, number 4) will present an examination of the architectural history of prisons with a focus on the development of penitentiaries in Canada. It will show examples of recently built correctional facilities and will also feature an article on how an older penitentiary (in this case Collins Bay Institution, opened in 1930) is currently undergoing a retrofit to enable it to continue functioning as a modern correctional facility heading into the 21st century. ♦



Architectural details of Grand Valley Institution in Ontario

Photo: Steven Evans

Citizens' Advisory Committees Activities in a Community Setting

By Bob Ciupa, Inspector, Niagara Regional Police Service

As I look back at almost 20 years as a citizens' advisory committee (CAC) volunteer, one of the recurring themes at national conferences is the perception among community CACs that there appears to be little for them to do, particularly in comparison to those CACs attached to institutions. Nothing could be further from the truth! Community CACs have a vital role to play in the correctional context. It's just different from that of the institutional CACs



Bob Ciupa, Inspector, Niagara Regional Police Service and CAC volunteer

Institutional CACs have the disadvantage of a highly visible multi-million dollar structures, with hundreds of employees and residents that tend to inexorably focus their attention. I call it a disadvantage because we all run the risk of coming to believe that institutions are what corrections is about. It just isn't so! The Mission Statement of the Service, with its intent of actively encouraging and assisting offenders to become law-abiding citizens, shows that the community is at the heart of the Service, with institutions being only one tool in exercising reasonable, safe, secure and humane control.

Having said that, what role do community CACs have to play, and what types of activities can they be involved in? In Niagara it isn't a matter of finding something to do, but of

finding time because there is so much to do. The key is to do something. Do anything! Do what works for you, your members and your community, and have a good time. Remember that you're a volunteer. Good luck, have fun, and best wishes in your activities!

Here is a partial list of ideas for activities in which CACs can participate:

- Hold regular monthly meetings; socialize after meetings
- Visit institutions
- Visit the local parole office
- Hold strategic planning workshops
- Participate in Correctional Service of Canada training when schedules permit
- Assist in having local parole office relocated to appropriate facilities
- Conduct a feasibility study for community employment training for parolees
- Establish and operate the APC parolee employment training program for parolees
- Contribute personal time, expertise, and involvement to programming activities to ensure financial viability
- Do presentations to offenders ♦

Editor's note: Mr. Ciupa's complete CAC list of activities (70 in total) is both practical and specific, however, it's too long to publish in its entirety in Let's Talk. But don't let that deter you. For the complete list, contact Mr. Ciupa at:

bobciupa@netscape.net

Collins Bay Hosts 25th Exceptional People's Olympiad

By Bill Rankin, Communications Officer, Communications and Consultation Sector

Photos: Jack Chang, Kingston Whig-Standard

July 21 – 22 was a special weekend at Collins Bay Institution, the 25th year of the Exceptional People's Olympiad, an event organized and funded by inmates for developmentally challenged athletes. Inmates consider the Olympiad a chance to show their humanity and help a sector of society that deserves special attention.

More than half of the \$35,000 needed to run the event was raised at the inmates' tuck shop throughout the preceding year. Corporate sponsors Mark's Work Wearhouse and Zellers also contributed.

Athletes were paired with inmate "godbrothers", who coached and supervised the athletes as they tossed, leaped and sprinted their way to victory. Each of the 100 participants was a winner; together they walked away with a total of 160 medals. Inmate Tony "Spud" Brennan was honoured as Godbrother of the Year for helping two athletes to reach their maximum potential. Fellow inmate Donovan Brennan described Tony as "the best of all men doing time across Canada."

During the opening ceremonies, Lifeline In-Reach worker Rick Sauvé passed the torch to two athletes who mounted the steps and lit the flame to mark the beginning of the games. Inmates dressed as cartoon characters Wile E. Coyote, the Road Runner and Bugs Bunny cavorted on the sidelines and urged the fans to "rock the house."

The event was well attended, including Commissioner Lucie McClung; Speaker of the House of Commons Peter Milliken; Lynn Myers, Parliamentary Secretary to the Solicitor General; Acting Warden Janet de Laat; the Deputy Mayor of Kingston; local citizens' advisory committee members; and Kingston's own town crier. Inmates loudly booed all the Correctional Service of Canada speakers, a tradition that goes back many years and is received with good humour. ♦



Athletes sprint to the finish line at Collins Bay Institution



Inmates (in green) and athletes shoot for the basket

LEADERSHIP Renewal

National Headquarters

Cheryl Fraser

Special Advisor to the Commissioner
Effective July 17, 2001

Brian Grant

Director, Addictions Research
Effective June 8, 2001

Shereen Benzvy-Miller

Director General
Intergovernmental Affairs
Effective June 8, 2001

Susan Spenard

Director, Strategic Planning
Effective June 8, 2001

Kami Ramcharan

Comptroller, CORCAN
Effective July 9, 2001

Jo-Anne Brisebois

Special Advisor to the Commissioner
Effective August 27, 2001

Michael Bettman

Director, Reintegration Programs
Effective May 10, 2001

Daniel Richer

Regional Director, CORCAN Québec
Effective date to be determined

Elizabeth Van Allen

Director, Community Reintegration
Operations
Effective August 18, 2001

Suzanne Crowder

Director, Comptrollership Systems
Effective January 3, 2001

Regions

Doug Borrowman

Assistant Deputy Commissioner
Corporate Services, Prairie Region
Effective May 12, 2001

Rémi Gobeil

Deputy Commissioner, Atlantic
Region
Effective November 5, 2001

Alphonse Cormier

Deputy Commissioner, Pacific
Region
Effective October 29, 2001

Addictions Research Centre Opened in Prince Edward Island

By Heather Hurst, Communications Advisor, Communications and Consultation Sector

Photos: Heather Hurst

Preparations for the event had been going on for weeks. Invitations sent, food ordered, entertainment arranged. All the things you would do to host your neighbours. Since construction had begun more than a year ago, the Town of Montague had taken notice. And now the time had finally arrived for the Correctional Service of Canada (CSC) to announce its presence and become part of the community.

May 18 turned out to be a sunny, warm spring day. Guests arriving for the official opening of the Addictions Research Centre were in a good mood. In addition to the invited guests of honour, the residents of Montague were invited to an open house. While many people knew a number of the staff working at the Centre, this was their first opportunity to learn the type of work that would be conducted there. In the end, more than 350 local dignitaries and guests walked through the doors that day.

Commissioner Lucie McClung described the Addictions Research Centre as a “symbol of everlasting commitment to reducing drug use by federal offenders.” In her speech, she went on to say, “We are here today to celebrate that achievement. This building that we are standing in today is the first of what will be many successes with this project.”

Up to that point, Prince Edward Island was the only province in Canada that did not

have a CSC facility. The Centre is important as a physical symbol of the Service’s position as a world leader in corrections and research-based programming. And for the people of Montague, it will bring business and prominence to their town as researchers from around the world come there to work with CSC’s staff.

The open house gave CSC staff an opportunity to meet with community members to explain the type of research in which they are engaged and to show them examples of their work, such as studies of treatment programs and new assessment measures. As well, the afternoon allowed staff to explain the benefit of such research to corrections work.

In his speech, Solicitor General Lawrence MacAulay described why the Centre’s work

was so important: “To treat their addictions effectively so that offenders are released back into society clean and sober, it is important that we understand the nature of their addictions.”

Dr. Brian Grant, Interim Director of the Addictions Research Centre, gave a very personal address. Pleased to finally bring his wife to see where he had been working ‘down east’ for the last year and a half, Grant’s pride for the Centre, its staff, and its work was evident. After a ribbon cutting and plaque unveiling, guests were treated to tours of the facility as well as some local entertainment.

As the last guest left and the sun set on a memorable occasion, it was clear that the Addictions Research Centre was now part of the landscape of Montague. ♦



Lucie McClung, Commissioner, makes a speech to the guests invited to the opening of the Addictions Research Centre. Dr. Brian Grant, Interim Director of the Centre, sits three from her left.



Lucie McClung, Commissioner, Larry Motiuk, Director General, Research, and invited guests look on as Lawrence MacAulay, Solicitor General, cuts the ribbon, officially opening the Addictions Research Centre in Montague, Prince Edward Island.

Commissioner

Lucie McClung described the Addictions Research Centre as a “symbol of everlasting commitment to reducing drug use by federal offenders.”

Getting a Grip on Human Rights Issues

By Bill Rankin, Communications Officer, Communications and Consultation Sector

“**C**orrectional officers (COs) often find themselves in tough spots,” says Bill Staubi. “Put yourself in their shoes for a minute. Let’s say it’s the sixth day of your seven-day shift. You’ve got three more hours before your shift is up. You’re tired, your manager is looking for your reports, the kids are acting up at home, the mortgage payment is due. And in the middle of all this, you must bear in mind that your actions must not violate the human rights of the inmate who is presently hollering and throwing things at you.”

Bill understands how difficult these situations can be. As Director General of the Rights, Redress and Resolution Directorate, he and his staff ensure that human rights issues are addressed in the Correctional Service of Canada, on both the offenders and employees’ side of operations. Applying these principles in day-to-day situations is not always easy; the dynamics of maintaining security and upholding the rights of the individual can be very challenging.

The Directorate is involved in all the processes involving human rights complaints, investigations, corrective actions and liaison with the Human Rights Commission. And this, says Bill, is the easiest part of the job. The more difficult aspects are connected with training and awareness.

“...staff, especially on the front lines, face some pretty complex moral, legal and policy decisions in the day-to-day course of their work...”

COMPLEX DECISIONS

“It’s easy to think that in Canada we don’t have any human rights problems,” Bill says. “Of course we don’t have the abuses that you see in other countries, but there’s always room for improvement.”



Bill Staubi, Director General of the Rights, Redress and Resolution Directorate

Photo: Bill Rankin

“Many staff, especially on the front lines, face some pretty complex moral, legal and policy decisions in the day-to-day course of their work connected with families, offenders, and victims. Those folks must understand human rights issues and how to apply them; how to reconcile the rights of one individual with those of another; how to make a decision consistent with the principles of human rights. Very tough things to do.”

“People often make the mistake of thinking a ‘common sense’ approach will be sufficient or that all people have the same rights and entitlements in all situations.”

For new CO recruits, core training in human rights is just one of many new concepts they must try to grasp. At that early point in their careers, they are buried under so much new material that information overload often kicks in. Human rights issues tend to be complex and confusing, easy to put aside when there are so many other topics that seem more tangible. And trainees don’t have the practical feel for daily work situations that comes with experience, so it’s

difficult for them to imagine how human rights and incarceration mesh together in a practical way.

Bill wants to confront this problem by expanding human rights training beyond what is now offered during basic training.

“COs are one of the important groups that we want to come back to after they receive their core training. We want to give them extra support so they’re able to make judgments very quickly and accurately. They need the initial human rights awareness training and then more, once they get to know the basics of their jobs. We’re also looking at ways to put together material for assistant and deputy wardens; we tie into workshops that other groups offer like the Human Rights Commission. There’s a wealth of human rights information out there – written material, on the Internet, videos, libraries.”

