

# LET'S TALK

VOLUME 29, NO. 1

## The Fenbrook Inuit Carving Program

Edmonton Institution for Women

### The Story of a Family



Correctional Service  
Canada

Service correctionnel  
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Canada

## Features



- 1 Commissioner's Editorial
- 2 Minister, Please, A Question!
- 4 Edmonton Institution for Women  
The Story of a Family
- 9 The Fenbrook Inuit Carving Program
- 14 CSC Employee Earns Coveted Award
- 15 Art Auction Raises Charity Dollars
- 17 2003 Dan Rowan Memorial Award
- 17 Restorative Justice Conference 2004
- 18 Setting the Record Straight
- 19 Celebrating 30 Years of Service
- 19 Ron Wiebe Restorative Justice Award
- 20 Warden of the Year Award
- 21 Former CSC Physician Wins Prestigious Honour
- 21 Leadership Renewal

## Sector Reports

- 22 The New Public Service Modernization Act
- 24 Gone with the Wind
- 25 ARC Reaches Into the Community
- 26 Exceptional Customer Service

### COVER PAGE

Willie Gladu, Assistant Warden, Programs and Reintegration (left) and Warden Mike Provan stand beside an inukshuk (a traditional Inuit navigation aid built to resemble the human form) on the grounds of Fenbrook Institution. Read about a group of determined employees and how they channelled the creativity of a unique class of offenders into a venture that provided for them not just a livelihood, but also a respected niche in the international art world.

Photo: Bill Rankin



## Regional News

### Atlantic Region

- 27 Dorchester Penitentiary Site of TV Mini-Series
- 28 Grievance Co-ordinators Honoured
- 28 Kosovo Co-Workers Reunite
- 29 Springhill Institution Health Fair
- 29 Nova Attends Law Enforcement Conference
- 30 2003 EAP Person of the Year
- 31 EAP/CISM Week
- 31 Building Bridges
- 32 Bringing Humanity to Patient Care
- 32 Remembering Maud
- 33 Community Strategy for Women Offenders
- 33 Substance Abuse Workshop a Success
- 34 Picking Up the Pieces

### Quebec Region

- 35 A Visit from the Lieutenant-Governor
- 36 VISA Hears from a Victim
- 36 Citizens' Advisory Committee Membership

### Ontario Region

- 37 A Gentleman's Racer
- 38 Literacy Day at Kingston Penitentiary
- 39 Grow a Row
- 40 A Day to Remember
- 42 Hall of Honour Induction
- 42 Crime and Punishment

### Prairie Region

- 43 Stony Mountain Celebrates Adult Learners Week
- 43 Trial by Fire
- 44 New Digs for Winnipeg Parole
- 45 Volunteerism: A Two-way Street

### Pacific Region

- 46 Inmates and CAC Join Together
- 46 Success for the Matsqui Writing Program
- 47 Open House at William Head
- 47 A Visit from Uganda
- 48 Warden Visits Prince George
- 49 A Pharmacist's Career Inside Federal Corrections
- 50 Prison Voices



Let's Talk is published by the Communications and Consultation Sector of the Correctional Service of Canada. Opinions expressed in the following articles do not necessarily reflect the views of the Commissioner.

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ISSN 0715-285X

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Printed in Canada on  
 Recycled Paper

# Public Safety Today and Tomorrow



We have seen important changes throughout the federal government in the last few months including the migration of the Correctional Service of Canada (CSC) into a new department—Public Safety and Emergency Preparedness Canada. This reorganization will enable the department to better integrate its responses within the larger context of Canada's security agenda. Under this new umbrella, CSC's fundamental role will remain the same: to contribute to the safety of our communities.

Over the last few decades we have made progress in helping to ensure safer communities yet there are still areas where improvements are required. The recent addition of the National Crime Prevention Council to our new department is a clear message that justice partners, including CSC, must become more involved in the prevention and reduction of crime by dealing with problems before they find their way into our criminal justice system.

CSC has been working to achieve this goal. Through our Outreach Program we are involved in many worthwhile activities such as a joint effort with the Toronto Police, organizing a conference for young people that will help them implement crime prevention projects in their schools and communities. Another new initiative is our Speakers Bureau, launched in March of this year.

Experienced and knowledgeable CSC employees are available to speak to schools and other concerned groups on our role in preventing crime and the consequences of crime for everyone involved—victim, offender and the community.

On a similar front, CSC is strengthening its alliances with community leaders such as mayors, Aboriginal leaders, community-based organizations, and police chiefs across the country. Together we are developing strategies that will, for example, safely handle offenders who have been released into the community and require extra services that can be provided through Circles of Support. And, in a similar vein, why don't we create a Circle of Support for every offender?

However diverse, these and other initiatives all share an ideal: that the criminal justice system ought to make optimum use of individual and institutional resources in preventing crime.

Together we are preparing today for the promise of tomorrow.

Lucie McClung  
 Commissioner  
 Correctional Service of Canada

**Safety,  
 Respect  
 and  
 Dignity  
 for All**



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

# Minister, Please, A Question!



*Since Paul Martin took over as Prime Minister in December 2003, our government has reorganized so that the Correctional Service of Canada (CSC) now falls under the newly created Department of Public Safety and Emergency Preparedness. Naturally, employees have a few questions about the course on which we are heading. In the following text, our new Minister and Deputy Prime Minister, Anne McLellan, gives direction and answers some of these concerns.*

**How will the various portfolios work together to fulfill the department's new mandate?**

Recognizing the need for improved coordination in this area, Prime Minister Martin brought together the core functions of security and intelligence, policing and enforcement, corrections and crime prevention, border services and integrity, immigration enforcement, and emergency management under Public Safety and Emergency Preparedness Canada.

This new department allows us to meet vital emergency preparedness, border integrity and key national security obligations under the leadership of a single Cabinet minister. The pooling of resources and capabilities in the new portfolio means we can communicate more effectively and operate more strategically to protect Canadians.

As the Minister responsible, I intend to work with the agencies in the portfolio and with domestic and international partners to maintain and enhance the security of Canadians.

**How do you see CSC contributing to the new mandate of the department?**

CSC is an important part of the Department's core mandate to protect public safety. After all, your fundamental mission is to contribute to the protection of society and the safety of Canadians. The Service is a key partner in the criminal justice system and a contributor to crime prevention through your research, programming and role in assisting offenders to successfully reintegrate into the community.

# Minister, Please, A Question!

## What are your priorities for CSC?

Your mission is immeasurably more achievable when you reach out to our communities to build strong and effective partnerships. The Service's partnerships in the community and with other governments help establish the necessary foundation to build safe, strong and healthy communities. Likewise, your collaboration with local police as well as national law enforcement agencies is an important dimension of your contribution to public safety. The sharing of intelligence on members of organized crime with groups like the RCMP and provincial authorities helps pre-empt risks to Canadian safety and security.

Our priorities for CSC – and I use “our” as I know we share this commitment – are to ensure that you are a fully contributing part of an integrated and effective criminal justice system whose principal objective is the safety and security of the Canadian public. I believe your staff at all levels are to be commended for the professionalism they bring daily to a tough job.

Specifically, I would like to see the Service continue to work closely with its partners to ensure effective use of resources as well as continue to explore innovative cross-jurisdictional partnerships for seamless correctional service delivery.

We all know that today's offenders and those 20 years ago are not the same sort of people. CSC needs to continue developing targeted and effective interventions to address the needs of a changing and more complex offender population.

I strongly feel that we need to strengthen our partnerships with Aboriginal communities to encourage the option of using community-based approaches to correctional programs for Aboriginal offenders.

## How do you find time for your dual role as Deputy Prime Minister and Minister of a new and greatly expanded department?

That is a good question. One thing that helps is that our responsibilities in the portfolio of Public Safety and Emergency Preparedness Canada are central to the responsibilities of government. The core responsibility of any government is to ensure the safety and security of its citizens.

An example of how central these matters are is that they will be addressed by the new Cabinet Committee on Security, Public Health, and Emergencies, which I chair. Similarly, these matters arise in my role on the Operations Cabinet Committee and the Priorities and Planning Cabinet Committee. So in the course of my functions as Deputy Prime Minister and in the Cabinet, these matters are among the priority concerns for the government that I handle with my Cabinet colleagues.

## Edmonton Institution for Women

# The Story of a Family

By Djamila Amellal, Communications Officer, Communications and Consultation Sector

I went to the Edmonton Institution for Women (EIFW) in Edmonton, Alberta, to meet with staff members and talk about their contribution as team leaders. I had already visited institutions for men, but this was my first visit to a facility for women.

**I thought I would be meeting one or two team leaders. Instead I met a family of leaders, women and men of all ages, dedicated motivators helping each other in an atmosphere of respect, dignity and understanding.**

**Throughout the day, I saw this family treating the inmates in a humane and respectful fashion while demonstrating expertise and professionalism and never losing sight of one essential: public safety.**

These are the employees of the Correctional Service of Canada (CSC) who are proud to be at EIFW. They give their best day after day.

### LEADERS AND MOTIVATORS

EIFW, which opened in 1995, was the first CSC regional facility for women to open, and its secure unit became operational in February 2003. Since then, the multi-level facility has housed between 95 and 107 female offenders in both residential style and specialized units.

Offender management is the responsibility of 65 primary workers in teams, including seven men, headed by five team leaders (TL). Each team leader has an area of responsibility but is capable, when necessary, of stepping in for any of the other team leaders. Three of the TLs manage operations in the main institution, with one in the Structured Living Environment, and one in charge of the Secure Unit.



Michael Hanly, Team Leader

“Our responsibility is to translate management decisions into operations, in other words, to carry out the case management work and administer the programs on a daily basis,” says Michael Hanly, TL in

operations and acting deputy warden. “The inmates are the centre of our work just as much as they are for the staff working on the front lines with the offenders. Our work is similar to that of unit managers in male institutions.”

Hanly, who has been with CSC for 18 years and worked in institutions with a rough reputation, is very aware of what he must face every day. “I came to EIFW because I was looking for a challenge. Working with female offenders is generally considered more difficult. He adds, “We don’t work alone; we work together as a team. We support each other. Any success is a collective success and any failure is a collective failure.”



Theresa Coley, Team Leader

For Theresa Coley, another TL in operations, co-ordination is one of the most important aspects of the work, based on an understanding of the offenders’ behaviour. “We all have our basic responsibilities, but we all are aware of and involved in the general operation of the institution. One of the responsibilities of a team leader is to participate with primary workers when an



inmate arrives, to introduce her, and to discuss the correctional plan and case management expectations. These case conferences begin shortly after the inmate is admitted and continue as required throughout her sentence. It is essential that we all co-ordinate our actions to do follow-up and assess progress.”

The Structured Living Environment, called *Hummingbird House*—a symbol of healing in some Aboriginal culture—is

managed by Roma Cunningham, another very busy TL. This unit was built in response to the Intensive Intervention Strategy to address the needs of minimum and medium security women with mental health issues. With the help of the psychologist, psychiatric nurse, behavioural counsellors and primary workers, Roma works to change the women’s behaviour for the better. In her unit, which houses up to eight inmates, the behavioural counsellor along with primary

workers deliver two major programs: Dialectical Behaviour Therapy and Psychosocial Rehabilitation. “We are trying to help the offenders to change by giving them tools and options; and many do in fact manage to change. We teach them to control their emotions better, to step back and think, and to get along with people.”

The Secure Unit can house up to 15 inmates. It is the only unit physically attached, for security reasons, to the administration building. Mike Wawrzonek, Assistant Team Leader for the unit, is on assignment to EIFW and feels he has a real challenge. “It’s different here than in male institutions. There’s a lot of emotion. A lot of the women have trouble dealing with the separation from their children, for example. It’s essential that you meet and talk with the inmates on a daily basis.”



Roma Cunningham, TL, (left) with members of the Structured Living Environment, Susan Goerz-Wilden, Shannon Newing and Deborah Comeau



Mike Wawrzonek, Assistant Team Leader, in front of segregation cells in the secure unit

“We are trying to help the offenders to change by giving them tools and options; and many do in fact manage to change. We teach them to control their emotions better, to step back and think, and to get along with people.”

## BETTER CO-ORDINATION

To ensure that operations run smoothly, EIFW employees must co-ordinate every initiative and share information with their colleagues constantly. To that end, they keep abreast of what is happening in the institution through two types of meetings. The first is held at the start of each day to inform workers of developments from the previous evening.



Nurse Brenda Jenkins discusses measures to be taken concerning an inmate who will give birth: delivery date and when the inmate will be transferred to hospital. These measures are taken as part of the Mother/Child Program, which greatly assists the female offenders with their reintegration.