OFFENDER GRIEVANCES AND HUMAN RIGHTS

Besides classroom education, human rights messages reach CSC employees in other ways – sometimes during the resolution of an offender grievance. Whatever the situation, it’s bound to be concrete and specific and generate plenty of discussion while it’s being resolved. For example: a prisoner wants to burn a candle in his cell as part of a religious ceremony. Shouldn’t he be allowed? After all, prisoners smoke in their cells. Perhaps the offender was permitted his candle at the institution where he was formerly incarcerated but he’s been moved to another prison and the authorities say “no candles here.” The offender expects consistent application of rules and accommodations but he discovers it’s not always so.

Grievances, including those involving human rights, are an internal three-step process starting with the warden at the institution. If no resolution is reached, it goes to regional headquarters and then, if necessary, to national headquarters. A complaint may be filed with the Human Rights Commission if no agreement is reached there. A great deal of effort is directed towards mediating these differences before they go to a human rights tribunal because that is when legal involvement and subsequent costs begin to escalate.

ATTITUDES CONTINUE TO EVOLVE

"It's an evolving field," Bill comments. "Human rights decisions are a real challenge because of shifting attitudes over generations and the question of what imprisonment should be about."

For example, former Commissioner Ole Ingstrup was instrumental in helping the Service to get a grip on the question "Is prison the punishment or should prison be a source of punishment?" In other words, if a person is extracted from their normal life, sent to prison, isolated from their families and community, freedoms curtailed – that's their punishment. Once they are in prison, it should not be up to CSC to punish them any further.

**"Is prison
the punishment
or should prison
be a source of
punishment?"**

"Our current Commissioner, Lucie McClung, is now helping the organization meet its challenges in compliance with various areas, including respect for human rights and the proper administration of entitlements and privileges," says Bill. "Part of our role is to provide the Commissioner with feedback on how the organization is doing in this regard." For the most part he is pleased to advise her that the Service is trying hard to meet its obligations. However, he notes, "We cannot be satisfied at doing half or three-quarters of a job like this. If we ignore the rights of one person or group, how can I be sure there will be respect for my own rights?"

The Human Rights Unit is available to answer questions, suggest reading and training materials, or meet with groups to discuss human rights issues. Contact the acting manager of the unit, Pam Rudiger-Pryblyski, at (613) 991-2815 for more information. ♦

Offender Management System Undergoes Major Overhaul**Work to Renew Critical CSC System Already Underway**

By George Pinatel, Manager, OMS Renewal Project

Correctional Service Canada (CSC) and National Parole Board (NPB) officers can breathe a sigh of relief now that work on renewing the Offender Management System (OMS) is underway. The OMS – the department's large database used to manage offender information – was at risk of failing in the next few years.

RENEWAL A NECESSITY

The need to renew the OMS has been growing over the last few years and reached a critical point when the vendor responsible for the system platform on which it is based discontinued its support. In addition, OMS renewal was propelled by the need for a better, integrated national justice information network.

The project is taking place under the umbrella of the federal Integrated Justice Initiative (IJI), a large-scale project to create a Canada-wide network that links all criminal justice agencies – the Canada Public Safety Information Network (CPSIN). But, as Richard Harvey, Project Manager, OMS Renewal, explains, IJI is still in its beginning stages. "While we are working under the CPSIN initiative, we see it as more long term. CSC has already begun the process of connecting electronically with its partners and improving existing systems. We hope that we can help to shape IJI standards based on what we learn through the renewal process."

FIRST MILESTONE REACHED

Work on OMS renewal has been underway since March 2001. The project's first major milestone was reached in August with the submission of a detailed project plan to the Treasury Board Secretariat. The project plan consolidated the first round of regional input regarding OMS renewal and solidified the allocation of \$47 million toward the project. "Our immediate task was to travel to each region and explain why OMS renewal was taking place, and to establish a vision, based on user input, of what the renewed system should be like," explains Richard Harvey. "We

wanted to develop a high-level sense of what the people who use the system every day needed."

A common theme across the regions for the renewed system was the need for user friendliness. Most users would like to have a more modern interface, such as a Windows-based browser.

Richard Harvey added that while the renewed system will perform, as a first stage, essentially the same functions, it will be easier to use and navigate. A new Windows-based interface is being developed that will dramatically reduce the number of screens a user must "drill" through to get to the information he or she needs.



Photo: Martin Bélanger

"Canada has one of the most comprehensive offender management systems in the world."

Richard Harvey, Project Manager, OMS Renewal

The renewed OMS will also be easier to manage, and will provide CSC partners with easier access to offender information. It will allow for the addition of new modules, as needed – something the current system is unable to do. “For several years, a number of added functions had to be built into parallel systems, like RADAR, for example,” says Richard Harvey. “The system simply couldn’t support it.”

A new interface will dramatically reduce the number of screens a user must “drill” through to get to the information...

- Automation of the current Timeline entries in OMS to prevent duplication of work;
- Addition of information to each entry of the documentation log to allow the staff member to easily identify the type of report on the file;
- Removal of the Criminal Profile Report from the Correctional Plan to become a stand-alone document once more;
- Ability to conduct the Spousal Abuse Risk Assessment on OMS;
- Changes to the Programs module to better support program information requirements;
- Automation of the Community Strategy request to response links;
- Changes to the OMS Detention Review Pre-Screening to help standardize the process nationally;
- Ability to add information to the Assessment for Decision Addendum report without changing its intent or recommendation.

Coming this winter and next spring, existing partners will be connected to OMS. Community Residential Facilities (CRF), Community Assessment and Parole Supervision (CAPS) contracts, provincial correctional agencies and provincial parole boards are among those that can contribute to a safer community; they will be connected to some form of OMS within the next 12 to 15 months.

Also, research on how to update OMS modules and migration to the new system platform will continue. During this time, few, if any, disruptions are expected, although users can expect existing modules to be frozen “as is” while work on the new or revised module takes place.

In the meantime, all CSC staff can track the progress of, and submit ideas and suggestions on, the renewal project on the CSC InfoNet. Web pages dedicated to the project on both the InfoNet and Internet were launched earlier this year at the following address: www.csc-scc.gc.ca ♦

TECHNOLOGY MIGRATION ON TRACK

OMS renewal is planned to take place over the next four years in phases. The project team is currently planning the migration to a new system platform – work that must take place before the system’s 30 modules can be upgraded or replaced.

Concurrent with this work will be more detailed consultation with the regions and ongoing research on system modules. The project team is examining offender management systems being used in other countries to determine how parts of them may be incorporated into the OMS. “Canada has one of the most comprehensive offender management systems in the world,” says Richard Harvey, “but we acknowledge that other countries, such as the U.S., New Zealand and Australia, may have some better modules that we can take advantage of.”

The project team is also evaluating off-the-shelf products and the possibility of acquiring rights to existing modules, as well as developing new modules as needed and as funds permit.

WHAT’S NEXT?

A last release (R6.3) to the existing OMS will be implemented this fall. After this release, the OMS will be frozen to what would be known at that time. Release 6.3 will bring improvement on several reintegration areas:

Human Resource Management Sector

A Map for Renewal

By Bill Rankin, Communications Officer, Communications and Consultation Sector

Pinned to the wall in Dru Allen’s office are photos of him and his buddies taken on a canoe trip down the spectacular Nahanni River in the Northwest Territories. Having challenged some of the toughest whitewater that Canada has to offer, Dru knows what it takes to complete a journey and arrive in one piece. One of the essential requirements, says Dru, is a good map. It tells you where you came from, where you’re going, and the locations of the obstacles you must avoid.

As Director General, Organizational Renewal, Human Resource Management Sector, Dru has taken this lesson and applied it to his main workday task – creating a human resources map for the renewal of the Correctional Service of Canada (CSC).

FOCUS ON EMPLOYEES

Why does CSC need such a map? “For the last 10 years,” says Dru, “we’ve focused on the offender side of the business. Now we

have some of the best offender programs anywhere, backed by solid research. It is now time to make the same type of investment in our staff. The idea with organizational renewal is to learn how to better attract and retain staff, and to understand what knowledge, skills and talent staff need to position our organization for future challenges.”

It’s all part of a government-wide initiative being leveraged by much bigger forces – Canada’s changing demographics, global trade and immigration – that have our political leaders sitting up and paying close attention.

“When the Prime Minister says he’s willing to reform the public service,” says Dru, “it’s a chance of a lifetime. I’m sure I won’t see it again in my career. Hopefully the consultation will give us some great ideas.”

KEY GROUPS

Consultation is the first step on Dru’s human resource map. In the upcoming

months, Dru and his staff will be assembling demographic profiles of the key groups within CSC. The challenge is to analyze these data and develop strategies that will help the organization maintain a competent, sustainable and productive workforce – not an easy task given the shifting ground and all the factors that must be juggled simultaneously.

The key groups vary in many ways. Correctional officers, for example, perform tasks exclusive to CSC; many of their skills are not readily transferable to other departments or businesses. Nurses, on the other hand, can easily apply their expertise in positions outside the Service. Similarly, finance and information technology people, and the tradespeople and technicians who install and maintain CSC building systems (electrical, plumbing, heating) have skills that are easily transferable. Each of these groups has their own expectations and demands.

“Once we get outside of the two main groups – correctional officers and those who fill the social programs and case management functions,” says Dru, “we’re in an open market. We’ll be competing with other federal departments and the private sector for qualified people.”



Photo: Bill Rankin

**Dru Allen, Director General,
Organizational Renewal**

DIVERSITY AND RENEWAL

And not just any qualified people. A Privy Council priority requires that the federal workforce represent the diversity of the Canadian population, and in CSC’s case, the diversity of offenders under its authority. To put it simply, the Service needs to recruit and retain staff who are reflective of the different employment equity groups. As well, a

goal of 14 percent Aboriginal representation within each of the two key occupational groups, CXs and WPs, (this includes correctional officers and parole officers) is now a corporate priority.

Another big concern looming on the not-so-distant horizon is the great number of employees who will either retire or resign in the next five years. Will CSC recruitment efforts be adequate to meet the staff turnover?

“We’re talking about a need for 7,000 replacements in the next five to seven years in CSC alone,” says Dru. “Our present capacity to recruit externally is 600 to 700 a year.”

Simple arithmetic tells us that attrition exceeds CSC’s ability to replace.

“We need more streamlined hiring methods,” Dru explains, “on-line staffing, for example. Currently, CSC jobs are listed on the Internet but from there the application process drops back to a pen and paper exercise. The whole selection process takes too long and by the time we get to the applicants, they’ve gone elsewhere.”

“We have to start thinking more strategically. You’ve got to get way ahead of the parade if you want to get a good view!”

ADVANTAGES TO WORKING FOR CSC

While these factors are major obstacles, there are also advantages to working for CSC that appeal to young people contemplating a career move. For instance, CSC has a great number of operational sites across the country. People who want to live on the coast

or those who prefer the open prairie spaces are more likely to find a wide range of jobs in their preferred locations. Another advantage is training. For newcomers, training is very important and CSC does it well, maintaining new employees’ confidence, comfort level and their focus on the job. Perhaps even more important, to prospective correctional and parole officers especially, is the stability of CSC as an employer. These key groups are largely impervious to employment fluctuations, unlike other trades, occupations and disciplines in CSC, such as nursing and psychology where there is a large demand outside of the correctional field. The public service also tries to sustain a healthy balance between work and private life – more than many parts of the private sector do.