**When asked about the specific needs of women, Theresa Coley responds, “Women need to communicate and to be understood. They value relationships and this is the basis of business at EIFW.”**



Acting Warden Ash Mall (left) at the Offender Management Review Board meeting with staff members. In 1995, Mall became the first male employee at EIFW when he began as a team leader.

The second meeting, the Offender Management Review Board, convenes every Wednesday. Team leaders and primary workers, who are routinely accompanied by offenders under their supervision, make recommendations to the warden that relate to reintegration or objectives of the correctional plans. Inmates are present and have the opportunity to speak on their own behalf. This allows the women to have a voice in the decisions affecting their lives. Certain decisions that are not within the warden’s authority will be forwarded to the National Parole Board (NPB).

## THE CREATING CHOICES MODEL<sup>1</sup>

“The philosophy of *Creating Choices* is at the heart of our work,” says Theresa Coley. “The TLs and all the staff make an effort to implement the model in a way that is as faithful as possible to the task force report. There is no question that offenders have specific needs and we take into account those needs in everything that we do. Our approach is holistic and empowers the women to take control of their lives by making their own choices and actively participating in decisions related to them.”



Theresa Coley (left), TL, and offender Kim Williams, in one of the living units shared by 10 women. Thanks to an easy, longstanding relationship, they are able to share a laugh in this friendly atmosphere.





Kerry Journault (right), Food Services Coordinator, and offender Maureen Denton. Each house is required to develop daily menus and submit food orders on a weekly basis. EIFW allocates \$3.75 per person, per day, for a total of \$262.50 for the ten women per house for a week. Here, Maureen is choosing grocery items that will be delivered to her on Wednesday.



In the CORCAN workshop, Angela Pinkham (right), head of production, with offender Sarah Stark, who is learning graphic design. Angela is an instructor who manages to help even those without basic knowledge. Her workshop equips offenders with marketable skills and prepares them for a career once they leave the institution.

When asked about the specific needs of women, Theresa Coley responds, “Women need to communicate and be understood. They value relationships and this is the basis of business at EIFW.”

Indeed, the various measures and programs available to the offenders and the daily interaction between employees and inmates illustrates this approach well. “Imagine putting ten women under the same roof, ten women who don’t know each other, who are very different and now must live together,” says Theresa. “It is here they must learn tolerance, compromise and respect for others. To develop interpersonal skills they also participate in all tasks required in running a household—meal planning, budgeting, cooking, cleaning, laundry, etc.”

## EXPERTISE, MOTIVATION AND STRICT SELECTION

The TLs all agree with pride: they have the necessary skills to meet the challenges they encounter and get the job done. “Primary workers have a lot of experience,” says Michael Hanly. “When they choose to work here, they are put through a rigorous training program including the Correctional Training Program, Women Centered Training, Non-Violent Crisis Intervention Training, Suicide Awareness and Parole Officer Induction Training and training is an ongoing process that continues throughout their career. We are very selective when recruiting because we know that they must be at the operational level the minute they arrive. We recently opened our maximum-security unit, and this presented the staff with another new set of challenges. The primary workers learn to manage these difficult cases by making the best decisions based on a thorough understanding of the offenders. They are very motivated and therefore very effective.”

## CORPORATE OBJECTIVES AT THE HEART OF THE WORK

“The reintegration efforts begin as soon as the inmates arrive,” says Theresa Coley. “We have cultivated an excellent relationship with the public and in turn they assist with the reintegration process. Some members of the public become volunteers in numerous capacities such as assisting the women as citizen escorts and visiting mentors.



These offenders have opted to learn Microsoft programs. In the computer room, they are supervised by their teacher, who guides them, step by step, through the learning process. Left to right, seated: Martha Liedtke, Marien Marighnoff, Sarah Aulotte. Standing: Laura Okimaw, teacher



EIFW's Aboriginal inmates—35-45 percent of the population—work closely with Elders. Here, they are in the spiritual room with program facilitator Kelly Parnett and Holly Fosseneuve, exchanging opinions and experiences during their program. They will leave with homework to be completed for the next meeting.



Kelly Hartle, Co-ordinator, Private Home Placement Program

There are many programs to prepare for reintegration. However, according to the TLs, one of the most effective supports on release is the Private Home Placement Program.

## PRIVATE HOME PLACEMENT

This program, originally a three-year pilot project, was created in 1998 and exists only at EIFW. It matches private families with female offenders. Before the offender gains approval to stay with a family in the program, they must be granted day parole to a private home placement by the National Parole Board, a process that often takes up to six months.

Program co-ordinator Kelly Hartle explains, "The Edmonton Elizabeth Fry Society has a contract to manage the program in the Northern Alberta district. Working with case managers, who take applications from offenders that don't want to go to halfway houses, the Society advertises for families interested in taking in offenders on a day parole release. Interested families automatically undergo security checks, receive training and commence

visits with the inmate at the institution to ensure an appropriate match is made. Prior to release, the inmate usually participates in a Temporary Absence to the home in order to become familiar with other family members and her surroundings.

These families, compensated by the Service, learn the CSC philosophy of reintegration over a six to twelve-month period, before taking in offenders.

## PUBLIC SAFETY AND HEALINGS

After a two-day visit to EIFW, and an extremely warm welcome, the time has come to say goodbye to this family.

I am reassured about public safety and also about the offenders. I met women who have been battered and bruised by life but hope still shines in their eyes because of the support and supervision they receive from this family of humane and professional employees at EIFW. The offenders are in good hands and they are all on the path to healing. ♦

1 *The Transformation of Federal Corrections for Women* (brochure), Correctional Service of Canada



# The Fenbrook Inuit Carving Program

By Bill Rankin, Communications Officer,  
Communications and Consultation Sector

Mike Provan is a guy with a big heart. Of course, this is not an attribute that he boasts of or lists on his job resume. It's not even an essential requirement to be a warden. But staff at Fenbrook Institution and most other folks who know him will tell you that his compassion shines through in the initiatives he has been involved with. His efforts have shaped the institution and made it a better place—both for staff and inmates.

A great example of his approach is the Fenbrook Inuit carving program. How it came into being and how it has proved successful—far beyond original expectations—is a story worth telling. It shows how a team of determined employees armed with what Provan originally described as “a goofy idea,” channeled the creativity of a unique class of offenders into a venture that provided for them not just a livelihood, but a respected niche in the international art world. And gave them hope for a better future.

It started back in 1998, not long after construction of the new penitentiary was

(continued on page 9)



**“a goofy idea,”** channeled the creativity of a unique class of offenders into a venture that provided for them not just a livelihood, but a respected niche in the international art world. And gave them hope for a better future.

For Inuit offenders the Muskoka region is an alien landscape; many of them had never seen a tree until they arrived at Fenbrook Institution. It is difficult for southerners to understand but most of the Inuit, raised in a land bound by ice and ocean, find a forest's towering presence oppressive. They say that it's easy to get lost with so many trees in the way.

Once they arrive at Fenbrook, usually by aircraft that touch down at an adjacent landing strip, the Inuit must accustom themselves to southern ways. With the help of staff, in particular Inuit Liaison Officer Leetia Kowalchuck, the process is made easier, but inmates still miss their traditional communal lifestyle, their close contact with family and a steady diet of “country foods”—Arctic char, seal, whale and caribou.

To help ease the loneliness, each Inuit is given the opportunity to make monthly phone calls to their home communities. Maintaining family and community ties plays an important part in their reintegration.



Seconded from the Muskoka Business Development Corporation six years ago, Sylvia Purdon is the key person who brought together the Inuit carving program. She lends private sector marketing savvy to all the industries at Fenbrook Institution.

Purdon and two of the most experienced carvers at Fenbrook formed a committee to ensure that every piece that leaves the institution is of top-notch quality before being offered for sale. Carvings that initially fail to make the grade are handed back to their creators for further refinement with chisel and file.

Fenbrook has struck a business deal with Arctic Co-operatives Limited (ACL), the single largest wholesaler of Inuit art in Canada. ACL provides the raw material—soapstone—and gives the carver a certain percentage of the estimated retail price, then sells the work on a worldwide market hungry for new creations. Some Fenbrook carvers have earned international reputations; serious collectors eagerly seek their pieces.

Purdon says a new program is about to be launched that will train Inuit in the business side of their art—how to develop a portfolio, how to interact with galleries and collectors; all vital information for surviving in the art world.



More experienced carvers give practical advice to novices, helping to refine their work and encouraging them to follow their artistic visions. Sharing knowledge leads to a cross-pollination in techniques, style and subject matter that would have not occurred had the men remained in their home communities, separated from each other by vast distances.

completed. Provan and Corinne Hagerman, who at the time was Assistant Warden, Programs and Reintegration and is now Chief Executive Officer of CORCAN, were informed that Inuit offenders would soon be transferred from Bowden Institution, situated on the bald prairie near Innisfail, Alberta to Fenbrook Institution in the densely forested Muskoka Lakes District of central Ontario. These inmates, originally from isolated hamlets scattered across the Arctic, had been housed at Bowden for years, mainly because there is no federal correctional facility north of the tree line.

Provan, Hagerman and their staff were a little perplexed at the prospect. They knew next to nothing about the far North and the people who have for ages inhabited its unforgiving terrain.

"I knew plenty about people in distant places like Florida," Provan commented, "but very little about these folks who are a part of my own country."

Operational concerns immediately sprung to mind. How did the

Inuit's daily customs and habits differ from the mainstream population? How would they fit in with other offenders, both white and non-white?

"What kind of positive corrections could we do for people who will one day return to, let's say, Cape Dorset rather than the corner of Young and Dundas in Toronto?" That was the question at the forefront of Provan's long list of questions.

Meanwhile, the Inuit were starting to arrive at Fenbrook from Bowden. It quickly became obvious to program staff that modifying existing Aboriginal programs to try to fit their needs just wasn't going to cut it. They decided that the only way they could create a meaningful curriculum was to consult with Inuit authorities. And for that they had to hop on an airplane.

In Iqaluit, Provan, Hagerman, John Armstrong and Bob Healey, Community Programs, and Adult Educator Ellen Hamilton, spent three days listening to the advice of teachers, elders, community leaders and government officials. What

(continued on page 11)

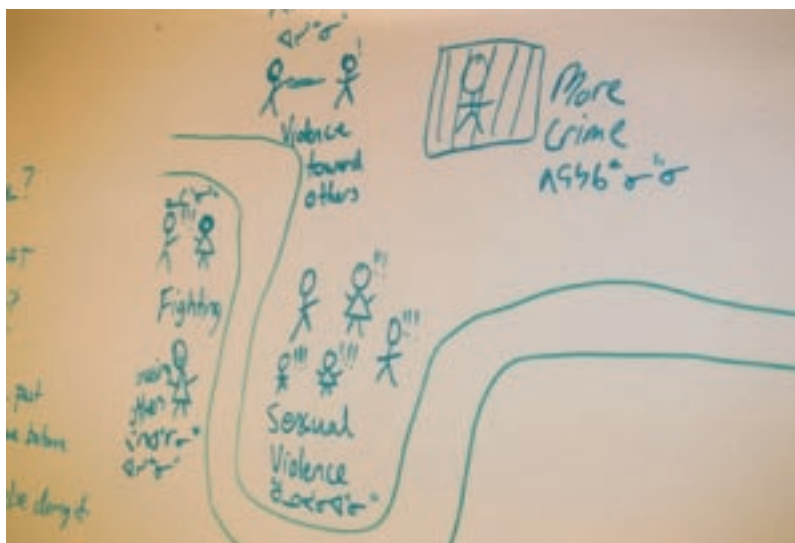


From raw stone to recognizable form takes many hours of labour with power tools, chisels, files and sandpaper. CSC engaged an independent laboratory to analyze the soapstone for toxicity and hazardous materials. Occupational health experts confirmed that exposure to stone dust is not a significant health risk for inmates or staff.





Seeing with his fingertips. This inmate is an accomplished carver yet totally blind since the age of 19. He relies on his sense of touch and the vivid images in his head to produce his works of art.



Blackboard images and words from the Tupiq program illustrate, in both English and Inuktitut, the actions that result in prison time. Accredited by the National Parole Board, Tupiq aims to give these men insights into their own behaviour and stop the crime cycle that leads to incarceration. "All of us who worked on developing Tupiq are proud of our accomplishment and feel we made a contribution not only to the Inuit but also to the goals of CSC," commented Corinne Hagerman.



Correctional Supervisor Scott Ritchie explains that Fenbrook Institution provides spiritual and cultural accommodation not only for Inuit prisoners but also for other First Nations and various non-Native ethnic and cultural groups that form the prison population.



emerged was the need to involve traditional Inuit healers in any program that sought to address the behaviour that led to trouble with the law in the first place. The northerners told their visitors what a program should contain in order to assure them that offenders returning to their communities would be able to fit in.

## TUPIQ

Tupiq (pronounced too-pik) is the high-intensity therapy program that has evolved over the last few years, tailored specifically

for the Inuit. Overseen by Program Director Ellen Hamilton, Tupiq targets family violence and sex-related crimes, almost all of which have been fuelled by substance abuse in one form or another. Hamilton is assisted by Clinical Director and Psychologist Dr. Dana Anderson, who handles the sex offender component of the program.

From the beginning, Tupiq has involved Inuit communities and Inuit facilitators, incorporated Inuit cultural values and been delivered in Inuktitut, the Inuit language. Traditional healers Meeka and Abraham

Arnakaq are flown in from Pangnirtung, a community located on the fjords of Baffin Island, to open and close the program with their unique approach that includes music, storytelling, poetry, spirituality and visual arts. Program Director Hamilton, who has lived and worked extensively in eastern Arctic communities for many years and is conversant in Inuktitut, oversees the Inuit co-facilitators of the program.

To date, 34 Inuit offenders have successfully completed Tupiq and the program is constantly being refined.

## A WIN-WIN SITUATION

“Tie it all together—Tupiq with the carving program—and we have a win-win situation,” says Warden Provan. “The men are doing something useful with their time, learning a skill they can take with them when they leave, a means of providing for their families and taking programming that will help them stay out of trouble. That’s what good corrections is really all about!” ♦

From the beginning, Tupiq has involved Inuit communities and Inuit facilitators, incorporated Inuit cultural values and been delivered in Inuktitut, the Inuit language.

# CSC Employee Earns Coveted Award

By Bill Rankin, Communications Officer, Communications and Consultation Sector

**D**rury Allen, a longstanding veteran of the Correctional Service of Canada (CSC), was chosen at the 29th Annual Canadian Congress on Criminal Justice in November as one of three winners of the Canadian Criminal Justice Association Achievement Award.

In a message from Kabul, where he is presently assisting in the post-conflict reconstruction efforts as the corrections advisor with the United Nations Assistance Mission in Afghanistan, Allen commented:

"It was a real surprise and a great honour to receive this award. Being recognized by my colleagues and peers gives me a sense of accomplishment and the satisfaction of knowing that my efforts are appreciated. I work with so many committed and dedicated colleagues who merit this same type of recognition and I salute their individual and collective efforts to improve the criminal justice system in Canada."

Allen has 25 years of professional experience in corrections. His 15 years as an executive with CSC have allowed him to make significant contributions to the Canadian criminal justice system and that of other jurisdictions including Lithuania and Afghanistan.

A close colleague, Shereen Benzvy Miller, Director General, Rights, Redress and Resolution, had this to say about Allen's talents. "Drury brings an uncanny ability to work with a very diverse spectrum of personalities and to inspire others to greatness. As demonstrated on countless occasions during his varied career, he approaches problems and people with a consistently positive and constructive attitude. He has unusually strong interpersonal skills, and can be counted upon to assist in finding co-operative win-win outcomes for all involved."

In a recent interview, Allen spoke about the challenges he is now facing. One of the first projects he has undertaken is to prepare a map of mountainous Afghanistan, pin-pointing all of its prisons, their condition, capacity and present use. He will work with the planning staff within the prison administration on construction, training and human resource issues.

Allen accepted his demanding role in Afghanistan because, in his own words, "I wanted to take on a challenging project in an area new to me, one that I could look back on and say, 'I made a difference.'" ♦



Dru Allen (right) and a young security guard who protects homes in Dru's Kabul neighbourhood

"It was a real surprise and a great honour to receive this award. Being recognized by my colleagues and peers gives me a sense of accomplishment and the satisfaction of knowing that my efforts are appreciated. I work with so many committed and dedicated colleagues who merit this same type of recognition and I salute their individual and collective efforts to improve the criminal justice system in Canada."

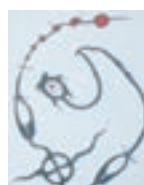


# Art

## Auction Raises Charity Dollars

Photos: Martin Bélanger

*By Martin Bélanger, Chief, Multimedia Services, Communications and Consultation Sector*



**Speaking at the event, CSC Commissioner Lucie McClung recognized two organizations that help CSC achieve its Mission.**

"The artwork we see tonight has been donated by offenders incarcerated or on conditional release in Ontario and Quebec. Many offenders are encouraged to develop their creative skills by two non-profit organizations—the Prison Arts Foundation and the Association for Recreational and Cultural Activities with People in Detention."

The Correctional Service of Canada (CSC), in partnership with Waddington's Auctioneers and Appraisers, hosted a charity auction of offender art at the National Gallery of Canada in Ottawa on October 21. The event raised more than \$20,000.

The auction was organized with the help of the Prison Arts Foundation and the Association for Recreational and Cultural Activities with People in Detention (ARCAD). The Honourable Wayne Easter, former Solicitor General of Canada, and Lucie McClung, Commissioner of CSC, were among the many dignitaries who attended. ♦



**The bidding in full swing. Auctioneer Duncan McLean (right) flanked by Pierre Simard and Clarisse Cade of CSC.**





**Ghyslain Rochon, a ceramic artist, contributed two works to be auctioned—a magnificent chess set and a vase that created a great deal of interest.**



**Alexander Himelfarb, Clerk of the Privy Council and Secretary to the Cabinet (left) speaks to Nancy Stableforth, Deputy Commissioner, Ontario Region, in the Grand Hall of the National Gallery of Canada where some of the works to be auctioned were on display.**



**Members of ARCAD with Ghyslain Rochon**



**Artist James Gray kindly donated two of his canvasses to the auction.**

# The 2003 Dan Rowan Memorial Award

By Graham Chartier, Communications Officer, Communications and Consultation Sector

Photos: Bill Rankin

The Dan Rowan Memorial Award for 2003 was presented to Wendy Parlow, Director of Knowledge Management and Policy Development on December 9 in Ottawa. Ms. Parlow was

judged the Correctional Service of Canada (CSC) employee who best demonstrates a combination of caring, openness and respect for others in the workplace, much as Dan Rowan did himself.

The award is an annual event in memory of the spirit and energy with which Dan Rowan lived his life and approached his work. Mr. Rowan was a CSC Intergovernmental Affairs Branch employee who died in a tragic airplane crash while on assignment in Kosovo in 1999. He is remembered for his maturity, good judgement and ability to inspire other employees.

Last year's winner, Denis Barbe, presented Ms. Parlow with the polar bear carving (in symbolic memory of Dan) that accompanies the award. She will hold it for one year, then pass it on to next year's winner.

"This is a great honour," Ms. Parlow commented, "and for once in my life, I'm at a loss for words—to express my gratitude."

Congratulations to all! ♦



Master of ceremonies Pierre Allard and winner Wendy Parlow



Left to right: Back row: former award winners Denis Barbe and Jim Murphy; Pierre Allard; former winner Richard Moore.

Front row: Award nominees: Guylaine Montplaisir, Team Leader, Offender Management System Renewal; Dale Collings, Manager, Acting Database and Applications Maintenance Team; Diane Foran, Project Officer, Intergovernmental Affairs; Wendy Parlow; Diane Hedge, Senior Analyst, Incident Investigation Branch; Lisa Watson, Manager, Intensive Intervention Strategy for Women Offenders

## New Zealand Restorative Justice Conference 2004

By Suzanne Leclerc, Communications Executive, Communications and Consultation Sector

In December 2004, the Centre for Justice and Peace Development at Massey University in Auckland, New Zealand will host an international interdisciplinary conference entitled *New Frontiers in Restorative Justice: Advancing Theory and Practice*.

The event will attract people from around the world who work in the criminal justice field and have an interest in the future directions of restorative justice, potential new sites of restorative practice, and the challenges that those sites pose.

The interdisciplinary conference will explore how restorative justice theory and practice may develop to meet the varied challenges justice systems face.

To attend or to offer a presentation, contact: [newfrontiers@massey.ac.nz](mailto:newfrontiers@massey.ac.nz)  
Or write to:

Dr. Warwick Tie  
Centre for Justice and Peace  
Development  
School of Social and Cultural  
Studies  
Massey University  
Private Bag 102 904  
North Shore MSC  
Auckland, New Zealand

Closing date for submission of abstracts is May 31, 2004. ♦

# Setting the Record Straight

By Julie Renaud, Communications Officer, Communications and Consultation Sector

You're eating breakfast at your favourite restaurant and it's all over the newspaper. You're sipping wine at you brother-in-law's birthday party, people are talking about it. You overhear conversations on the bus on your way to work, the subject comes up!



What is it? People talking about their perception of the way inmates are treated and offering their own opinions on what *they* would do if they were in charge.

In these situations you may feel the urge to defend the Service and its philosophy but sometimes the right words, facts and arguments aren't on the tip of your tongue. You search your mind feverishly, mentally prepare an answer but, too late, the conversation has veered off in another direction.

Well, next time you *can* be ready. Here's the eight most common criticisms leveled at CSC and replies that will set the record straight and give your friends and acquaintances something to ponder.

## "I can't believe they have rights! They're criminals after all!"

Criminals are still human beings so they do not lose their basic rights during their period of incarceration. They retain all the rights stated in the *Canadian Charter of Rights and Freedoms* except those that must be removed by law as a necessary result of incarceration.

## "Their education is free while university is costing me a fortune!"

If inmates take post-secondary courses while incarcerated, they must pay the cost themselves.

Approximately 54 percent of inmates do not have the basic skills needed to function adequately in society—that is, completion of grade 10. Education is an integral component for the employment and employability of inmates once they are released.

## "They have access to what !?"

Television: An inmate wanting a television must buy it with his/her own funds. Television reception and distribution service does not exceed the service provided to the local community.

Condoms: Distribution of condoms is aimed at stopping the spread of infectious diseases inside the institution and within the community. Remember, most inmates will one day be released back into the community. Public health experts will tell you it's important to stop these diseases at the earliest opportunity, before they can be spread.

## "I can't find work but they get paid for doing nothing."

Inmates can earn a maximum of \$6.90 per day *if* they actively participate in their educational, employment and treatment programs. Learning good work habits while earning a small salary encourages offenders to take responsibility for their lives, manage their finances, provide for their own personal needs, save for release, and help support their families.

Inmates who refuse to work or take programs without a valid reason receive only one dollar per day.

## "We should ship all sex offenders and highly dangerous criminals to a deserted island and forget about them!"

Sex offenders tend to have low rates of re-offending, depending upon the specific characteristics of the offender. Violent inmates are housed under strict security conditions.

## "Have you seen their accommodations? No bars, just cute little houses!"

While incarcerated, some offenders live in community-style dwellings if they have been judged responsible enough to handle an environment that encourages personal responsibility for behaviour and carrying out daily living activities such as cooking and house-keeping. These activities help prepare them for life once they are released.

Inmates at higher security levels are housed under more restrictive conditions, including cells with bars.

The annual cost of maintaining an offender under minimum security is 60 percent of the price for maximum security.

## "They are a drain on honest, law-abiding taxpayers."

Prison and rehabilitation programs are costly but necessary to separate offenders from society while they are serving their sentences.

## "Why do they call it 'life' if they can get out before they die?"

Although "lifers" may not spend the rest of their lives within an institution, they will remain subject to strict parole conditions and supervision for the rest of their natural lives.

## More Information About Federal Corrections

You can visit the CSC Web site to view the new Speakers Bureau, an innovative tool that will allow Canadians—community groups, schools and other organization—to search an online database for speakers in their communities. They are available to speak on a variety of topics related to their work in corrections. For more information, contact [bureau@csc-scc.gc.ca](mailto:bureau@csc-scc.gc.ca) ♦



## Volunteers In Action

# Celebrating 30 Years of Service

By Sean Johnston, President, Warkworth Jaycees

The Warkworth Jaycees, the only chartered chapter of a Junior Chamber of Commerce at a federal institution, have been providing a service to the community for over 30 years, both inside and outside the institution where they are based. Over the years, the members have changed, but the beliefs and concepts have stayed the same. What makes this group even more prominent is that they belong to an organization that is respected worldwide.