Dru believes that the federal government has learned some lessons in recent years that make a civil service career even more appealing. “Managers are thinking smarter about how to retain employees; instead of telling their staff what the government has to offer, managers are asking their employees what it would take to keep them in the fold. It’s a shift in thinking that is crucial for holding on to good people and ensuring that they don’t burn out or rust out.”

NEXT STEPS

The federal government is drafting new legislation and aiming for Parliamentary approval by February 2002. Once these changes have been made law, government policies, regulations and procedures will follow that hopefully will result in human resource management capabilities that match the demands of the 21st century. The ultimate goal will be a public service that in Treasury Board parlance is a “representative, productive and sustainable employer and a workplace of choice.”

Once his directorate’s part is done – the organizational renewal of CSC – Dru says he will be ready for another well-deserved canoe trip. ♦

“The idea with organizational renewal is to learn how to better attract and retain staff, and to understand what knowledge, skills and talent staff need to position our organization for future challenges.”

“We’re talking about a need for 7,000 replacements in the next five to seven years in CSC alone.”

Development of CSC's Corporate Objectives

By Marie-France Lapierre and Catherine Bélanger, Strategic Planning and Policy Branch

“The future belongs to those who prepare for it today,” said Malcolm X. In that spirit, the Correctional Service of Canada (CSC) ventured from its established three-year planning horizon and recently developed a new strategic planning process to assist the organization in anticipating longer-term societal changes up to the year 2017 that could affect the corporate objectives and operations of the organization.



Marie-France Lapierre, Senior Project Manager, Strategic Planning

WHAT ARE THE CORPORATE OBJECTIVES?

In support of achieving the Mission and Mandate, CSC's corporate objectives for the period of 2002-2005, CSC will focus on the following key themes:

- the safe reintegration of offenders
- the health and wellness in each operational unit
- reducing the incarceration rate of Aboriginal offenders
- renewal of organizational capacity
- [The exact wording of the Corporate Objectives (2002-2005) will be posted on the InfoNet under the Corporate Development/Strategic Papers]

HOW WILL THESE AFFECT OUR OPERATIONS?

Achieving our corporate objectives will require the involvement and commitment of CSC staff members at all levels and the col-

laboration of our partners in the criminal justice system as well as the community. Actions that will be taken to achieve each objective are identified and translated into work plans and accountability contracts.

HOW ARE THE CORPORATE OBJECTIVES DEVELOPED?

The following are highlights for the development of next year's corporate objectives:

Research Papers

Research of expert opinions on future global and national trends and potential issues was conducted. The information collected was presented in nine papers describing key forces that drive CSC's operations. The major themes of these papers describe the global economy as driven by rapid and largely unrestricted flows of information, ideas, cultural values, goods and services as well as demographic trends. Vocal and organized civil societies will increasingly shape and influence global outcomes in the years ahead. As well, the effects of information technology and innovation will be of particular significance, particularly on business, communications, public health and safety, and the public service.

Regional Fora and Executive Interviews

Five regional fora and one at national headquarters were conducted, to identify and understand regional and provincial/territorial variances on issues and their effect on corrections as well as to meet the representatives of key interests. Over 150 subject experts participated in the process, including CSC staff members and senior managers, other federal and provincial government departments, academia, and non-governmental organizations.

Scenario-Building Workshop

A two-day scenario-building workshop was held to identify and understand key uncertainties that corrections in Canada might be facing and the potential futures that could unfold. For example, the shifting social values and the change in how society views the cause of criminal behaviour, i.e. nature versus nurture, were considered to be key uncertainties. Scenarios were developed based on uncertainties that would have a major effect on

future public policy and legislation governing the criminal justice system.



Catherine Bélanger, Acting Portfolio Manager, Strategic Planning

CONTINUING THE PROCESS

The results of these steps formed the basis for the development of the four corporate objectives that were discussed with the Executive Committee. The strategic planning exercise, with the assistance of our CSC colleagues and partners in the criminal justice system, helped the Service develop a long view to the future. This will continue to guide us in better understanding the environment in which we operate and to anticipate societal changes.

Relevant documents can be obtained on CSC's Infonet. For further information please contact Catherine Bélanger at (613) 947-6436; e-mail: BelangerCAE@csc-scc.gc.ca or Marie-France Lapierre at (613) 947-3963; e-mail: lapierremf@csc-scc.gc.ca. ♦

Vocal and organized civil societies will increasingly shape and influence global outcomes in the years ahead.

Alternatives to Revocation

Safely Sustaining Offenders in the Community

By Fernand Dumaine, Special Advisor,
Strategic Planning and Policy Branch

This article gives a quick overview of the paper *Alternatives to Revocation – Safely Sustaining Offenders in the Community*; you may wish to access the paper on the INFONET in either official language (http://infonet/infonet/bookshelf/revo/toc_e.htm)

The Canadian federal correctional system has been applying alternatives to revoking the parole of offenders in the community for many decades, as reflected in policies and statutes. The paper focuses on whether the system has used alternatives to revocation as much as it could. The intent of the paper is certainly not to criticize the manner in which alternatives to revocation are used and have been used in the Canadian federal correctional system.

Indeed, federal corrections must strike a very difficult balance between alternatives to revocation and the protection of society. When faced with failure or imminent failure, corrections officials may suspend the offenders; once the offenders have been suspended, they must decide whether to revoke the offenders and thus keep them in the institution, therefore putting an end to their parole or statutory release, or, offer them an alternative to revocation, i.e., not putting an end to their release and returning them to the community. This may involve imposing some

new conditions on the offender, such as intensified supervision, abstaining from alcohol, prohibition from going certain places, and curfew.

There has been an evolution in dealing with offenders who fail in their attempt to complete their sentence in the community. In the not-so-distant past, corrections often focused on the offenders' breach of parole conditions once they were released into the community: should they be charged, or parole be suspended or revoked? The offender was seen as someone who needed to be "straightened out." Corrections gradually introduced remedial steps or alternatives before actually revoking. More recently, the field of corrections has increasingly promoted the principles of restorative justice throughout the criminal justice process. This article and the paper offer an opportunity to also highlight the key role played by First Nations people in the development of restorative justice philosophy that is being used in corrections today.

SUSPENSION AND REVOCATION RATES

Suspension and revocation rates in two critical years show interesting statistics, namely, 1992–93, the year of the promulgation of the Corrections and Conditional Release Act (CCRA), and 1998–99. In 1998–99, although the inmate population was larger, fewer offenders were released on parole and day parole. However, a larger number of offenders were revoked without offence in 1998–99 than in 1992–93.

What explains the situation where there were fewer offenders released on day parole

and parole in 1998–99 than in 1992–93 but more revocations without offence in 1998–99 than in 1992–93? Several hypotheses have been suggested. Could it be, for instance, a gradual decrease in programs in communities, including those for Aboriginal offenders, a lack of support from decision-makers, or an increasingly violent inmate population? What about the impact of the CCRA on parole revocation? Or increased vigilance and proactive interventions vis-a-vis problem cases by parole officers?

While literature on alternatives to incarceration is abundant, literature on alternatives to revocation is scant, and no reports were found on the subject of how alternatives to revocation affect recidivism.

GUIDELINES FOR APPLYING ALTERNATIVES TO REVOCATION

One of the main messages for Canadian corrections is found in a paper by R.P. Stroker called *Alternatives to Revocation of Parole in South Carolina*; the message is that managing community releases requires consistency. CSC firmly promotes the safe and timely reintegration of offenders into the community, and prepares, guides and supports them during this process. Likewise, should CSC not use all its means to keep offenders in the community once they are there, while also keeping a vigilant eye on public safety?

The paper *Alternatives to Revocation – Safely Sustaining Offenders in the Community* briefly describes some projects in the Canadian criminal justice system that apply alternatives to revocation, some of which apply the principles of restorative justice. This overview includes some structured, innovative projects with the ultimate intention of avoiding revocation as much as reasonably feasible. An example of a community project applying alternatives to revocation as well as applying restorative justice principles is the Victoria Parole Office project. Briefly, the process consists of having the offender meet with a panel representing the community before suspension action occurs – therefore, at the back end of the system – to allow the offender to discuss his offence, his behaviour and plans with the community. An example of projects that apply alternatives to revocation from within the institutions is the project Maison d'Arrêt at the Federal Training Centre in the Quebec Region. This project focuses on offenders struggling with problems related to violence, emotional dependency, drug addiction and life in the community.

...federal corrections

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difficult balance

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protection of society.

MOTIVATION AND CO-OPERATION

The paper also discusses motivation and co-operation as helping offenders to take responsibility for their behaviour is critical. When staff offer the offender help, there is a legitimate expectation that the offender will demonstrate a desire to co-operate. On the other hand, how good are we in our day-to-day interventions at creating a climate that is conducive to open exchanges with offenders on matters such as the significant others in their lives, or at listening to offenders' aspirations and fears?

CONCLUSION

The paper concludes by asking whether there is a willingness to make alternatives to revoking parole an even more important part of CSC's reintegration strategy. CSC's challenge is to ensure that alternatives to revocation are applied consistently and to the farthest extent possible, while emphasizing the importance of the protection of society, in the spirit of the CSC Mission and the law. ♦

THE SITUATION AT CSC

CSC operates 14 wastewater treatment systems that serve 20 institutions (other institutions are linked to municipal networks). The total volume of wastewater treated averages approximately 6 million litres per day, with Ste-Anne-des-Plaines treatment plant processing the largest volume.

Although most treatment systems are effective in treating the type of liquid waste generated by CSC institutions, a recent internal survey indicated that there is room for improvement, particularly concerning the training that operators receive, effluent sampling frequency and the analysis of parameters to ensure proper adherence to treatment quality. If we do not know exactly what we are disposing of, it is hard to confirm that the treatments are indeed effective.

RAISING STANDARDS

Effluents from wastewater treatment plants are subject to provincial standards that consider, among other things, the quality of receiving waters and sensitive ecosystem zones. In addition, 1976 EC directives entitled *Guidelines for Effluent Quality and Wastewater Treatment at Federal Establishments* also apply to CSC wastewater treatment systems. In order to revise these "dated" directives, a Waste Water Working Group was sponsored by EC, and submitted its final report in June 2000. Given modern wastewater treatment technologies now available, the Working Group recommends raising the standards in this area. Consequently, we expect that, in the short term, requirements for wastewater treatment in federal establishments will increase significantly.

For all these reasons, it is important to maintain, manage and strictly monitor the quality of our wastewater treatment systems. Maintaining and improving the quality of our Canadian waters is essential for the well-being of present and future generations. It is a matter of life and death. ♦

Corporate Services Sector

Water: A Matter of Life and Death

Wastewater Treatment at CSC

By Paul Provost, Senior Environmental Advisor

Fish cannot live long in an aquarium without an adequate circulating water filtration system. Similarly, our biosphere is like a large aquarium...and we are the fish. Have you ever wondered what happens to the liquid waste we dispose of in our sanitary sewers? In Canada, most municipalities are now served by sewage systems connected to wastewater treatment plants. However, how well is the wastewater treated before the water is returned to the ecosystem? This never-ending task must also be accomplished by the Correctional Service of Canada's (CSC) purification systems.