Don McCumber, a member of the Peterborough Jaycees, sponsored a group of inmates and assisted them to form the Warkworth Chapter in 1973. Due to hard times, the Peterborough unit had to close down but the Warkworth Jaycees have survived and thrived ever since then.

What makes this group unique is that its members are made up of inmates that come from various backgrounds and all walks of life, but share the same interests in volunteering and learning. The Warkworth Jaycees pride themselves on knowing that members can use this group as a stepping stone to great accomplishments. They teach members the importance of community involvement and working with a wide range of charities. They teach leadership development through the various courses facilitated by the inmates themselves. Members have a chance to learn communication, public speaking and personal skills they can take with them when they leave the institution.

Over the years the group has been able to raise money on behalf of community organizations. Recipients include the Hastings Manor Lodge, United Way, Terry Fox Foundation, area schools, Brighton and Trent Hills fire departments.

One of their greatest successes was the Peter Pride Project—an anti-vandalism campaign. Warkworth Jaycees entered it into the World Congress Event for Criminal



**Inmate and past President of the Warkworth Jaycees Barney Lomage (right) receives the 2003 Jaycee Person of the Year award from Jim Bradfield, Ontario Citizens' Advisory Committee Chairperson and past National President of the Jaycees.**

Justice in Taipai, Taiwan 1983. They were awarded first place—with a standing ovation when it was made known that it came from a correctional institution. The project attracted so much attention that Global Television came to Warkworth Institution

to film the participants in action.

This group has been featured in many local newspapers and newsletters and welcomed many visitors, ranging from senators to politicians and charity groups at their dinner meetings. Corporate businesses like Proctor and Gamble are getting more involved with them and donating their time and products to help raise money for various charity organizations. The Warkworth Jaycees have also provided funds for upgrades in the Warkworth living units.

If you consider that the average wage of an inmate is about six dollars a day, the amount of money donated is remarkable. Most are giving up a few days pay to help people in need. But if you ask members of this group why they do it, they will probably just tell you their motto: service to humanity is the best work of life. ♦

## Ron Wiebe Restorative Justice Award

By Carolina Soulié, Regional Advisor, Reintegration, Regional Headquarters Québec

On a grey and rainy November 19, the Federal Training Centre (FTC) played host to the fifth annual Ron Wiebe Restorative Justice Award ceremony—the first time it has been held in Quebec Region.

Richard Watkins, Correctional Service of Canada (CSC) Regional Deputy Commissioner welcomed the evening's guests and gave a brief history of restorative justice initiatives in the federal correctional system in Quebec. Mr. Watkins also highlighted significant activities that have taken place and announced future ones.

Jeff Wiebe, son of the late Ron Wiebe, spoke about his father's general philosophy and how he put it into practice in every facet of his professional, social and family life. Jeff has been working at CSC for the past seven years as a parole officer, and knows how important and useful everyone's role is in practising restorative justice.

Commissioner Lucie McClung began her speech by congratulating the Food Services team for their excellent work. She went on to talk about the wide variety of restorative justice projects and initiatives set up across Canada, and she thanked everyone involved. Commissioner McClung added that CSC continues to distinguish itself nationally and internationally, particularly during conferences on restorative justice, and she said that even more commitment is needed. The Commissioner believes that staff and the community need to take a pragmatic approach. Reintegration concerns each and every one of us, since offenders are an integral part of our society. It is, therefore, essential that we all work together to help build a stronger and safer community.



**Left to right: Mark Yantzi, Commissioner Lucie McClung, and Carol-Anne Grenier, Project Officer, Restorative Justice and Dispute Resolution**

Afterwards, all the 2003 Ron Wiebe Award nominees were introduced in a PowerPoint presentation that highlighted the reasons why they were chosen.

The Commissioner gave the trophy and the Ron Wiebe Award for 2003 to Mark Yantzi, Program Director, Community Justice Initiatives, Kitchener-Waterloo. Mr. Yantzi thanked participants and encouraged them to continue their work in restorative justice.

To close the evening, Pierre Allard, Assistant Commissioner, Community Engagement Sector, shared his enthusiasm for how restorative justice has been evolving in the Quebec Region. He encouraged the audience to continue developing restorative justice practices.

In short, it was a remarkable, emotional evening that all participants are sure to remember for a long time. ♦

## Warden of the Year Award

*By Bill Rankin, Communications Officer, Communications and Consultation Sector*

**N**ominees for warden of the year at the 133rd Congress of Correction included the Correctional Service of Canada's (CSC) Warden Alan Alexander, Springhill Institution and Warden (retired) Bill Peet, Riverbend Institution. "Music city"—Nashville, Tennessee was the site of the event during the summer of 2003.

Both Canadians were amongst the 15 finalists, chosen by their peers in the North American Association of Wardens and Superintendents (NAAWS) for their outstanding service to corrections through institutional management. The award went to Warden Burl Cain, Louisiana State Penitentiary.

Warden Alexander commented on his exposure to the American prison systems. "Three things stand out: first, the theme, Reintegration/Re-entry. It will be interesting to watch the American system respond to this challenge.

"Second, I feel that US wardens have a greater sense of collective association... My experience in Atlantic Region was one of more isolation amongst my colleagues.

"Last, I was struck by the magnitude of private sector involvement in the US prison system."

Louise Bigras, CSC Human Resources Management, was also recognized at the celebration for her professionalism and exemplary service to the NAAWS organization.

Congratulations to all three CSC employees! ♦



**Left to right: Warden Alan Alexander; Art Leonard, Executive Director, NAAWS; Louise Bigras**



# Former CSC Physician Wins Prestigious Honour

By Bill Rankin, Communications Officer, Communications and Consultation Sector

**D**r. Chunilal Roy, former Executive Director of the Pacific Regional Psychiatric Centre (now called the Regional Treatment Centre), has been honoured by the French government with the Chevalier de l'Ordre de la Légion d'Honneur.

Dr. Roy received the award from Jacques Chirac, president of France, in a ceremony at the Canadian embassy in Paris. President Chirac commented, "This award is to recognize a brilliant psychiatrist who has worked beyond all expectations to advance medical practice inside prisons. Because of this, he is considered one of the fathers of the Serment d'Athenes [a set of principles to guide physicians in a prison setting]. This distinction goes to a humanitarian who has made a great contribution to the Francophone world."

Together with Professor Solange Troisier, Inspector General of French Penitentiaries, Dr. Roy established the International Council of Penitentiary Medicine, which has become the premiere international organization to promote ethical practices in the treatment of prisoners. He is also known for developing the first diploma in Penitentiary Medicine, awarded by the University of Paris.

Congratulations, Dr. Roy, from the Correctional Service of Canada.



Left to right: Dr. Chunilal Roy, Raymond Chrétien, Canadian Ambassador to France, Dr. Roy's wife and son

## LEADERSHIP **Renewal**

### National Headquarters

#### Gregory Meredith

Assistant Commissioner  
Communications and Consultation Sector  
Effective September 2, 2003

#### Simon Coakeley

Special Advisor to the Commissioner on  
human resource management issues  
Effective September 2, 2003

### Regions

#### Marc-Arthur Hyppolite

Regional Deputy Commissioner  
Prairie Region  
Effective January 5, 2004

#### Tim Leis

Assistant Deputy Commissioner  
Corporate Services  
Prairie Region  
Effective October 8, 2003

#### Darcy Emann

Regional Director CORCAN  
Prairie Region  
Effective November 24, 2003

#### Vince Leblanc

Warden  
Mission Institution  
Pacific Region  
Effective January 5, 2004

## What Employees Need to Know **The New Public Service Modernization Act**

By Diane Lacelle, Director General, Human Resource Management Sector

**O**n November 7, 2003 Royal assent was given to the *Public Service Modernization Act (PSMA)*. The *PSMA* is designed to facilitate hiring the right people when and where they are needed, to promote more collaborative labour/management relations, to focus on learning and training for employees at all levels, and to clarify roles and accountability.

To achieve this, the legislation will enact a new *Public Service Employment Act (PSEA)*, and *Public Service Labour Relations Act (PSLRA)*, and amend the *Canadian Centre for Management Development Act (CCMDA)* and the *Financial Administration Act (FAA)*.



Diane Lacelle

### **The new PSEA will modernize staffing in the public service by:**

- Giving new meaning to merit that moves away from the rules-based concept of “best qualified” to a values-based approach that allows managers to hire qualified and competent individuals more quickly;
- Delegating additional responsibilities for staffing to deputy heads; and
- Creating new mechanisms for staffing recourse, including the replacement of Public Service Commission appeal boards by the new Public Service Staffing Tribunal

This should make staffing processes faster, fairer and more transparent for both employees and managers.

### **The new PSLRA will:**

- Provide for better labour/management dialogue, joint problem solving, mutually agreed-upon solutions and more effective collective bargaining
- Require departments to establish informal conflict management systems
- Require departmental labour/management committees and enable co-development of workplace improvements

### **The new CCMDA will:**

- Establish the new Canada School of Public Service (amalgamating the Canadian Centre for Management Development, Training and Development Canada and Language Training Canada) responsible for integrating and delivering learning activities for all employees in the public service

### **Amendments to the FAA will:**

- Put direct responsibility for certain aspects of human resources management (such as determining learning and development requirements, providing awards and setting standards of discipline) in the hands of deputy heads; and
- Require an annual report to Parliament by the president of the Treasury Board in the application of the human resources management provisions of the Act

The *PSMA* is the first wide-ranging legislative reform of human resources management in 35 years. However, change will not come overnight. The *PSMA* will be phased in over two and a half years. The major milestones are as follows:

- April 2004: launch of the Canada School of Public Service
- Fall 2004: The *PSLRA* and amendments to the *FAA* will come into force
- Fall 2005: The *PSEA* will come into force



Implementation of the *PSMA* is being managed by a committee comprised of the secretary of the Treasury Board and ten deputy ministers who co-chair five sub-committees. The Correctional Service of Canada (CSC) is well represented, with a member on each of the sub-committees:

Marena McLaughlin on the staffing and recourse sub-committee, Richard Watkins on the labour relations sub-committee, Arden Thurber on the learning and development committee, and Simon Coakeley on the sub-committee for direct authorities under the *Financial Administration Act*. Randy Russell, CSC Director of Corporate Staffing, is our departmental HR Modernization Co-ordinator, representing CSC at interdepartmental meetings on HR modernization.

HR modernization is history in the making. We are embarking on a reform initiative that will serve us well for the next generation of the public service and beyond. Stay tuned, more to come.

If you have questions about HR modernization in CSC, contact any of the above-mentioned managers or myself. We would be pleased to share our knowledge with you.

HR modernization is history in the making. We are embarking on a reform initiative that will serve us well for the next generation of the public service and beyond. Stay tuned, more to come.



**Marena McLaughlin**



**Richard Watkins**



**Arden Thurber**



**Simon Coakeley**



**Randy Russell**

# Harnessing the Potential of Wind Energy Gone With the Wind

By Paul Provost, Senior Environmental Advisor

The wind is picking up. A wind of change is blowing in the form of clean, accessible and renewable energy. Virtually all regions of Canada have areas with good wind resources. Natural Resources Canada believes that this country has a potential of approximately 30,000 megawatts in developable wind resources, enough to supply 15 percent of its electrical power. According to the Canadian Wind Energy Association (CanWEA), the world's wind energy potential is five times greater than current global electricity consumption. Why not blow our energy problems away and let this form of energy take flight?

## BENEFITS

Wind energy is renewable, non-polluting and sustainable. It requires no fuel to produce, generates no greenhouse gases (GHGs), toxic waste or radioactive waste. Each megawatt-hour of electricity generated by wind energy represents a saving of almost one tonne of carbon dioxide emissions released into the atmosphere each year over coal- or diesel-fuelled electricity. Since wind is a free commodity, installing a wind turbine in a strategic location where winds are strong and constant, is both economically and environmentally viable.

Opposition to wind energy commonly cites environmental concerns. On one hand, the visual impact wears off quickly when property owners realize that "windmills" are attractive and environmentally friendly. On the other hand, noise and bird deaths are no longer major concerns, since most modern wind turbines operate quietly and represent only a moderate hazard for our feathered friends.

## WIND RESOURCE ASSESSMENT

Maps of Canada's wind speed averages show that we have vast wind energy resources. Wind speed average, frequency and duration are factors that must be taken into

account when studying the feasibility of a wind power project. For a wind turbine to work, average wind speed must be at least 15 kilometres per hour, although higher speeds are desirable. The purpose of conducting wind resource assessments is to measure and analyze wind speeds at a specific location for a period of 12 months, which will provide data to assess wind power potential and possible energy production and determine a project's feasibility and cost effectiveness.



As early as 2004, feasibility studies are planned for certain CSC sites, and their results may lead to the establishment of wind power projects. Don't be surprised to see wind turbines popping up in the next few years on windy CSC sites.

## THE WINDS OF CHANGE

The current interest in wind energy was piqued by the need to produce clean energy from reliable, durable, cost-effective and non-polluting systems. In order, Germany, the US, Spain, Denmark and India are the top five countries in terms of installed wind energy production capacity. Only in the past decade has Canada equipped itself with facilities capable of producing some 200 megawatts of wind energy, placing it eleventh in the world. Wind turbines are located in Alberta, Saskatchewan, Ontario, Quebec, Prince Edward Island and the Yukon.

In good wind areas, the cost of generating electricity ranges between six and ten cents per kilowatt-hour, which could provide an excellent return on investment, that is, between four and six years. That cost is somewhat higher than the costs associated with an electrical facility, but wind energy costs are decreasing every year, whereas most conventional generation costs continue to increase.

In a collective effort to secure sustainable development applications while reducing greenhouse gases—a cause of climate change—it would be difficult to come up with a better choice than wind energy. For that reason, the Correctional Service of Canada (CSC) is working in concert with Natural Resources Canada to develop projects in this vein. As early as 2004, feasibility studies are planned for certain CSC sites, and their results may lead to the establishment of wind power projects. Don't be surprised to see wind turbines popping up in the next few years on windy CSC sites.

For more information on wind energy, go to the Canadian Wind Energy Association Web site at [www.canwea.ca](http://www.canwea.ca), the Canadian Renewable Energy Network Web site at [www.canren.gc.ca](http://www.canren.gc.ca) and Natural Resources Canada's Renewable and Electrical Energy Division Web site at <http://www2.nrcan.gc.ca/es/erb/erb/reed>. ♦



## National Addictions Awareness Week ARC Reaches Into the Community

*By David Varis, Project Manager, Addictions Research Centre*

The Correctional Service Canada has a rich history of community engagement and this tradition continued during National Addictions Awareness Week, November 16-21. The Addictions Research Centre (ARC) was very much community focused that week, promoting addictions awareness throughout Prince Edward Island in partnership with others.

Lennox Island First Nation, situated in the western part of the province, played host to the official Aboriginal launch of the week. The Nechi Training, Research and Health Promotions Institute in Edmonton, Alberta, selected Lennox Island as this year's official host to kick-off the week in celebration. In that community there is a growing number of people who are choosing

positive, healthy, addictions-free lifestyles. Chief Darlene Bernard of Lennox Island and Ruth Morin, Chief Executive Officer of Nechi, welcomed the community to a day of prayer, song, and messages about choosing a life without alcohol or drugs.

First Nations guest speaker John Chabot Jr., an outstanding professional hockey player in both the National and International Hockey Leagues, had a crystal clear message for the audience of young and old. "Life is all about making your dreams come true. Achieving those dreams demands hard work, focus, education and remaining substance free." A true inspiration, this warrior of the ice warmed hearts with his positive message and was embraced by his brothers and sisters of Lennox Island and all those in attendance.

Bringing a message on behalf of the Addictions Research Centre, David Varis, Project Manager, told the audience that John's words apply to everyone, including

Lennox Island First Nation, situated in the western part of the province, played host to the official Aboriginal launch of the week. The Nechi Training, Research and Health Promotions Institute in Edmonton, Alberta, selected Lennox Island as this year's official host to kick-off the week in celebration. In that community there is a growing number of people who are choosing positive, healthy, addictions-free lifestyles.



Left to right: Montague students—Tyler McKenna, Keisha Hynes, and Kuri White, with Research Analyst Charlotte Fraser and Youth Addictions Counselor Michael Doiron

those who struggle with addiction problems within our prisons. The development of a national substance abuse program is top priority for the Centre as most of our Aboriginal offenders will return one day to their home communities. With the proper treatment, support and focus, they too can achieve their life dreams.

During the week, Prince Edward Island's community television network broadcast highlights from the four-day *National Summer Institute on Addictions*, held at the Addictions Research Centre in August.

Mid-week, Charlotte Fraser, Research Analyst, Addictions Research Centre, teamed up with Youth Addictions Counselor Michael Doiron, Province of PEI, to address 200 grade seven and eight students at Montague Intermediate School on the negative consequences of addictions. A flurry of questions came non-stop for Michael and Charlotte, an indication of the interest that young people have about drugs and the effects they have on individuals and their communities.

**There was unanimous agreement that the problem of addiction is one best tackled by working together through awareness activities, sharing effective interventions and reaching into the community, where we can prevent addictions from taking hold.**

On the last day of the week, both the Addictions Research Centre and the Community Addictions and Mental Health Services Unit got together to share their experiences, despite serving different populations. There was unanimous agreement that the problem of addiction is one best tackled by working together through awareness activities, sharing effective interventions and reaching into the community where we can prevent addictions from taking hold. ♦

## Correctional Operations and Programs

# Exceptional Customer Service

*By Ellen Henderson, Senior Manager, Communications, CORCAN*

Recently employees at Collins Bay Institution gathered in a staff assembly to honour Norm Morse, an instructor in the CORCAN metal shop. Norm was one of the key people working on a major contract between CORCAN and one of its largest customers—the Department of National Defence (DND). The work involves stripping down and rebuilding the van bodies of military vehicles.

In presenting the award, CORCAN Chief Executive Officer Corinne Hagerman praised Norm for his professionalism and “can-do” attitude. “You instilled in our customer the confidence that CORCAN can deliver

on time, on budget, and to their exact requirements,” she said. She added, “DND was so impressed with our performance that they have signed on for a record-breaking amount of additional business that means significant offender employment for CORCAN sites all across the country for several years to come.” This new business involves repairs to much larger army trucks.

A 16-year veteran of the Service, Norm has been working on the van body project for 10 of his 11 years at Collins Bay Institution. Prior to that, he worked at Joyceville Institution for five years.

Congratulations, Norm! ♦



**Left to right: Corinne Hagerman, Norm Morse and Regional Deputy Commissioner Nancy Stableforth**



# Dorchester Penitentiary

## *Site of TV Mini-Series*

*By Ed Muise, Acting Regional Manager, Communications*

A Halifax-based film company converged on Dorchester Penitentiary and for two days transformed it into “Rudyard State Penitentiary,” the backdrop to the TV mini-series *Reversible Errors*. Based on a novel by Scott Turow, the story concerns the case of a small-time mentally retarded thief convicted of a particularly vicious triple murder. He finds himself on death row, heading inexorably towards his date with the executioner, but at the eleventh hour, the inmate denies his responsibility for the murders.

“Action!” With those words, actor William Macy slowly walks through the main gate of Dorchester Penitentiary. He stops at the barrier, peers through the bars at the intimidating facility that houses his client. “Cut! That was beautiful. Let’s do one more,” commands the director. The actor and camera trolley return to their starting points, and various crew members scramble to recreate the scene once again.

In late August 2003, consultations began between Dorchester staff and the film company, VZS: Halifax Pictures No. 3 Incorporated. Specific locations inside the institution were selected for filming—the main gate/sallyport area, principal entrance, parking lot, and a portion of Segregation became death row. All arrangements were made to accommodate this venture without jeopardizing the security of the institution.

Thirty-six staff and an equal number of inmates enthusiastically embraced this rare opportunity to appear as extras in the movie. And each day at scheduled times, staff were permitted to view the actual filming. These sessions were well attended with everyone trying to catch a glimpse of actor William Macy. Mr. Macy was very willing to sign autographs and to have his picture taken with staff.

The company moved on to Halifax where the remainder of the filming will take place. Other actors, including Tom Selleck, will join them.

*Reversible Errors* is scheduled to air on CBS in mid-February 2004. ♦



Actor William Macy signs autographs for fans.



Dorchester correctional officers act as extras in the film’s prison setting. Left to right, back row: Steve MacNeil, Dan Dubreuil, Craig Purchase, Sylvain Cyr, Greg Allen, Brian Gaudet, Rob Lowerison, Dave Prianti. Front row: Don Robinson, Glen Estwick

# Grievance Co-ordinators Honoured

*By Joanne Gallant, Human Resources Assistant, Regional Headquarters*

The Atlantic Regional Management Committee honoured the inmate grievance co-ordinators for their efforts in maintaining the region's inmate grievance process at the September 2003 Regional Management Committee meeting. The co-ordinators are: Tom Duffy, Atlantic Institution; Aurore Dupuis, Dorchester Penitentiary; Debby Colwell and Hazel Robichaud, Westmorland Institution; Debbie Eason, Josie Gillis, Springhill Institution; Amy Withrow, Nova Institution; Richard Steele, Regional Headquarters. ♦



Left to right: Mike Corbett, Warden, Westmorland Institution; Dick Steele, Senior Analyst, Executive Services and Inmate Affairs; Tom Duffy, Inmate Grievance Coordinator, Atlantic Institution; Norm LeBlanc, Warden, Atlantic Institution; Amy Withrow, Inmate Grievance Coordinator, Nova Institution for Women; Aurore Dupuis, Inmate Grievance Coordinator, Dorchester Penitentiary; Gary Mills, Warden, Dorchester Penitentiary; Terry Hatcher, Acting Assistant Deputy Commissioner, Operations

## Kosovo Co-Workers Reunite

*By John Alderson, Assistant Warden, Correctional Programs, Springhill Institution*

In the summer of 2000, I was offered and accepted an exciting opportunity to work on a three-month assignment in Kosovo where I was part of a team that contributed to the rebuilding of the Kosovo Correctional Service. Not only did I have the pleasure of meeting and working with three other CSC staff members, I was also fortunate to work with correctional staff from many other countries including Holland.

Once the Canadian and Dutch staff began working together, the relationship quickly expanded to include social activities. Immediate friendships were established. With the help of the Internet,



Jack Zwartjens (left) and John Alderson

some of the Canadians and Dutch remain in contact with each other.

Recently, while planning a trip to England to attend a family wedding, I decided

it was time to visit one of my Dutch colleagues, Jack Zwartjens. Three years after my assignment in Kosovo, my wife and I met the Zwartjens in Eindhoven, The Netherlands. We all sat and talked for several hours. It was like old friends coming together and getting up-to-date on work and family. Although nothing was confirmed, we all agreed that we should think about a future opportunity to meet. Perhaps next time it will be in Canada.

My experience in Kosovo has provided me with unique memories, an enhanced worldview and lasting friendships, despite the long distances between us. ♦



# Springhill Institution *Health Fair*

*By Ed Muise, Acting Regional Manager, Communications*

On Friday, 19 September 2003, Springhill Institution hosted its fifth annual health fair. "The purpose of the health fair is to promote health, wellness and illness prevention. It's a holistic approach to health," says Chief of Health Care, Wanda Smith, a member of the organizing committee. "We don't just want to treat diseases, we want to prevent them as well."

Staff and inmates had the opportunity to have their blood pressure and cholesterol levels checked. A variety of community groups were on hand again this year. This allows inmates to make contact with various community-based resources that can assist them once they return to the community.

"The information provided by the various groups [who participated] reinforces the education provided to inmates from the institutional nurses. In addition, staff are able to see what services are available in the community. By being aware of such resources, they can better help inmates to access support systems as they assist them with their reintegration plans," said Wanda Smith.

Awareness of community-based resources is vital to successful reintegration. From a public health perspective, this event is an important vehicle for getting the message across. ♦



Left to right: Georgina Funge, Nurse; Tammy Hunter, Nurse; Wanda Smith, Chief of Health Care; Craig Jobe, Acting Health Services Clerk

## Nova Attends Law Enforcement Conference

*By Ed Muise, Acting Regional Manager, Communications*

Ten employees from Nova Institution recently had the opportunity to join other women at the Atlantic Women of Law Enforcement Conference, October 14-17, 2003. Along with approximately 140 women from municipal police, customs, military police and the Royal Canadian Mounted Police, they gathered to hear a variety of speakers. Topics included methadone, needle exchange programs, forensic anthropology, suicide intervention, Taser demonstrations, grief counseling, homicide, the *Blood Sampling Act*, leadership skills and teamwork.

The conference included a photo session followed by a parade in which proud women marched through the streets of Truro, led by a colour parade, bagpipers and a local police escort. Following the parade, a banquet was held to honour specific women who received awards for distinguishing themselves in various categories: community service, leadership, officer of the year, excellence in performance, valour, and mentoring.