FILTRATION VERSUS TREATMENT

First of all, we should distinguish between a drinking water filtration (or treatment) plant and a wastewater treatment plant. A filtration plant pumps water from natural local (underground or surface) sources and treats this water to make it drinkable, while a treatment plant processes wastewater (or sewage) before the water is returned to the natural environment. Wastewater treatment systems eliminate significant quantities of contaminants such as grit, debris, suspended solids, pathogens, oxygen-depleting wastes, nutrients, metals, persistent organic compounds, and other chemical substances.

According to Environment Canada's (EC) 2001 *Tracking Key Environmental Issues*,



Martin de la Chevrotière, treatment plant operator at the wastewater treatment plant of the Ste-Anne-des-Plaines Complex (SADPI)

"Municipal wastewater discharges represent one of the largest sources of pollutant releases by volume to Canadian waters." Nevertheless, the situation has greatly improved over the past 20 years as the percentage of the urban population receiving sewage treatment has increased from 72% in 1983 to 97% in 1999.

**...requirements for
wastewater treatment in
federal institutions will
increase significantly.**

Restorative Justice Week 2001

By Troy Demers, Acting Project Officer, Restorative Justice and Dispute Resolution Unit, and Christina Guest, Project Officer, Chaplaincy Division

WHAT IS RESTORATIVE JUSTICE WEEK?

Restorative Justice Week is a yearly celebration that takes place November 18 – 25, 2001. The objectives of the week are:

- to educate and inspire the public on the principles and values of restorative justice programs and initiatives;
- to inform the public of the multitude of community-based restorative justice programs that are available across Canada;
- to pursue cost-effective ways of “making things right”; and
- to build safer communities by breaking the cycles of violence and victimization among all people.

HOW DID IT GET STARTED?

Restorative Justice Week began in England in 1975 as “Prisoners’ Sunday,” a day set aside each year to promote awareness and concern for men and women who are incarcerated.

By 1995 the day had evolved into Prisoners’ Week; then in 1996 it was renamed Restorative Justice Week to more accurately reflect the week’s growing and inclusive intent. For the past three years, resources for Restorative Justice Week have been co-ordinated through a partnership of CSC’s Chaplaincy Division and Restorative Justice and Dispute Resolution Unit, in collaboration with the Interfaith Committee on Chaplaincy in the Correctional Service of Canada and with input from other community groups.

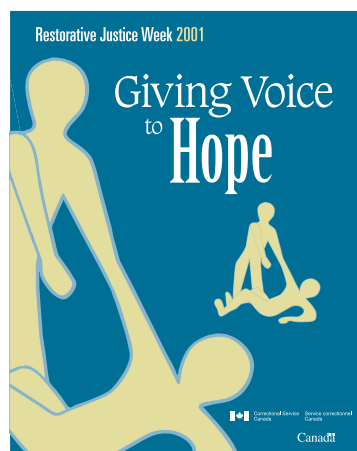
Some of the countries that now promote Restorative Justice Week include Ireland, Sierra Leone, Congo, Nigeria, Zambia, Rwanda, South Africa, Australia, New Zealand, Philippines, Fiji, England, United States, Hong Kong, Botswana, Burkina-Faso, Liberia and the Ivory Coast.

IS THERE AN ANNUAL THEME?

Yes. The 2001 theme is *Giving Voice to Hope*. This theme invites reflection on how our society’s commonly held values support a restorative approach in the aftermath of criminal behaviour and how hope fuels our search for satisfying resolutions to our conflicts.

HOW IS IT PROMOTED?

Through resource materials. This year’s resource materials include two resource kits –



one generic and one spiritual. A Christian leaflet, two reflection sheets and a poster are also available.

Through activities and events sponsored in communities and institutions throughout Canada and the world.

Through the Ron Wiebe Restorative Justice Award. This award is presented annually to an individual or group who models restorative justice principles in the service of justice

or peace. This year’s award will be presented on November 23, 2001, at Queen’s University, Kingston, Ontario. CSC is now accepting nominations for the 2002 award. For information on the award and the nomination process, please contact Carol-Anne Grenier, Project Officer, Restorative Justice and Dispute Resolution Unit at (613) 943-5049 or by fax at (613) 943-2171.

Through you, your family, neighbours, colleagues and friends. The hope is that people will discuss restorative approaches to justice and social issues in whatever forums are available – both formal and informal.

GET INVOLVED!

Feel free to communicate with us about any activities you have planned to celebrate restorative justice in your community, inside or outside. We welcome any feedback received from the events that you host and will profile the activities that took place during Restorative Justice Week on our Web site.

For further information or materials, please visit our Web site at www.csc-scc.gc.ca/text/forum/restore2000/home_e.htm or call the Restorative Justice and Dispute Resolution Unit at (613) 947-7309 or the Chaplaincy Division at (613) 996-9034. ♦

Communicators Win Award of Excellence

By Heather Lockwood, Manager, Logistics and Protocol, Research Branch

The International Association of Business Communicators (IABC) Award of Excellence was presented to Gilles Lacasse, currently Assistant Warden, Correctional Programs, Cowansville Institution; Heather Lockwood, Manager, Logistics and Protocol, Research Branch; and Marty Maltby, Logistics Assistant, Research Branch, on June 7, 2001, in Ottawa at a dinner and awards banquet.

Each year the IABC awards are presented in various categories for outstanding achievements in business communications. These employees received this well-deserved award in the category of special events for their organization of the International Literacy 2000 conference. The judges stated that the submission won based on the extensive work sample submitted, the process of conference evaluation and the attention to detail.



Left to right: Gilles Lacasse, Heather Lockwood, Marty Maltby

Literacy 2000: Towards Reintegration set a framework for the discussion of correctional education, as well as established a network of educators who can now share the wealth of information and ideas that were brought together at the conference.

Congratulations to these staff members for organizing the successful Literacy 2000 conference. They should be proud of their excellent work and dedication to correctional education. ♦

YOUTH ON TRACK

By Melissa K. Lee, Communications Officer, Communications and Consultation Sector

Photos: Bill Rankin

When addressing young people and the daily problems they face, it's important to give them a voice and listen to what they have to say. Even more important is supporting their endeavours to make changes within their schools and communities.

As part of the Kingston Outreach Project, the Correctional Service of Canada (CSC) held a one-day youth event with more than 100 participants. The target was Grade 11 students and organizations that deal with youth at risk. CSC's main challenge was to attract youth and gain the support of the school boards. CSC enlisted the support of YouCAN!, an organization that specializes in engaging young people, the Boys and Girls Club, student councils, and the city's special planning committee to help provide 25 young Kingston residents with special training and skills in conflict resolution and violence prevention.

...provides 25 young Kingston residents with special training and skills in conflict resolution and violence prevention.

The event, named *Youth on Track*, was organized by the students. It had a *Mission Impossible* music theme running in the background to keep the participants active and motivated. Facilitators were available to assist participants with the activities of the day.

The forum included guest speakers, workshops and group planning sessions. The main goal of the day was to discuss the problems students face within their high schools and communities and to generate solutions. The forum provided youth with a safe and open environment in which to learn, discuss, and deliberate about issues dealing with crime and corrections. Participants were able to

bring back what they learned to their schools and communities.

Workshop topics included substance abuse, dealing with violence, conflict resolution, health and wellness, prisons (life inside and out), and children with incarcerated parents. The workshops offered in the morning were repeated in the afternoon, giving participants the chance to attend two. There was positive feedback on all of the workshops offered.

Afterwards, the students began their action planning sessions – developing solutions to the biggest problems in their schools or communities. It was refreshing to see so

many youth together addressing these issues. Ideas flowed and the energy level was high all day long. The young people left with the skills to integrate their action plans into their schools and communities. YouCAN! will follow up with each school to ensure they have the support necessary to implement their plans.

Guest speakers and business members of the Kingston community assisted in making this forum a success. But the strength of the forum can be attributed to the youth planning committee for their valiant efforts, enthusiasm, and their faith in the ability of every individual to make a difference. ♦



Youth on Track participants at the Boys and Girls Club, Kingston



Participants in the Children with Incarcerated Parents workshop

Member of Parliament Visits Dorchester Penitentiary

By Maurice A. Thériault, Assistant Warden, Correctional Programs, Dorchester Penitentiary



The Honourable Mrs. Claudette Bradshaw, MP, Moncton-Riverview-Dieppe

The Honourable Mrs. Claudette Bradshaw, Minister of Labour, was greeted at Dorchester Penitentiary on April 9, 2001, by Warden Gary Mills. Mrs. Bradshaw spoke to 23 inmates and 4 volunteers about poverty in Canada and her work with poor people over the years. She talked about Headstart, a community-based organization that supports needy children and parents. Mrs. Bradshaw explained that Headstart helped children by assisting their parents in providing basic needs and by offering them training in parenting and employment skills, by networking with other agencies and offering counselling services.

Part of Mrs. Bradshaw's presentation included a discussion on fetal alcohol syndrome and its long-term effects on children. She allowed time for questions and discussion with several of the inmates who were eager to participate. During the reception that followed, she took time to greet all those present. ♦

Citizens' Advisory Committees Commitment, Transparency and Innovation

By Denis D'Amour, Analyst, Communications and Executive Services

More than 30 delegates gathered in June for the annual general meeting of Atlantic's nine citizens' advisory committees (CACs) in Memramcook, New Brunswick.

Among the topics discussed by delegates was a new funding formula that would, with the support from Regional Headquarters, guarantee financing for the activities of the region's CACs as a group, regardless of resources available to the individual institution or parole office associated with each CAC.

CAC members also approved an innovative initiative that confirms their commitment to ensuring transparency. From now on, CAC annual reports will be made available to the communities the committees represent, through municipal councils and local media.

The Atlantic Region has also begun developing a brand new national orientation program for all new CAC members. Led by Regional Vice-chair Hema Chopra, the project has raised a great deal of interest across the country.

Regional delegates at the annual general meeting approved the creation over the next three years of six new CACs: two in Nova Scotia (Annapolis Valley and Cape Breton), one in central Newfoundland, two in New Brunswick (in the Fredericton area and the Acadian Peninsula) and one for Prince Edward Island.

Regional Chair Chuck Emmrys, from Sackville, New Brunswick, and Regional Vice-chair Hema Chopra, from Halifax were both re-elected to serve another term. ♦



Regional Chair Charles Emmrys and Regional Vice-chair Hema Chopra

Atlantic Region CACs are quite pleased with the results of their annual general meeting, where delegates approved the creation of six new CACs over the next three years.



A work session at the annual general meeting of delegates from the Atlantic Region CACs

Turning a New Page Westmorland Institution

By Denis D'Amour, Analyst, Communications and Executive Services

Close to 100 people gathered at the Delta Beauséjour Hotel in Moncton, New Brunswick, on June 4, 2001, to celebrate the success and expansion of the Westmorland Institution literacy project, Turning a New Page.