Thanks go to the organizers of this conference for recognizing Nova employees as law enforcement partners, and for inviting them to participate in this memorable event. ♦



Back row, left to right: Adele MacInnis-Meagher, Deputy Warden; Twila Deschambault, Reintegration Operations Supervisor; Sherry MacKinnon, Reintegration Operations Supervisor; Monique Johnson, Assistant to the Warden  
Front row, left to right: Lisa Devoe, Assistant Operations; Kenzie Cook, Primary Worker; Kelly Rivard, Unit Manager, Operations  
Missing: Kim Vermeersch, Rhonda Parke, Debra MacMillan, Jackie King

Thanks go to the organizers of this conference for recognizing Nova employees as law enforcement partners, and for inviting them to participate in this memorable event.

## 2003 EAP Person of the Year

*By Bud Morisson, USGE President, and Charles Léger, Regional EAP and CISM Coordinator, RHQ*

Reverend John Tonks, an Employee Assistance Program (EAP) referral agent at Regional Headquarters in Moncton, was selected by a joint management/union committee as the 2003 winner of the EAP Person of the Year Award. Deputy Commissioner Rémi Gobeil presented the award in Memramcook on October 29.

The award was established in 1995 and is presented annually to the person who, in the judgement of the selection committee, has demonstrated outstanding performance and devotion to EAP.

Reverend Tonks has been an excellent volunteer and work colleague over the years. Understanding the need help staff for any type of problem, he became an EAP referral agent in 1996, assisting employees throughout the region.

In 1997, he accepted the role of EAP course facilitator and has helped train several new agents every year since then. Regional EAP Coordinator Charles Léger says that Reverend Tonks is a skilled teacher and considers him his good friend. He says the Reverend is invariably in his corner, both professionally and spiritually.

John also became a peer-support person for the Critical Incident Stress Management (CISM) Program in 1998. Despite his very busy schedule, he is never too busy to help others. His biggest asset is his positive attitude, that is reflected in all his relationships. ♦



A smiling Reverend Tonks accepts his award from Deputy Commissioner Rémi Gobeil



## EAP/CISM Week

By Charles Leger, Regional EAP/  
CISM Co-ordinator

The Deputy Commissioner declared October 27-31, 2003 as Employee Assistance Program/Critical Incident Stress Management (EAP/CISM) Week in the Atlantic Region. This special week, which first started five years ago, is a time to think about our wellbeing—and how to preserve it.

Local EAP and CISM committee members teamed together to organize local activities that sensitize and encourage their colleagues to live a happier lifestyle. Management and unions helped by promoting events. A region-wide social marketing campaign was launched to encourage CSC employees and their dependents to attend special EAP sessions on the topic *Thinking Better—Living Better*. EAP psychologist Lauren Marsh-Knickle spoke on the subject at CSC institutions and in central areas of the CSC community. Attendees learned how to deal with negative thoughts, express their feelings more effectively, and to listen to what others are really thinking and feeling during a conflict.

EAP staged many activities throughout the region attended by hundreds of employees, including blood pressure clinics, a special newsletter on wellness, and workshops on total fitness, nutrition, smoking cessation, and many more topics.

Over the years, employees, management and unions have been very much involved in EAP/CISM. Together, their efforts contribute to healthier and more productive employees, better staff relations and a stronger team-oriented organization. ♦

# Building Bridges

By Paul Gionet, Regional CORCAN Construction Manager

The Parrrtown community correctional centre (CCC), home base of the New Brunswick West Parole District, is undergoing a complete exterior renovation. To further its mandate, CORCAN construction in the Atlantic Region is hiring parolees to work on construction projects in the community, including this one. Site superintendent Martin LeBlanc has entered into a contractual agreement with the local John Howard Society to hire and pay the parolees.

“The work began in late September and completion is expected before Christmas,” explains Paul Gionet, CORCAN’s Regional Construction Manager. “By extending its program in the community, CORCAN is helping offenders find jobs in the local labour market and assisting them in their eventual re-integration into society.”

The parolees will have the opportunity to acquire additional skill sets, work habits, and attitudes they need to hold a job once released. Two of the parolees working on this project say that they have already acquired new skills and are very optimistic about landing jobs in this market.

Guy Poirier, Regional Director, CORCAN, says that construction-related jobs are a natural fit for many offenders returning to the community. Many enjoy the physical aspect of the trade and realize that this type of work can evolve into specific trade certification, that would increase their chances for landing jobs in the future.

As CORCAN construction evolves into more complex construction projects, CSC may look at expanding its mandate to include trade-specific certification by entering into partnerships with local community colleges and delivering courses specific to various trades. By providing a recognized certification program inside the institution, offenders will have a better chance of securing jobs more quickly, says Poirier.

“As a first experience outside the confinement of an institutional setting, we hope that this will help transform the parolees,” says Gionet. “We also expect to increase our community engagement activities with other stakeholders.” ♦



Left to right: Site superintendent Martin LeBlanc; James Parsons, carpenter; Randy Howell, labourer; Paul Gionet, Regional Construction Manager, CORCAN; Sean Demelo, labourer; Guy Poirier, Regional Director CORCAN

## Bringing Humanity to Patient Care

*By Paulette Robichaud, Nursing Supervisor, Psychosocial Rehabilitation Unit*

**F**riends and co-workers gathered to recognize a very special person at the Shepody Healing Centre this fall. Corinne Lawlor has devoted 50 caring, compassionate and faithful years of her life to nursing.

Luc Doucet, Executive Director, Shepody Healing Centre, presented her with a commemorative plaque and compared her to Mother Theresa and Florence Nightingale. Corinne is a nurse, a teacher, a student, a friend and a role model. Corinne is passionate about her work and has made a great difference in the life of colleagues and patients, bringing humanity to patient care in a correctional setting.

Corrine was honoured with numerous other plaques that recognize the high quality and duration of her service.

## Atlantic's First Female Parole Officer Remembering Maud

*By Terry Allaby, Regional Transfers Officer*

**M**aud died last month. She was a unique person and a strong presence in this area. Long after she retired, whenever a group would gather for a refreshing libation after any CSC conference, someone was likely to ask; "Do you remember Maud Hody?" Smiles would appear and the response would be, "Oh, yeah, wasn't she a character!"

Maud was not a youngster when she began work as a parole officer in Moncton. She already had a teaching career behind her, beginning in Burns Lake, British Columbia. She was not a woman who was overly concerned about fads and fashion when I came to know her. She was a widow with four children and a strong advocate of hard work and concentrating on the job at hand. I was known then as a classification officer at Westmorland Institution

when Maud joined the service in 1975 and I can still see her walking briskly across the parking lot with two large briefcases crammed with inmate files. Some time during the day she would hustle into my office, full of nervous energy, and exclaim, "This inmate is not getting the programs he needs! Something's got to be done!"

Maud could be an imposing figure and some people felt intimidated by her, but I always enjoyed working with her, and I certainly was not the only one. She was always concerned about the welfare of the people on her caseload, and the need to get them straightened out and back on the street. At times she was somewhat impatient with the bureaucracy, once telling the Commissioner at the time what she thought of his

new case management manual. She said she could have written it in better English and it would be only half the size.

One colleague recalls a national gathering of parole officers at which her peers from other regions particularly wanted to see Maud—they were so impressed with the exceptional quality of the community assessments (CA) she had done for them.

She is the only parole officer I know who actually did a CA on herself. With gentle,

self-deprecating humour, she wrote that the woman of the house (herself) was perhaps not the tidiest of housekeepers, but she did seem to be honest and gainfully employed.

It should be noted that Maud was also busy in the community in both Moncton and Halifax, where she spent

the latter part of her CSC career. From the notices in the newspapers we learned that she received a Bachelor of Arts and a Bachelor of Education from the University of British Columbia, followed by a Masters of Education from the University of New Brunswick and a doctorate from the University of Toronto. She was one of the founding members of the Unitarian Fellowship in Moncton in the 1950s, and involved with the Voice of Women and the New Democratic Party. She also did research and writing for the Dictionary of Canadian Biography. Finally, she loved to travel across Canada, the United States, Europe and, particularly, Australia.

Maud was a great gal and we miss her dearly. ♦



**Maud Hody 1928-2003**



## Community Strategy for Women Offenders

*By Peter Wickwire, Senior Project Officer, Reintegration*

The Atlantic Region hosted a meeting that will help CSC to move forward with the Community Strategy for Women Offenders. The two-day event, attended by 25 persons, was held at the Correctional Service of Canada (CSC) regional training facility in Memramcook, New Brunswick between November 6-7.

In attendance were representatives from the Elizabeth Fry Society, John Howard Society, St Leonard's Society, Dismas Society, Salvation Army, Stella Burry Corp, Marguerite Centre, Coverdale Foundation, New Brunswick Probation, the National Parole Board and CSC staff from Nova Institution and each of the four parole districts in the region.

Through breakout sessions, participants provided ideas and information on the six themes identified at the national community initiatives meeting held in June of this year: mental health, accommodations, alternatives to suspension, community programming, mother/child program, and partnerships with the community. Information will be rolled up, shared with the participants, the regional management committee and the Women's Sector at national headquarters.

One of the positive spin-offs from the meeting: it provided this group with a rare opportunity to share their ideas, and discuss the progress they have made to date. ♦

## Substance Abuse Workshop a Success

*By Ed Hansen, Senior Research Manager, Addictions Research Centre*

On October 6-7, the Chair of the Atlantic Corrections Joint Training Committee and the Addictions Research Centre hosted a two-day workshop in Montague, Prince Edward Island, open to delegates from the provinces of New Brunswick, Newfoundland and Labrador, Prince Edward Island and Nova Scotia. Representatives from the Correctional Service of Canada (CSC) and the National Parole Board (NPB) also attended.

The workshop provided participants with the opportunity to hear from experts in the field of substance abuse assessment, programming and research and allowed delegates to network and discuss issues and challenges that they face in their locales.

Three common priorities across all groups were identified: the use of

standardized substance abuse assessment tools, advancement of a harm reduction strategy, and the adoption of evidence-based programming and practices, including education, training, and program accessibility.

It was determined that all three priorities could be addressed through the formation of a sub-committee of the Atlantic heads of corrections on substance abuse programming, for research-oriented investigation and action. The participants will bring recommendations to their own jurisdictions.

The group evaluated the workshop very positively, and it was agreed that the prospect of a yearly meeting would be extremely useful, both for learning and for networking among the jurisdictions. ♦



Delegates discuss issues at the workshop.

# Picking Up the Pieces

*Abridged from an article by Danette Dooley, Freelance Writer (dooley@blueline.ca)*

For nearly a decade, Dan McGettigan has been the driving force behind restorative justice initiatives in this province. A parole officer with the Correctional Service of Canada (CSC), McGettigan says that while the catch phrase is fairly new, the concept of restorative justice has been around for centuries.

"I can remember my father taking me by the arm when I was small. He'd come off work because I'd broken a window. He said, 'You're going to apologize to our neighbour.' And having done that, he made me fix the window. So, in a nutshell, that's restorative justice."

McGettigan became involved after meeting Reverend Dr. Pierre Allard who at the time was a chaplain at Dorchester Penitentiary.

"Not only was he a good prison chaplain, he and his wife used to take prisoners into their homes on Sundays. After a cou-

ple of Sundays of doing this, he didn't have enough room in the house. So, it struck him that there was a need in the community as well as in the institutions. So he bridged the gap between the institutions and the community for offenders at that time and created what is called community chaplaincy."

In looking at those affected by crime, McGettigan says that the victim is an important part of the restorative justice process.



Dan McGettigan

"If the victim wants to buy into this, it may help bring some closure. They may say they want to talk to the offender. And that has happened in some serious situations. ... Even in some cases where there has been loss of life, there has been some reconciliation between the offender and the victim's family."

Whether it's the offender or the victim or both, it's important that everyone involved is ready and willing to participate in the process.

Restorative justice programs have been up and running in Canada for almost three decades. As a parole officer, McGettigan says he's grateful to his supervisors for allowing

him the time to work so closely with all stakeholders in the restorative justice process.

McGettigan recently participated in the Provincial Coalition of Restorative Justice's strategic planning workshop held Nov. 15 in recognition of National Restorative Justice week, that kicked off the following day.

Many workshop participants agreed the highlight of the event was a presentation by Jane Miller-Ashton, Director-General of

Restorative Justice and Dispute Resolution with CSC in Ottawa.

As well as participating in the workshop, Miller-Ashton presented a recognition certificate to McGettigan, a nominee for the National Ron Wiebe Restorative Justice Award.

"We have nominees from every province and territory. They are Canadians from all walks of life, doing all kinds of human work to help people heal," Miller-Ashton says. "And it's clear to me that Dan is one of those people that can get people together to have

the tough conversations and to help find new ways of solving our justice problems."

Miller-Ashton said she was impressed to see so many groups represented at the workshop, including those who may have reservations about the restorative justice process.

"Newfoundland and this coalition of voices has shown a lot of leadership. In this province, they're not afraid to bring in that voice of somebody who doesn't agree. And this is quite groundbreaking. Not that there aren't other people in Canada doing this, but it's particularly positive here..." ♦

"I can remember my father taking me by the arm when I was small. He'd come off work because I'd broken a window. He said, 'You're going to apologize to our neighbour.' And having done that, he made me fix the window. So, in a nutshell, that's restorative justice."



# A Visit from the Lieutenant-Governor

*By Ninon Paquette, Assistant Director, Management Services, Archambault Institution*

**O**n September 26, 2003, the management, staff and inmates of Archambault Institution were honoured with a visit from Lise Thibault the Lieutenant-Governor of Quebec.

A personal acquaintance of René Gagnon, chaplain at the Regional Mental Health Centre (RMHC), Madame Thibault had the opportunity to hear about the work he does with inmates from this institution. She told him that she was interested in meeting them. Officials at the institution were quick to accept the proposal.

After meeting the institutional case management team, she addressed some 60 inmates from the RMHC, who then asked some very pertinent questions. Madame Thibault gave a very interesting talk that touched both staff and inmates.

At the end of the day, Madame Thibault said she was both surprised and delighted by the great freedom of movement she had been given throughout her visit, since she was allowed to talk to the inmates as well as staff.

It is a visit that none who met our guest will forget. ♦



**Left to right: Serge Godin, Honourary Aide-de-Camp to the Lieutenant-Governor, Gilbert Robitaille, André Courtemanche, Yves Fafard, René Gagnon, Ninon Paquette, Sylvie Bourgon and Mario Lévesque**



**The Lieutenant-Governor accompanied by a group of inmates**



**Left to right, kneeling: Jocelyne Bastien, Gilbert Lebeau, Mélissa Vallée, Lise Thibault, Annie Charbonneau and Nicole Larivière  
Standing: Karine Léveillé, France Éthier, Julie Ferland, Laurent Gauvin, Tony Bottausci, Lyne Konceovich, Lahcen Ouhafsa, Julie Desmarais, Ghislaine Carrier, Pierre Landry, Mario Lévesque, Denys Fournier, René Gagnon, Christian Houde, Gilles Plouffe, Dominique Paquin, Rachèle Madison, Chantal Brisson and Mélanie Roy**

## VISA Hears From a Victim

*By Line Bernier, Psychologist, VISA Programme, Montée Saint-François Institution*

**T**he VISA sex offender treatment program is for men who have sexually abused children in their own families. Based on a systemic approach to incest, the program takes into account the needs of victims and families. Since its inception at Montée Saint-François Institution (MSFI) in 1991, one of the program's activities has involved inviting one or two adult women who were abused as children to a group session with their therapist. VISA offers these women an opportunity to go further, to shed their feelings of guilt, shame

and responsibility caused by the sexual assault, to say out loud what they have kept hidden deep inside for years.

On November 19, 2003, as part of Restorative Justice Week, the VISA team offered MSFI staff the opportunity to meet one of these women. Claire, who nine years ago came to speak as a victim, returned to the group three years ago as a therapist. With the experience she had gained, she returned with one of her clients.

Last spring, as part of a restorative justice initiative, she agreed to take part in an experiment involving meet-

ings between victims of abuse and offenders who commit incest. Before an audience of over 20 people, Claire talked about the progress she made through her various meetings and explained how these exchanges had allowed her to overcome her fear of the abusers and regain her self-confidence and inner balance.

Her story was warmly received by participants who praised her courage, determination, compassion and serenity. ♦

## Citizens' Advisory Committee Membership

*By Edith Brouillard, Executive Assistant, Drummond Institution*

**O**n September 17, France Poisson, Warden, Drummond Institution, issued certificates of membership in the citizens' advisory committee on behalf of Richard Watkins, Regional Deputy Commissioner, to Pierre Larocque, Justin Roberge and Jacques Létourneau for their contribution to the achievement of the Correctional Service of Canada's mission objectives. ♦



Left to right: Jacques Létourneau, Justin Roberge, France Poisson and Pierre Larocque

# A Gentleman's Racer

By Sylvia Purdon, CORCAN Private Sector Liaison, Fenbrook Institution

A custom-built wooden boat is the living manifestation of the boat-builders art. Each boat possesses individual characteristics that are defined by the boat's designer and by the craftsmen who made it.

Of the many beautiful wooden boats in the antique and classic wooden boat class one of the finest is the gentleman's racer, that dates from the 1920s. These sleek and speedy boats attracted attention and admiration wherever they cruised.

Now at Fenbrook Institution this classic boat is being reproduced from drawings based on the original design created by one of Muskoka's finest boat builders.

In the small engine and boat restoration shop at Fenbrook Institution, CORCAN has established an innovative business alliance with a private sector entrepreneur who is training offenders in the highly marketable skills of small engine repair and classic boat

restoration. Other classic boats have been restored in the shop, but the gentleman's racer is the first boat to be designed and built from scratch.

"Working with offenders and seeing the pride and excitement that emerges as the boat takes shape is a profoundly rewarding experience for me," commented local businessman and CORCAN business partner Rob Clark. "I know I am teaching them skills that have real street value, so when they get out they will be able to find steady work and stay out of trouble. What more can a businessman with a social conscience ask for?" he added.

As the boat takes shape, the sleek lines, dramatic length—21 feet—and classic style emerge. Offenders spend hundreds of hours patiently sanding and varnishing, mainly by hand, day after day, until they were satisfied with the beautiful mahogany patina they had created. With a total of 2000 man-

hours invested in this project, offenders are gaining valuable and marketable skill and experience. The skills range from blueprint reading and stain blending to wood shaping and in-depth knowledge of various types of wood and how they react when worked. Perhaps the most important skill offenders develop is the ability to visualize the finished product from the start of the boat building process.

There can be little doubt that launch day for the newly minted racer will be a banner day for these proud CORCAN trainees.

Word of the quality of work from the CORCAN shop has spread rapidly in the boating community. A 1965 runabout slated for restoration is next up on the shop production schedule and a second order for a new boat is in the works for late spring 2004. ♦



The boat is a unique collaboration between inmate workers such as Vince Cipollone (left) and CORCAN shop supervisor Lane Duern.



# Literacy Day at Kingston Penitentiary

*By Dave Page, Assistant Warden, Correctional Programs, Kingston Penitentiary*

International Literacy Day was celebrated at Kingston Penitentiary (KP) on September 8. It began with a well-attended open house held in the school that was decorated with students' work for the occasion. Teaching staff was on hand to answer questions concerning education programs. Warden Donna Morrin awarded each school staff member with a certificate of appreciation, recognition that was well received by an unsuspecting staff.

In the afternoon Bill Hay, Chief of Education for KP, started the graduation ceremony, remarking on how impressive such accomplishments were in an environment as challenging as the one found inside KP's walls. He drew attention to how important it is for each offender to reach their potential during the custodial portion of a sentence so that they can obtain employment in the community.

Warden Morrin awarded grade ten certificates to seven offenders. Unfortunately, one inmate who had satisfied the requirements for an Ontario secondary school diploma was unable to attend. A number of offenders were awarded certificates for completion of high school credits and recognition awards for attendance, effort and enthusiasm were given to deserving students. Special awards were issued to offenders who had succeeded in Adult Basic Education I and II as well as English as a Second Language. Local member of Parliament, the Honourable Peter Mililken, sent each graduate a letter of congratulations.

The local television station did a feature story that was aired that night in the local community. Later in the week, the programs division and inmate committee held a poetry and art contest with an anti-racism theme. The events at Kingston Penitentiary were a success due to the hard work and cooperation of both staff and inmates. ♦



**Paul Thompson receives his certificate of appreciation from Warden Donna Morrin. To their left are Dave Page, Assistant Warden, Correctional Programs and Bill Hay, Chief, Education and Training**



**Left to right, back row: Bill Hay, Carol Cameron, Paul Thompson, Mary Lynn O'Shea, Peter Murphy, Kathleen Hutson, Deborah Pratt. Front row: Osei Kessie, Tanya Hinchey, Cindy Charlong, Lance Johnston**

# Grow-a-Row

*By Craig Chinnery, Assistant Operations Manager, Frontenac Institution*

Both Frontenac and Pittsburgh institutions participated in the Grow-a-Row campaign this year, a national initiative developed by the Compost Council of Canada in which compost facilities and their partners plant vegetable gardens in support of their local foodbanks.

The intent is to donate the harvested goods—carrots, potatoes, cucumbers, onions, beets and tomatoes—to the local Kingston Partners in Mission food bank. Pittsburgh Institution has been sending their harvest to Frontenac and then on to the food bank as a joint effort.

This activity is directly linked to community outreach initiatives for both institutions. As stated in CSC Community Outreach guiding principle number three: Every CSC site is part of the community, and has a responsibility to participate in the community in its own unique fashion. The agricultural endeavours of both institutions combined with the ongoing needs of the local food bank made this an excellent opportunity to support the local community. ♦

The agricultural endeavours of both institutions combined with the ongoing needs of the local food bank made this an excellent opportunity to support the local community.



A plentiful harvest, ready for the local food bank



# A Day to Remember

*By Julie Blasko, Al Parker and Jan Moore, Collins Bay Institution*

**N**ovember 26, 1978. The day when two staff members at Collins Bay Institution (CBI) lost their lives at the hand of an inmate. But that was not the only tragedy that occurred that day. The other tragedy was the mental scarring of the rest of the staff. 1978 was a time before employee assistance programs, a time when you were expected to report to duty the next day—regardless. As one employee of CBI recalls, “A quarter of a century ago it was expected that we simply got up, washed and shaved, and went back at it.” However, such was the trauma that some staff went home that day never to return. And for those that did return to work, the effects of the incident varied—none in a positive way.

The newspapers of the day reported that 1100 people showed up for the funerals of Correctional Officer Frank Eustace and Food Steward Paul Maurice. For some of the staff, bitterness ensued. Many of them felt that something more could have and should have been done. What that some-

thing was, no one could really say. A plaque was displayed at the institution, however, this was not well received due to the large amount of space left at the bottom—some felt that the space was left for the names of future employees who would lose their lives at work. The plaque was soon remedied but the feelings of bitterness, frustration and maybe even anger lingered. As time passed, the events of that day continued to take their toll. There were staff members, many years later, who would approach the main gate to report for duty only to stop in their tracks, stare at the gate, then turn around and head home. They just couldn’t come in anymore.

November 26, 2003. This year, on the 25th anniversary of Frank and Paul’s deaths, a monument inscribed with their names was erected at CBI and a memorial ceremony was held in their honour. Representatives of both families were present.

The process of creating this monument was initiated quite by chance. Jan Moore,

the nurse on duty on that tragic day in 1978, inquired many months ago if anything was being planned to mark the 25th anniversary. The management team resolved to mark the occasion. Some staff who were at the Bay in 1978 were asked what they would like to see done. A small organizing committee consisting of Nurse Jan Moore, Correctional Officer Al Parker, both of whom were at CBI in 1978, and Assistant Warden Julie Blasko, was formed.

Warden Alan Stevenson was very supportive and respected the wishes of staff that the ceremony be dignified and without fanfare. Many employees assisted the organizing committee and all of the union locals contributed financially to the monument and ceremony. To see the enthusiasm and co-operation displayed made everyone proud to be in the employ of the Correctional Service of Canada (CSC) and to work with such responsive and dedicated people.

Approximately 30 retired staff members and over 100 current staff members joined



November 26, 2003. This year, on the 25th anniversary of Frank and Paul’s deaths, a monument inscribed with their names was erected at CBI and a memorial ceremony was held in their honour.

**The monument stands in a prominent place outside the main doors of CBI.**



with the families of Frank Eustace and Paul Maurice to unveil the monument. Some came with canes and one retiree showed up despite the fact that his wife had died just days before. One needed assistance due to a stroke, one was a survivor of lung cancer, and others were quite ill as well, but they came together as a family of brothers, sisters, friends.

As Warden Stevenson so accurately said "For you, today is a reminder and in some cases a renewal of the pain you experienced at that time over the loss of two friends and colleagues. I can only imagine how horrific the circumstances were and how powerfully these events affected you individually. You must have worked hard towards returning to a normal, productive environment in spite of the many obstacles that needed to be overcome."