Turning a New Page is a special partnership between Westmorland Institution and Scholastic Inc. that started in July 2000. Initially, Scholastic donated five copies of 200 different titles, or 1,000 books to this project.

The inmates use these books to improve their own level of literacy. When they feel ready, they read aloud and record their voices on audio tapes. Last January, the Turning a New Page partnership was expanded to include New Brunswick School District 2. Twenty-four elementary school teachers from the Moncton area introduced these books on tape to their classes to encourage reading among their students.

The success was overwhelming. Scholastic Canada recently gave 100 additional titles (500 books) to the project, with 200 more



Photo: Denis D'Amour

From left to right: Shawn, one of the inmates taking part in the Literacy Project; Scholastic Canada President Larry Muller; New Brunswick Lieutenant-Governor Marilyn Trenholme-Counsell; Assistant Deputy Commissioner for the Atlantic Region, Robert Babineau; Turning a New Page Director Rosemary Pineau; and Westmorland Institution Warden Mike Corbett

titles (1,000 books) still to come. In all, Turning a New Page will soon have a library of 500 titles (2,500 books) with audio tapes! By next September, the Turning a New Page books and tapes will stimulate young minds in 60 classrooms!

It was only fitting that the ceremony to celebrate the success and expansion of this

worthy project be held during our national Giving Back to the Community campaign. New Brunswick Lieutenant-Governor Marilyn Trenholme-Counsell, Scholastic Canada executives, school teachers, school board representatives, CSC staff and inmates all joined in the celebration. ♦

Awards Ceremony

Westmorland and Dorchester Institutions

By Denis D'Amour, Analyst, Communications and Executive Services

As part of National Public Service Week, Westmorland and Dorchester Institutions honoured several employees during an awards ceremony on June 13.

Among award winners were two employees from Dorchester Institution who received a Meritorious Service Medal for peace-

keeping: Paul Bourque, in recognition of his contribution to re-establishing a national correctional service in Kosovo; and Terry Murphy, for frequent participation in UN peacekeeping missions. Donald Robinson received an Exemplary Service bar for distinguished service in a correctional environment, an award that recognizes good conduct, zeal and exemplary performance during a career of 30 years or more in corrections.

In total, more than 40 awards were presented to employees of Westmorland and Dorchester Institutions by Marilyn Trenholme Counsell, Lieutenant-Governor of New Brunswick, and Alphonse O. Cormier, Deputy Commissioner of the Atlantic Region. ♦



Photo: Denis D'Amour

More than 40 awards were presented to employees of Westmorland and Dorchester Institutions.

Springhill Institution Celebrates National Public Service Week

By Shannon Oickle, Staff Training Officer, Springhill Institution

The staff at Springhill Institution showed a tremendous amount of support and participation in celebrating National Public Service Week. It began with recognition of the many volunteer contributions staff make, both within CSC and in their personal lives. Twenty-five staff members submitted descriptions of their volunteer efforts and a communiqué entitled *A Day in the Life of a Public Servant* was published.

On Tuesday, a giveaway was held and three lucky staff members received copies of a motivational book. On Wednesday, the Institution's Wellness Committee hosted a coffee house with singing, music, entertainment and a 50/50 draw. The Praise Team from Springhill United Baptist Church performed several musical selections. The group is composed of members of the Correctional Service of Canada (CSC) and community members.

Friday was a perfect day for a barbecue and awards ceremony hosted by the senior management team. Recognition certificates were presented to 21 staff members who have achieved excellence in support of a core value or corporate objective. As luck would have it, two other pre-planned



Judy Amos, Unit Manager, Women's Unit (left), presenting Zella Burke, Unit Clerk, with a certificate of recognition.



From left to right: Kim Henwood, Storesperson; John Mont, Community Parole Officer; Ruth Rushton, Clerical Assistant, Management Services; Gerald Davis, Mechanic, Nova Scotia Department of Transportation; Linda Gallagher, Lab Technician, All Saints Hospital

events coincided with Public Service Week – the annual golf tournament, including dinner, prizes and a dance, and the Springhill Irish Festival Parade. The Wellness Committee, volunteer staff and inmates created a float for the parade that captured second prize!

We enjoyed a great week and were proud to celebrate our accomplishments!

Annie and Magnum Keeping Drugs Out of Cowansville Institution

By Gilles Martel, Informatics Specialist, Cowansville Institution

Photos: Gilles Martel

In an effort to prevent drug trafficking and keep institutions safe and secure, the Correctional Service of Canada (CSC) decided to have a sniffer dog at each institution and create a position of dog handler. Cowansville was one of the first pilot sites for this initiative and Annie Roy, Correctional Officer, decided to apply for the job.

After screening, Annie and the other candidates had to pass CSC exams and interviews. Then came the theoretical courses and practical exercises in dog handling, which are part of the three-month training period at the Canada Customs College in Rigaud.

Annie shone at every step of this process. She was appointed dog handler at Cowansville April 1, 2001. Her dog is a one-year-old Labrador named Magnum.

Being a dog handler at a CSC institution is a full-time job. All the duties are focused on detecting and eliminating drugs, both indoors and outdoors. At Cowansville, the dog handler's main office is inside the guard post at the service entrance. An enclosure has been set up there with a kennel for the times when the dog is not working.

Magnum needs exercise to stay in shape, as well as training to maintain his ability to



Annie Roy, Correctional Officer and dog handler, with her faithful companion Magnum



Annie Roy and Magnum making a routine search around the perimeter of the institution



Being a dog handler at a Correctional Service institution is a full-time job. All the duties are focused on detecting and eliminating drugs, both indoors and outdoors.

detect concealed drugs. These exercises are part of Annie's daily routine. She does the same exercises as the dog – running, jumping, starting and stopping. These, she points out, are good for her own health as well as Magnum's.

Drug searching exercises may be simulations or they may be real: inspections at entry points and inside the perimeter fence, looking for small bags or tennis balls containing drugs that may have been thrown over the fence.

For training purposes, Annie asks another employee to hide some pseudo-drugs in various places. She then gives the order "search pot," and Magnum sniffs around all the room's nooks and crannies, as well as all the objects in the room. When he detects the scent of drugs or firearms, he sits. He's immediately given a toy, because his training is based on positive reinforcement; Magnum associates scents with play and rewards.

After the day's work is over, Annie takes Magnum home with her. The Correctional Service provides a van to transport the dog, as well as a pen and kennel at her home. Annie has to feed and take care of him, as well as see to his daily exercises – even on holidays.

The few inconveniences involved in looking after the dog outside working hours are balanced by many benefits: Annie gets a car and fuel for travelling to and from work; her companion will discourage anyone who might think about attacking a woman alone

on the road; and she has her own private guard dog at home!

Whenever Annie has to be away from home for a lengthy period, or when she is on annual leave, she takes Magnum to a veterinarian who knows how to care for this type of dog.

Annie is a determined individual who knows where she's going and how to get there. She is looking forward to a long career as a dog handler, and she is full of ideas about how to improve drug and firearm control in our institutions. ♦

La Macaza Institution Training Semi-skilled Workers

By Marie-Paule Brisebois, La Macaza Institution

A program to train semi-skilled workers was established at La Macaza Institution in September 2000 with two goals: teach inmates a trade and prepare them for employment. The program allows students to do practical work, upgrade their language and mathematics skills, and demonstrate the knowledge required by the labour market.

The program includes courses in self-awareness and labour market knowledge, job-related personal and occupational skills, and general education. These are combined with 450 hours in the workshop under the supervision of knowledgeable instructors. Students who meet course requirements receive a certificate of occupational training from the Quebec Department of Education, a record of their occupational skills, and a record of their academic achievements.

Two nurseryman's assistants and four printer's assistants have been trained through academic courses and work placements at La Macaza Institution. The placements were in



Inmate Serge Vesque in one of the greenhouses

the CORCAN horticulture workshop and print shop.

Based on comments received, the inmates who participated were impressed by the program's quality and by what they were able to achieve both academically and occupationally. They attribute their success to the involvement and motivation of Francine Forget, program instructor; Guy Chartrand, horticulture program instructor; and Denis Desjardins, CORCAN print shop instructor.

The program allows students to do practical work, and upgrade their language and mathematics skills, that are required by the labour market.



Instructor Francine Forget surrounded by students



Inmate Jacques Desaulniers in the printshop

Many people at the institution worked together to make this project possible. So far, six inmates have completed programs and received their diplomas. Quite a success for a first attempt! ♦

East/West District Organizes a Criminal Justice Fair at St-Jérôme Cégep

By Patrice Goyer, Quebec East – West District

On March 26, the Laurentian Region of the East/West District held a fair on the theme of criminal justice which attracted more than 210 people to St-Jérôme Cégep (general and vocational college). The main purpose was to bring together stakeholders from the region's criminal justice system who are involved in reintegration work. But another goal was to make the local people aware of the work of the various agencies, their roles and the services they provide.

Over and above these immediate purposes, the aim was to assess the feasibility of setting up a regional issues table in the field of criminal justice in order to consolidate partnerships and improve communication among partners, clients and the general public.

Of the 23 partners present at the fair, 19 had kiosks. There were representatives of several police forces and of organizations specializing in: therapy for addiction and sex offenders; mental health; spousal abuse; and job readiness. The Quebec provincial correctional service, Ste-Anne-des-Plaines Institution and the Regional Mental Health Centre at Archambault Institution were also represented. Several community and

government agencies from the Laurentian Region were also invited to participate and to listen to the speech by Raoul Duguay.

Participants invited by Normand Granger, Director of the East/West District, included Monique Guay, MP; Gaston Laviolette, Mayor of Bellefeuille; Gilles Gauthier, Mayor of Lafontaine; and Yves Fafard, Warden of Archambault Institution. Mr. Granger introduced the invited speaker, Raoul Duguay, as well as two representatives of the Correctional Service of Canada (CSC), Guy Villeneuve, Assistant Deputy Commissioner, Operations, and Paul-André Beaudry, Warden of Ste-Anne-des-Plaines Institution. Also among those invited was a journalist from the newspaper *Le Nord*.

The event sought to demystify the reintegration of offenders into the community. This is a favourite topic among the media who, more often than not, present a negative image of the work accomplished by people in the criminal justice system.

The fair was a step in the right direction. It made the CSC more familiar to the public, to its criminal justice partners and to educational institutions. ♦



From left to right: Patrice Goyer, Monique Guay and Normand Granger

Cowansville Institution Celebrates Its Volunteers

By Pierre Héon and Lucette L'Espérance, Cowansville Institution

A special event was held at Bromont Inn on March 31 to recognize the outstanding contributions of volunteers who work at Cowansville Institution and at community residential facilities in the Estrie region. There were 200 people present, including Quebec's Regional Deputy Commissioner, Richard Watkins.

OPEN HOUSE

Warden Brigitte Dubé, who first had the idea for this event, invited some 160 volunteers to tour the institution in the company of several staff members. The presence of staff members throughout the visit was much appreciated.

A FAMILY OCCASION

After the tour, the guests attended a banquet at the Bromont Inn. The volunteers, along with representatives of the region's halfway houses (Sous mon toit, Le joins-toi, La Traverse, L'Étape) and other community agencies, enjoyed a succulent feast in an atmosphere of family celebration.

In a speech during the banquet, the Regional Deputy Commissioner noted the vital role played by the 10,000 volunteers who are key partners of the Correctional Service of Canada (CSC). The Warden, rightly pointed out how volunteers are major agents of change both within the penitentiary and within the community. As a token of appreciation, several volunteers received certificates, and everyone went away with a small CSC keepsake.

THE AUDIENCE PARTICIPATES

In the course of the evening, guests had the unforgettable experience of seeing a play based on themes related to their own experiences with inmates. It was presented by the theatrical troupe Mise au jeu, and at some points, volunteers found themselves on stage playing the roles – quite a treat for those watching!

At the end of the evening, the Warden thanked the guests and also recognized the excellent work of the organizing committee and staff members who had helped with the arrangements.

It had been a magical day, perfectly suited to this International Year of Volunteers, and foreshadowing a promising future. It will be long remembered by those in attendance. ♦

Joliette Inmates Launch Comic Book

By Daniel Mérineau, Joliette Institution

Illustration: André G. Gagnon

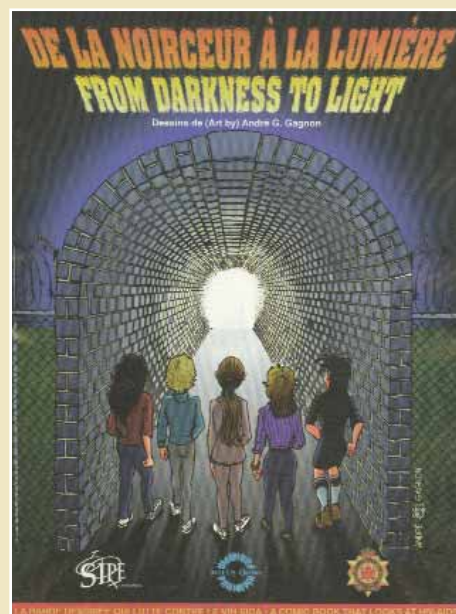
At a media open house on June 14, Joliette Institution introduced the outside world to a bilingual comic book created by five federally sentenced women at Joliette Institution. The inmates were inspired after working with two not-for-profit AIDS agencies, Miels-Québec (provides information and support in the fight against AIDS in Quebec City) and SIPE Lanaudière (provides AIDS information, with a focus on prevention and counselling in the Lanaudière region).

The publication, entitled *From Darkness to Light*, depicts characters encountering some occasionally disturbing and sadly real situations. The stories show progress being made and solutions being found, and in this way they contribute to the Correctional Service of Canada's (CSC) fight to reduce the spread of the AIDS virus.

Three of the five inmates who created the book were present at the open house, as were representatives of the Cactus Agency, the Lanaudière Youth Centre and the Lanaudière Regional Hospital Centre. Also present were three members of the Citizens' Advisory

Committee, including chairman Maurice Lavallée, and several representatives of the CSC who deal with federally sentenced women: Guy Villeneuve, Assistant Deputy Commissioner, Operations; Jean-Marc Guimond, Coordinator of Community Resources, East/West District; and Michel Trépanier, in charge of programs for the Metropolitan Montreal District. Other attendees were: Lise Bouthillier, Warden of the Federal Training Centre, who was also the first warden of Joliette; Chantal Fontaine, Regional Head of Health Services at Cowansville Institution; Francine Jourdain, Regional Manager of Communications; Carole Lemieux, Parole Officer in the Ville-Marie area; and Odette Lepage, Health Care Co-ordinator at Donnacona Institution.

Copies of the publication were distributed to inmates first, and then to the invited social and community agencies for use with their clients. The comic strip will be officially launched early next year and distributed throughout Canada. ♦



Front cover of the first issue of *From Darkness to Light*, a comic book that deals with HIV and AIDS

Sarah Forbes, Parole Officer Dealing with Sex Offenders

By Bill Rankin, Communications Officer, Communications and Consultation Branch

How does a bright and outgoing young woman maintain such a sunny outlook on life given the disturbing subject matter she deals with each day in the course of her job? It's a question that Sarah Forbes answers with a smile and a glitter in her eye.

"I like to know what makes these people tick," she declares. "I have the opportunity of getting a glimpse into their minds and, hopefully, helping them."

Sarah Forbes is a parole officer at Millhaven Institution. Her job is to meet convicted sex offenders face-to-face, delve into their case histories, ask them probing, often difficult questions, assess their treatment needs and, finally, recommend the level of security they require during their sentences.

It's a job that Sarah has been doing since 1993. She started as an honours psychology graduate fresh from Queen's University, helping to clean up the backlog of cases that flow through the assessment centre from across the region. She enjoyed it from the start, collecting psycho-social histories and assessing offenders' risk for recidivism and treatment needs.



Photo: Bill Rankin

"You can't judge these offenders solely on their negative behaviour. Most of them have some goodness inside."

finish in less than a week. Each offender is seen by one of three behavioural science technicians responsible for completing a specialized sex offender assessment. Once Sarah has received their recommendations, she incorporates them, along with police reports, court documents, a pre-sentence report and community assessments, into her correctional plan. Then she conducts an interview with the offender that can last from 45 minutes to three hours. Offenders new to the system are often nervous and apprehensive, not knowing where the questions may lead; repeat offenders are typically more relaxed and even chatty. Either way, they understand that it is in their best interests to co-operate with Sarah. She has a strong say in deciding their final destination for serving time.

After the interview, Sarah is ready to make a recommendation based on her psycho-social assessment and security classification review, using the tools the Correctional Service of Canada has developed, including the General Statistical Information on Recidivism (GSIR) and Custody Rating Scale (CRS). She presents her conclusions to a penitentiary board made up of her peers – parole officers and case management co-ordinators

who make the final decisions on placement and programs for each offender.

Therapy programs may not change an offender's sexual preferences, but they can be taught how to avoid high-risk situations that offer temptations to re-offend. After serving their sentences, sex offenders often continue with supervision, therapy and some voluntarily take medication to curb their aberrant behaviour.

How does it affect a professional, being exposed day in and day out to this strata of our society? Sarah says that she is able to maintain a clinical detachment much like an emergency health-care worker would at the scene of a car wreck. She compartmentalizes it in her mind to prevent it from overshadowing the rest of her life.

"I've always had a positive attitude towards these offenders. Often they've had really horrible childhoods themselves."

But she admits that she is human and once in a while a particularly horrendous case will rock her foundations. On these occasions, she turns to her colleagues for support.

"I've worked with Deb Kershaw since 1992. Both she and Nancy D'Aoust do the same job as I, so we understand and support each other. They're a great help."

Despite the ordeals, Sarah enjoys her job. If she could change anything, she says she would welcome a greater variety of offenders to assess.

"Give me a bank robber any day!" she says, smiling. "He knows why he did the crime and doesn't try to deny it. It would be a refreshing change." ♦

"Typically, sex offenders have little insight into the whys or whens of their offence cycles. And they don't often admit to or accept responsibility for their deeds."

**Sarah Forbes,
Parole Officer, Millhaven Institution**

At first, she was a little naïve and inclined to take offenders' statements at face value but, over time, she was able to hone her interviewing skills and acquire information more effectively.

"Typically, sex offenders have little insight into the whys or whens of their offence cycles. And they don't often admit to or accept responsibility for their deeds."

Now, with nine years of experience behind her, Sarah deals with a case from start to

**...She is able to maintain
a clinical detachment,
much like an emergency
health care worker at the
scene of a car wreck.**

Warkworth Power Lifting Team At the Canadian Law Enforcement Games

By George Priddle, Correctional Officer, Warkworth Institution



It ain't heavy if you can lift it! That's the motto of the Warkworth Institution Power Lifting Club, formed in May 2000 after the establishment of the

institution's staff fitness facilities. After one year of training, the club team decided to participate in the 2001 Canadian Law Enforcement Games power lifting competition, held in Hamilton, Ontario, on May 31, 2001.

Representing the club and institution were Acting Correctional officer (CO) Gary Lewis and CO George Priddle. Having observed the competition the year before in Ottawa, the team knew the high level of professionalism, dedication and skill that

would be on display by lifters representing all segments of law enforcement. The event involved all three standard lifts – squat, deadlift and bench press – in various weight and age categories.

Gary Lewis set a new personal and club record with a total lift of 1,090 pounds, earning two silver medals. George Priddle set a new personal best with a total of 855 pounds. Members of the team were inspired to see other lifters whose individual accomplishments were truly awesome, including a 500-pound deadlift and several monster bench presses.

A good time was had by all and the team looks forward to competing next year. ♦

All That Glitters...

By Joe Braithwaite, Living Unit Officer, Hamilton Community Correctional Centre

The Canadian Law Enforcement Games' inaugural three-on-three basketball competition gold medal championship was decided at McMaster University on May 24, 2001. The gold medal team, Unlawfully at Large (UAL), was a joint forces effort composed of members from the CSC Hamilton Community Corrections Centre (CCC), Hamilton Parole office and the Hamilton – Wentworth Regional Police. In a display of true camaraderie and teamwork, UAL embodied the spirit of the games.

This year the games were co-hosted by the Hamilton Police Service and the Ontario Law Enforcement Athletic Association in Hamilton. The members of UAL would like to thank Marg Harlang, District Director, Hamilton/Niagara Region and Terry Holub, Director, Hamilton CCC, for their unwavering support. UAL hopes to continue their success next year in Ottawa at the 2002 International Law Enforcement Games! ♦



Proud members of the winning team, Unlawfully at Large, left to right: Joe Braithwaite, Hamilton CCC; Donovan Blair, Hamilton Parole; 6'10" Jack Vanderpol, Hamilton – Wentworth Regional Police; Rod Foster, Hamilton CCC

Museum Volunteers Receive Recognition

By Dave St-Onge, CSC Museum Curator

On the evening of May 22, 2001, the Ontario Volunteer Awards ceremony was held at the Ambassador Hotel in Kingston. More than 300 local volunteers of all ages were recognized for their unselfish contributions of time, expertise and energy to various agencies throughout the community. The Correctional Service of Canada (CSC) was duly represented by two of the CSC Museum's dedicated "retired officer volunteers."

Joan Peeling was recognized for 10 years of service, and Jerry St-Onge received a five-year award.

The stories of these two proud members of the CSC community are noteworthy. After completing a 28-year career as a correctional officer at the Prison for Women, and following a few years



Joan Peeling and Jerry St-Onge, museum volunteers

of rest, Joan Peeling continued her connection with the CSC by offering her time and energy volunteering at the museum. 2001 is the 10th year that she has assisted in the Museum's development by greeting visitors and answering the many questions posed by a curious public. Between April and September of 2000, Joan completed 308.25 hours. Combined with her active service, she has been an asset to the CSC for 38 years.

Jerry St-Onge joined the CSC in 1959 as a guard, grade 1, at Collins Bay Institution. He went on to serve for a further 31 years at various sites such as Collins Bay, Joyceville and Kingston Penitentiary, finally retiring in 1990. In 1996, he began volunteering at the Museum during the summer months. Between May and September 2000, he completed an astounding 647.5 hours of service! Including his five years of volunteering, Jerry's active connection to the CSC totals 36 years!

The annual event was particularly special this year in light of the fact that 2001 is the International Year of Volunteers.

On behalf of the CSC Museum, I would like to thank and congratulate Joan and Jerry, and also to encourage anyone else who might be interested in volunteering to drop by the museum. We can always use a helping hand! ♦

Beaver Creek Kitchen Opening

By David Raithby, Commissioning Officer, Beaver Creek Institution

Beaver Creek Institution celebrated the opening of its newly renovated kitchen, staff lounge and training kitchen with a special lunch on April 12, 2001.

The regionally funded project, completed on schedule, involved many staff including Peter Colles, Beaver Creek Chief of Food

Services; designer Ash Bassili, National Headquarters; Jack Alkins, Public Works and Government Services; architect John Jefferies; and many construction workers from CORCAN Construction.

Deputy Warden Gary Flowers commented on the good working relationship between CORCAN and the institution and the 5,700

hours of work/training that the CORCAN crew accumulated.

The end result is a fine example of team work and planning. Bon appetit! ♦



Left to right: Bob Coleman; architect John Jefferies; Pauline Bache; Greg Chambers; Giovanni Marinora; Kirk Lightfoot; Dan Henshaw; Jim Anderson; and Jack Alkins, PWGSC



Left to right: Gary Flowers, Deputy Warden; John Jefferies; David Raithby, Commissioning Officer; Jack Alkins, PWGSC

Aboriginal Halfway House Opens in Saskatoon

By Tim Krause, Communications Officer, Communications and Consultation Sector

After spending more than a century as a hotel and beverage room, an inner city building in Saskatoon has begun a new life as a culturally sensitive halfway house for federal offenders.

Formerly the Albany Hotel, located at 265 Avenue B South, the facility is now the Meewasinota Aboriginal Healing Centre. Meewasinota is a Cree word meaning "good place to camp." In partnership with the owner of the building, Director Don Isbister oversaw an extensive remodelling and renovation project – more than \$500,000 worth of improvements revamped the turn-of-the-century hotel.

The makeover included changing the main floor beverage room into space for programs, socializing and administrative offices, and converting the bar to a meal preparation and eating area. The hotel rooms on the upper two floors were converted into single and double occupancy rooms for conditionally released offenders. Security features

include an intercom system throughout the building and a 16-point camera surveillance system. Access into the building is controlled through a remote-activated buzzer lock system.

The staff of 10 delivers holistic, Aboriginal-specific programs. Participants try to achieve a healthy balance of values and to integrate these principles into their thinking, decision making, relationships, problem solving and into family and work situations.

The first residents arrived in February; currently there are 14 offenders on site. The Saskatoon Area Parole Office of the Correctional Service of Canada has a contract with the facility for up to 20 offenders but total capacity for the facility is 40.

The Centre has a bright future ahead of it, being well placed to assist in the successful and safe reintegration of Aboriginal offenders. ♦



Director Don Isbister stands proudly in front of the meal preparation area, formerly the Albany Hotel bar.

Photo: Tim Krause

Sod-Turning Ceremony for New Federal/Aboriginal Healing Lodge

By Tim Krause, Regional Communications Officer, Communications and Consultation Sector

To the sound of drums and singing, Correctional Service of Canada (CSC) Commissioner Lucie McClung and Beardy's/Okemasis First Nation Chief Gary Littlepine participated in a sod-turning ceremony on July 9 to recognize the beginning of construction of a 40-bed healing lodge for Aboriginal offenders.

The Willow Cree Healing Lodge will be constructed on the Beardy's/Okemasis First Nation land located near Duck Lake, 90 kilometres north of Saskatoon. The Cree name

for the facility is "Nîpisikopawiyiniwak Nânâtawihôkamik" which is a direct translation of "Willow Cree Healing Lodge."

"Prairie Region of the Correctional Service of Canada is leading the way in establishing culturally sensitive approaches to assist in the safe and successful reintegration of Aboriginal offenders. Willow Cree will become an integral component of this strategy. I wish to thank members of the Beardy's/Okemasis First Nation for their vision and commitment," said Commissioner McClung.

"The guidance and teachings of our Elders have led our community to this beginning. There are too many of our brothers and sisters caught up in the prison system. We look forward to working in partnership with CSC to help offenders with their healing journey," said Chief Littlepine.

It is expected that the \$6.5 million facility will be ready to receive its first offenders in January, 2003. The facility will employ 30-40 staff with an annual budget of approximately \$2.1 million. ♦



Commissioner Lucie McClung and Chief Gary Littlepine stand ready to break sod for the Healing Lodge.



Members of the Beardy's/Okemasis First Nations perform a traditional dance at the Willow Cree Healing Lodge. From left to right: Audrey Gamble, Janet Gamble, Margaret Gamble

Community Reintegration Co-ordinator

By Tracey Bone, Co-ordinator, Community Resources

The first contract of its kind has been awarded to the Elizabeth Fry Society (EFS) of Manitoba to provide a community reintegration co-ordinator for federally sentenced Manitoban women and allow the EFS to increase their capacity to respond to the women's reintegration needs. The co-ordinator will provide four 24-hour community reintegration programs per year. Short-term one-on-one counseling, institutional liaison work, visitation to federal and provincial institutions, and liaison with community parole officers will be available. Also, there is a possibility that a female Lifeline representative will be hired.

The EFS will be able to cover the cost of telephone contacts with female offenders intending to return to Manitoba from other parts of Canada where they have been serving time. "We're very excited about this," says Tracey Bone, Co-ordinator, Community Resources, Correctional Service Canada, "because it provides targeted services to our female offenders where there has been a void in the past."

The \$35,000 contract runs from May 1, 2001, to April 30, 2002, with an option for renewal for two additional one-year periods. ♦



From left to right: Margaret Cichon, new Community Integration Co-ordinator; Jessie Woronuk, recipient of services; Debbie Blunderfield, Executive Director, Elizabeth Fry Society; Jim Johnston, Acting District Director; Tracey Bone, Co-ordinator, Community Resources

Photo: Steve Gieger

Spotlight on Volunteerism at Saskatchewan Penitentiary

By Tim Krause, Communications Officer, Communications and Consultation Sector

Volunteerism was highlighted on May 9, 2001, at the Saskatchewan Penitentiary, featuring special guest Her Honour Dr. Linda Haverstock, Lieutenant-Governor of Saskatchewan.

The day started off with a student assembly at Wesmor High School, a Prince Albert school with a majority of students from nearby rural communities. Dr. Haverstock addressed the assembly and asked the students, "Do you feel lucky?" She then went on to extol the many blessings that Canadian citizens enjoy.

"We've been given a gift to live in this country. It's our responsibility to give back to the community," she declared.

Saskatchewan Penitentiary Warden Brenda Lepage also addressed the assembly, speaking to the students about becoming involved in the community, making responsible choices and connecting volunteerism to crime prevention and safer communities.

Following the student assembly, Dr. Haverstock spoke to a Native Studies class, and Warden Lepage and Assistant Deputy Commissioner for Prairie Region Doug Borrowman spoke to a Life Transition class.

The afternoon featured a general staff gathering at Saskatchewan Penitentiary and a "meet and greet" at the Prince Albert YWCA.

The YWCA has been a long-time partner in a variety of initiatives with Correctional Service Canada (CSC) in Prince Albert, including housing women on day parole. CSC employees have been awarded the Women of Distinction Award by the YWCA in the past.

At the staff gathering, Warden Lepage presented thank-you certificates to the Institutional Emergency Response Team, activated 36 times in the last year, and to the

**Saskatchewan Penitentiary
Warden Brenda Lepage
addressed the assembly,
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responsible choices and
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crime prevention and
safer communities.**



Dr. Linda Haverstock, Lieutenant-Governor of Saskatchewan (left), accepts a gift of inmate art from Saskatchewan Penitentiary Warden Brenda Lepage.

Crisis Negotiation and Critical Incident Stress Management teams. Warden Lepage presented a plaque to the City of Prince Albert acknowledging the contribution of over 9,800 hours of volunteer service by staff members at Saskatchewan Penitentiary to the community of Prince Albert.

Dr. Haverstock added her thanks for the staff's contribution. "You are a terrific example of community-minded leadership. Good on you! You should be extremely proud."

That evening, about 150 volunteers were treated to a gala thank-you banquet at a local hotel. Volunteers represented a broad cross-section of activity at the institution, including Aboriginal/addictions and chaplaincy volunteers, visit and education volunteers and Citizens' Advisory Committee members.

"You are the heart and soul of the penitentiary. You bring a semblance of normalcy to a sometimes abnormal environment," said Warden Lepage.

Addressing the volunteers, Dr. Haverstock exclaimed that she had spent a "really splendid day" in Prince Albert and congratulated Warden Lepage for organizing the events and recognizing the volunteers' contributions. ♦



Dr. Linda Haverstock, Lieutenant-Governor of Saskatchewan (sitting on desk) talks with a Native Studies class at Wesmor High School.

Inmates Put a New Shine on a Little Bit of History

By Blair Coggan, Operations Manager, CORCAN, Rockwood Institution

This photo shows a restored ore cart used both at the Stony Mountain quarry (shut down in 1968) and for building the steam and utility tunnels that form a network underneath the Stony prison site.

Glenn Fontaine, supervisor and farm instructor, took on the restoration with the help of inmates and had it set on rails and surrounded by a flower bed at the entrance to Rockwood Institution in late April 2001.

In its working days, the ore cart operated on a wheels/rail system with ropes, horses and inmates pulling the cart from the tunnels or to the quarry's rock crusher. It was fashioned with a simple tipping mechanism so that when it reached its destination, it was easy to unload, then pulled back to the tunnel or rock quarry face.

It's a little piece of history and a definite conversation piece for all who see it. ♦



From left to right: Barrett Fraser; Glenn Fontaine (grounds supervisor); Barry Laliberte, William Beaulieu; Victor Payou; Robert Mayo; Gregg Park; and Clayton Campbell

National Employment and Employability Program

By Tim Krause, Communications Officer, Communications and Consultation Sector

An enthusiastic crew of Prairie Region staff was assembled May 16 and 17 to further the National Employment and Employability Program. Key goals of the program are: to enhance the employability of offenders and thus, their chances of finding and keeping a job upon release; to assist in the institution's self sufficiency; to provide a sense of purpose for offenders' time inside institutions; and to mirror/ model and teach attitudes, behaviour and expectations that offenders need to succeed in today's job market.

This project is one of Prairie Region's key strategic objectives for 2001. ♦



Team members are, from left to right: Connie Johannson, Rockwood Institution; Rick Dyhm, Edmonton Institution; Dave Mills, RHQ – Prairie Region; Denise Brandt, Regional Psychiatric Centre; Nicole Bouvier, Okimaw Ohci Healing Lodge; Cindy Gee, Riverbend Institution; Sharon Crang, Bowden Institution; Rob Garrison, Saskatchewan Penitentiary; Dex Dersch, Bowden Institution; Tracey Bone, Manitoba/NW Ontario Parole District; Lynn Doucet-Maguet, RHQ – Prairie Region; Terry Olenick, Northern Alberta/NWT District Parole; Herb Castle, Edmonton Institution; Lyn Young, RHQ – Prairie Region; Paul Bailey, Grande Cache Institution; Rémi Gobeil, Deputy Commissioner, Prairie Region; Bea Fisher, Saskatchewan Penitentiary; Jack Linklater, RHQ - Prairie Region; Darcy Emann, Drumheller Institution; Roxanna Denis, RHQ – Prairie Region; Earl Synkiw, Regional Director, CORCAN; Clarke Winters, Southern Alberta District Parole; Karen Woroschuk, RHQ – Prairie Region; Ainslie Read, Riverbend Institution; Stephen Fligg, Stony Mountain Institution; Heather Thompson, RHQ – Prairie Region; Brent Stevens, Saskatchewan District Parole.

Missing from the photo: Lynn McMurtry, Saskatchewan Parole District and Ed Palibroda, RHQ – Prairie.

Chehalis Band Signing Ceremony

By Travis O'Brien, Communications Officer, Communications and Consultation Sector

A new collaboration was formed between the Correctional Service of Canada (CSC) and the Chehalis Band on May 2, 2001, when Commissioner Lucie McClung and Chehalis Chief Alexander Paul signed a memorandum of understanding (MOU), paving the way for the minimum-security Elbow Lake Institution to be converted into a healing lodge.

At the ceremony, Commissioner McClung stated, "We indeed have come a long way. We are here for a very important reason – to signal our joint understanding and our mutual

commitment to working together in the years to come. We will be building upon the First Nations vision of healing and corrections."

Elbow Lake Healing Lodge will accommodate up to 50 offenders. The lodge will provide offenders with residency and programs to help reintegrate them into their communities. Programs and activities will include community education, skill development, treatment, follow-up treatment and counselling.

Healing lodges are seen as a positive method of reintegrating offenders back into their own or other communities. Commissioner McClung also stated, "We realize the strength found within Aboriginal communities is a key element in the successful reintegration of Aboriginal offenders. Through partnerships, we want to reinforce this strength and create correctional systems that respond better to Aboriginal people."

The Elbow Lake conversion allows for the Chehalis Band and CSC to work together with open communication in an equal partnership. Boyd Peters, the Elbow Lake Community Transition Co-ordinator said, "Traditional cere-



Rita Leon, Elder of the Chehalis Band, presents Commissioner Lucie McClung with a basket and drum.

monies are an important part of our culture and it was an honour to have the Commissioner visit our community, participate in the ceremony and share her words of commitment with our people. The Chehalis Band and CSC are developing a strong working relationship which was further validated by the Commissioner's signing of the MOU."

"The Chehalis Band appreciates the opportunity to fully participate in the transformation of Elbow Lake into an Aboriginal healing village and to offer a community-based cultural perspective to the transition." ♦



Commissioner Lucie McClung and Chief Alexander Paul of the Chehalis Band at the signing ceremony.

Redevelopment Ceremony Pacific Regional Health Centre

By Mike Hale, Project Officer, Regional Health Centre

Construction didn't stop for the dedication ceremony at the Pacific Regional Health Centre (RHC) on April 12, 2001. In fact, as Executive Director Terry Sawatsky noted, the sound of construction machinery will be a fact of life for the institution over the next three years. About 65 staff members, inmates and invited guests gathered for the ceremony in the Centre's new greenhouse. Special guests included Abbotsford Mayor George Ferguson, Assistant Deputy Commissioner Rodger Brock, and former RHC Executive Director Gerwyn Mills. The local media and representatives from several Pacific Region institutions also attended.



Elder Terry Prest of the Sto:lo Nation delivers the dedication for the new development.

With its earthen floor and close proximity to the construction site, the greenhouse seemed a fitting place to mark this milestone in the Centre's history. Just over one year from now, the first of the new buildings will be completed. The four new living units and the services and programs buildings will almost triple the institution's capacity.

Mr. Sawatsky likened the redevelopment process to a journey. He said that the gathering shows "our commitment to working

together to create a treatment centre dedicated to healing." The Centre's purpose is "encouraging change in all facets of the lives of our patients," he said.

Mr. Mills and Mayor Ferguson described the origins of the project and the community consultation process and spoke of the challenges of expanding the size and scope of the institution while maintaining its tradition of excellence. Mr. Brock said that CSC is committed to the protection of society and stressed the role of the new facility in meeting this goal.

Institutional Elder Terry Prest of the Sto:lo Nation gave the dedication. Mr. Prest likened the patients of the Centre to seedlings in the greenhouse. "With nurturing and care, they will someday take root outside."

Following the dedication, the sound of six drummers of the Native Brotherhood rose above the construction noise. For a moment, the gathering was transported beyond the fence of the maximum security facility. The ceremony was a reminder that the tradition of healing, long a part of RHC's mission, will continue to evolve. ♦

Dogs versus Drugs Gunner Wins by a Nose

By Brian Rodger, Institutional Search Co-ordinator/Dog Handler, Kent Institution

Kent Institution has a new tool in the fight to stop illegal narcotics entering the institution: police service dog Gunner, a 20-month-old black Labrador retriever trained by the RCMP to detect drugs.

Gunner is owned by Kent Institution and all its staff and will be handled by institutional search co-ordinator/dog handler Brian Rodger. Success for the duo depends upon employee co-operation, support and the continuing flow of intelligence information to the internal Prison Security Office.

Gunner is a very friendly dog; he enjoys people's company and likes meeting new people. However, it's very important that working dogs like Gunner bond only with their handlers. This is why Brian and handlers in other institutions have the unenviable task of asking that people do not pet or

praise the dogs or encourage them to jump up. Likewise, they are never to be fed by anyone but their handlers. This is in the dogs' best interests and helps in their continuing development as narcotics detection dogs.



Kent Institution search co-ordinator/dog handler Brian Rodger with Gunner

Gunner is a passive detection dog, meaning that he indicates the positive detection of narcotics by sitting down. He can detect a number of common narcotics and has the potential of being taught many more scents. Obviously, dogs are not machines and are capable of making mistakes; however, having seen first-hand what Gunner is capable of, Brian knows that Gunner can and will find narcotics once he becomes familiar with the prison environment.

Gunner has been trained in a number of different "profiles" of narcotics searching including vehicles (inside and out), outdoor and indoor areas, baggage/parcels, and, of course, people. Part of the ongoing maintenance training required to keep Gunner at his peak involves searching for known or unknown "hides." Hides are small amounts of narcotics or items scented with narcotics. If staff are interested in helping with this training, they can, from time to time, place or carry hides.

Narcotics detection dogs are a valuable tool for institutions. They help staff create safer environments for everyone. Gunner and other dogs like him need employee co-operation to make the Narcotic Interdiction Program a complete success. ♦

Narcotics detection dogs are a valuable tool for institutions. They help staff create safer environments for everyone.

A New Life for an Old Engine

By Dennis Finlay, Communications Officer, Communications and Consultation Sector

A 1946 Ford ladder/pumper fire engine has been newly restored by the Education and Training Department at Matsqui Institution for the Vancouver Fire Department and is now stationed at the University of British Columbia fire hall. Under the supervision of auto body instructor Don Wilks, four inmates completed the restoration and paint job. The vehicle is totally operational including the lights and siren and will be used for parades and special events.

Another similar project is already being planned – the restoration and painting of a 1929 LaFrance ladder/pumper owned by the Vancouver Fire Department. This vehicle is all original and in running order. ♦



Many hours of skilled labour went into restoring the 55-year-old fire engine.

Mission Institution Challenge Sports Day

By Paula Milino, Assistant Warden,
Management Services

Mission Institution held their 21st annual Challenge Sports Day on July 27, sponsored by various local, national and international groups. Mentally challenged athletes were led by inmate coaches who advised, cheered on and supported their teams. There was a good turnout this year – 69 athletes, 19 caregivers from the community, 1 volunteer and 33 inmates participated.

All medals and trophies were donated by the local APEX trophy business. The Mission Lifers' group was the main sponsor and organizer within the institution, raising funds for food and beverages and preparing all requests for sponsorship. Management assisted with the mailing of letters and invitations. ♦



From left to right: in sunglasses and yellow shirt, inmate Dave Humphrey; in the middle with cap and sunglasses, inmate Billy Weegar; the two women to his right are community caregivers; and the rest are athletes.

William Head Institution Staff Fitness Centre

By Wally Klein, Recreation Officer, William Head Institution

On April 4, 2001, William Head Institution (WHI) officially opened a workplace exercise gym. The facility, accessible to all staff 24 hours a day, seven days a week, has a large open exercise area with plenty of windows and shower/changing rooms.

In attendance for the opening were WHI staff members and deputy wardens from the Pacific Region. Acting Deputy Commissioner Heather Bergen and WHI Warden Michael Gallagher performed the ribbon cutting ceremony, which was followed by celebratory juice and muffins.

Back in September 1999, Acting Deputy Warden Dave Clouston asked for a steering committee to be formed to discuss the physical structure and layout of a new facility. Public Works engineers came up with the design and Acting Senior Maintenance Technician Ken Williams co-ordinated construction of the facility with private contractors. Construction began in the fall of 2000 and was completed by February 2001. ♦



William Head Institute exercise facility, overlooking the magnificent Straits of Juan de Fuca and the Washington State Olympic Mountains

Canada Peacekeeping Awards



Regional Deputy Commissioner Pieter de Vink (middle) presented Canada Peacekeeping Awards to two Pacific employees (Besnic Dobreci and Diane Knopf) for their work in war-torn Kosovo.

Photo: Dennis Finlay

At Age 26, *the Future Looks Promising!*

Let's Talk is one of the most ambitious and innovative government magazines. It allows Correctional Service of Canada employees, wherever they may be located in the country, to share best practices and to convey their enthusiasm to colleagues.

In order to improve the quality of the magazine, we invite our readers to take part in a short survey that will appear in Volume 26, Number 4, of *Let's Talk*.

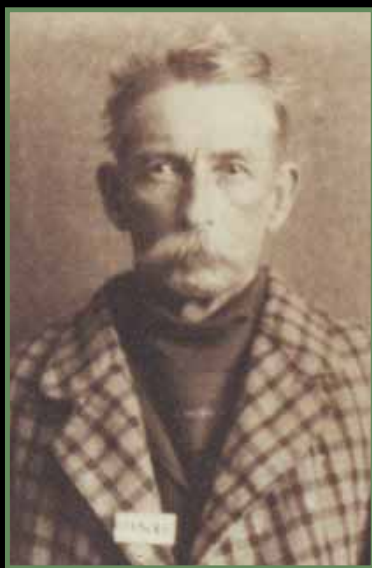
This is an excellent opportunity to participate in shaping the future of our magazine, which emphasizes the creativity, initiative and professionalism of those who put the CSC Mission into practice.

With your help, *Let's Talk* will have an even more promising future. We thank you for your contributions and your continued efforts to improve the face of our magazine.

Editor-in-Chief,



Pierre Simard



*Bill Miner, stagecoach
and train robber*

You don't need to serve
30 years behind bars to
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For more information about the Penitentiary Museum, contact Dave St-Onge, Curator
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