"At the time, however, a major part of healthy recovery was missing. In the 1970s and before, there was no real sense or acknowledgement that extreme events of this nature could and would have a long-term effect on those involved. Corrections at the time presented a facade of toughness that extended to expectations around the behaviour of individual staff. There was no inherent permission to mourn for colleagues or be affected by their deaths beyond certain

undefined limits. You were expected to get back on the job and work to your full capacity—very quickly. Little attention was paid to your psychological needs. There was not much room for emotion in the workplace, but that certainly didn't mean that the emotions were not being experienced. They were simply hidden from view and people suffered in private."

At 11:10 a.m.—the time the first murder took place—a moment of silence was observed. For many that were at Collins Bay in 1978 this gesture helped to bring closure to a sad chapter in their lives. The air was full of emotion as former and current staff, many of whom had not seen each other for many years, remembered. Later the Eustace and Maurice families joined the other guests for light refreshments and reminiscing in the staff lounge.

Some will say that it was "too little, too late" but the comments from those who attended showed their appreciation for the memorial service and dedication.

So if you are ever driving past CBI and you see a CSC flag flying proudly, you will know that beneath it there is a monument to forever remember those two very brave and good men who lost their lives serving their country. ♦



Regional EAP Co-ordinator Al Meloche (behind the monument, draped with a Canadian flag) addresses onlookers at the ceremony. Honour guard from left to right: Robert Parker, Christopher Knudsen, Dave Sammon, Shannon Norris, George Forsyth, Darren Johnston

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# Hall of Honour Induction

By Betty-Anne Laraby, Registrar, Regional Correctional Staff College

**O**n November 18, 2003, in a ceremony held at the Regional Correctional Staff College, Kingston Ontario, Robert Marcus Emmerson Boswell was inducted into the Hall of Honour. He is only the tenth person whose portrait hangs in this hall, dedicated to those who have made particular and significant contributions to the Correctional Service of Canada in the Ontario Region.

Julia Hobson, Principal of the Staff College, opened the ceremony. She was accompanied by Boswell's wife, Lucille Boswell and two of their children for the unveiling of a plaque bearing Bob's portrait and commemorative words about his career. Many additional family members attended for this special dedication to Bob's life and career with CSC.

The inscription on the Hall of Honour plaque was composed by Julia Hobson. It reads, in part:

*Bob has been described as a model for excellence in corrections, a man of great integrity, dedication, commitment and profound 'good common sense.' He was a gentleman in all aspects of the word, respectful, professional, impeccable in demeanour. He was fair, honest and always tried to find a solution that worked for all concerned. He had no personal need for power and because of that, he had tremendous power through influence and*



Bob Boswell

*example. His endless optimism and sense of humour brought joy and brightness to those around him in a business that could be dark and humourless. His warm smile and gentle manner diffused many a tense situation.*

*Bob's love of family was evident to all that heard his stories of adventure and good times with children and grandchildren. Above all, his wife Lucille, with whom he shared a deep and abiding love, was the touchstone of his life. ♦*

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### Information

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# Stony Mountain Celebrates Adult Learners Week

By Correctional Program Officers Cathy Harder and Maria Allan

Photo: Ray Kashuba

Staff and offenders at Stony Mountain Institution (SMI) got involved in a big way with Adult Learners' Week. It started Monday morning with a "meet and greet"—being greeted by Correctional Programs and Education Centre staff bearing coffee and muffins. This also kicked off a book drive, staff literacy quiz and a writing contest. Two staff members, Kathleen Helgason and Kelly Boyle, received highest marks on the quiz and each received a new book courtesy of Pemmican Publications, a Manitoba-based publishing company. Correctional Programs Officer Bal Monguru won the staff writing contest for his poem *The Importance of Learning*.

The book drive resulted in 414 adult books donated to the SMI library and 213 children's books to be

used in the visitors' area. Pemmican Publications supplied 50 books for a display and then donated the new books to the institution. Other activities included an open house in the Education Centre and a teacher's tour of adult education centres in Winnipeg.

An offender kiosk was set up during lunch to publicize the week's events and to display some of the offender writing and art work. A literacy quiz attracted 83 entries. A poetry/short story/art contest with the theme "the importance of learning" enabled cash prizes (straight into the canteen account!) to be awarded. All participants received a book from Pemmican Publications.

The events of the week generated avid interest in literacy and discussions followed about holding poetry contests on a regular basis. ♦



Left to right: Teacher Lynn Eisner; Acting Chief, Aboriginal Programs, Bob Godin; Correctional Programs Officers Maria Allan and Cathy Harder



Left to right: Claude Pelletier, Patrick Freeland, Acting Chief, Aboriginal Programs, Bob Godin; Teacher Brian Norris

## Trial by Fire

By Bill Rankin, Communications Officer, Communications and Consultation Sector

When Albert Boucher witnessed the wildfires that rampaged through the British Columbia Interior this past summer, he felt it was his duty to join in the fight to save the towns that lay in their destructive path.

The correctional supervisor and national institutional emergency response team instructor from the Regional Psychiatric Centre (RPC) in Saskatoon is a longstanding member of the North Saskatchewan Regiment, part of the Canadian Forces military reserves. When the call went out for volunteers, Boucher stepped forward without hesitation. On a Monday he requested a leave of absence that was quickly granted by his supervisors at RPC. By Friday Boucher and 200 fellow reservists were on the ground in Kelowna, British Columbia in the midst of a two-day crash course in fire fighting.

It wasn't the first time Boucher had faced a natural disaster. In 1997, he and other members of his regiment were flown in to provide emergency relief to victims of the Manitoba floods. The discipline and teamwork they had learned there would serve

them well combating the new threat in British Columbia.

On foot and equipped with helmets, fire-retardant suits and a water bags (strapped to their backs and connected to hand-held hoses), the soldiers were part of a mop-up operation in a section of the tinder-dry town of Kelowna and surrounding areas where 250 homes had been gutted.

"Trees burnt literally down to their roots," Boucher explained, "and smoldered underground. We had to make sure they were thoroughly extinguished or they might leap back to life again after we passed by."

After enduring 14-hour shifts, the bone-weary soldiers were shuttled back to their makeshift base—modular tents erected inside the Apple Bowl, a local football stadium—where they "crashed hard" for six hours and rose again at dawn, eager to start again.

At the end of the first two weeks some of the soldiers were switched to the graveyard shift. Boucher says this presented unique hazards.



"At times we were surrounded by slowly creeping ground fire that was hard to spot during the day. The flames would reach a heavily wooded area and ignite, showering sparks in many directions, causing more blazes and occasionally cutting off our escape route. Or massive limbs called widow-makers would snap from the main trunk of a tree and plunge down on our heads. In other areas, the heat was so intense that trees would literally explode into flames [a phenomenon called candleling]. It made you pay attention."

The most dramatic part of Boucher's 22-day experience was the fight to save the towering wooden trestles of the Kettle Valley Railway. The railway closed 20 years ago but the rail bed had been converted into a cycling and hiking route, part of the spectacular Trans-Canada Trail that drew visitors from every part

of the globe. Most of the trestles were constructed from creosote-soaked wooden timbers that burned fiercely, lighting up the night sky.

Unfortunately, the trestles could not be saved but that didn't stop the people of Kelowna from showing their appreciation for the great job the volunteers were doing.

"They put up banners and signs around the town and when they saw us working they honked their horns and waved," said Boucher. "It was like a passing parade. We were visited by town officials, members of the provincial legislature and even by Prime Minister Chrétien."

When Boucher finally returned to Saskatoon, he was greeted with an ecstatic welcome from his wife, seven children and onlookers. A real-life hero had made it back home safely. ♦



**A hero's welcome awaited Albert Boucher at the Saskatoon airport.**

# New Digs for Winnipeg Parole

*By Gaylene Romero, Parole Officer, Stony Mountain Institution*

**O**n June 20, 2003, the Winnipeg Community Parole Office opened their new offices in the city's railway station, a heritage building located in the historical tourist area nestled between the forks of the Assiniboine and Red rivers. The new locale was built to accommodate Parole's growing needs, particularly in the area of programs.

Section Supervisor Gabrielle Thiessen is credited with the project being completed in a timely and professional manner. Gabrielle kept the focus on the clients' accessibility to the new office and the wellbeing of her staff during the restoration.

An open house was well attended by Correctional Service of Canada (CSC) staff from Stony Mountain and Rockwood

institutions, as well as representatives from the community correctional centre and the various community aftercare agencies in Winnipeg. Gord Holloway, District Director for the Manitoba/Northwest Ontario Parole District said he was very proud of the new accommodation and its location. ♦



**Winnipeg Parole staff pose proudly in the rotunda at their new office at the Via Railway Station. This was the staff's first Christmas in the facility.**

# Volunteerism *A Two Way Street*

By Cindy Gee, Chief of Programs, Riverbend Institution

According to Statistics Canada, the province of Saskatchewan boasts the largest per capita rate of volunteerism in the country, and the city of Prince Albert and surrounding area are no exception. The volunteer cadre is well represented by both the community and those under the jurisdiction of the Correctional Service of Canada (CSC).

On May 3, 2003, Saskatchewan Penitentiary, Riverbend Institution and the Prince Albert area parole office hosted a volunteer appreciation banquet to salute the 245 registered volunteers who provide service and support to offenders at the three sites. These people represent all facets of the volunteer sector.

Of the 120 volunteers who attended, two special recipients were recognized for their exemplary contributions to CSC while all other volunteers were presented with certificates of appreciation. The first special recipient, Maurice Casgrain was recognized for 50 years of service to the chaplaincy ministry. Since 1952, Mr. Casgrain has traveled, usually on foot, the 17 city blocks to the institution to play the organ at chapel

services and to worship and celebrate with offenders at both Saskatchewan Penitentiary and Riverbend Institution.

The second recipient, Marge Nainaar, Managing Director of the Prince Albert Multi-Cultural Council is no stranger to volunteerism. She has been a volunteer with CSC for 23 years and received many awards recognizing her numerous achievements. Mrs. Nainaar said that it is her way of saying thanks to what she describes as "the most wonderful country in the world."

She added that volunteerism in Prince Albert is a "two way street—just ask the Riverbend Institution offenders." In the first half of this fiscal year, these inmates donated over 6600 hours of community service to numerous non-profit organizations in the community.

In October of 2003, the Prince Albert Multicultural Council held the grand opening of their new offices, that were totally renovated and constructed by the community service work crew composed of inmates from both Saskatchewan Penitentiary and Riverbend. Mrs. Nainaar said that the Council would never have been able to

complete the project without the hard work and support of the inmate work crew.

Warden Brenda LePage, Riverbend Institution, accepted a plaque recognizing the 2000-plus hours of work completed by the community service crew. ♦



Warden Brenda LePage presents a plaque to 50-year plus volunteer Maurice Casgrain.



Marge Nainaar accepts the Taylor Award from Senior Deputy Commissioner Don Head.



Left to right: Maria Yannacoulas, Prince Albert Multicultural Council member; Don Cody, former Mayor, Prince Albert; Jackie McLean, Immigration Officer, Citizenship and Immigration Canada; Brenda LePage, Warden, Riverbend Institution; Peter Guenther, Warden, Saskatchewan Penitentiary; Eugene Smith, Unit Manager, Saskatchewan Penitentiary

## INMATES AND CAC Join Together

*By Wayne Marston, Assistant Warden,  
Management Services, Matsqui  
Institution*

**M**atsqui Institution inmates, in conjunction with the local citizens' advisory committee, initiated a fundraising project with Habitat for Humanity of the Upper Fraser Valley. Matsqui inmates funded and built a garden shed that was sold locally with all proceeds donated to Habitat for Humanity.

Habitat for Humanity is an independent, non-profit housing ministry, dedicated to the elimination of poverty housing by building affordable homes in partnership with families in need.

The garden shed was constructed in the institution and delivered in time to be part of the Habitat for Humanity presentation in the Abbotsford Canada Day Parade. It was further displayed at the Abbotsford Agrifair, where it won third prize in the parade. Citizens' advisory committee members participated in the decoration of the float and in promoting raffle ticket sales. ♦

Matsqui inmates funded  
and built a garden shed  
that was sold locally with  
all proceeds donated to  
Habitat for Humanity.

## Success for the Matsqui Writing Program

*By Ed Griffin, Creative Writing Teacher, Matsqui Institution*

**S**uccess is coming to Matsqui's creative writing program. Over ten years ago Educational Coordinator Gord Tanner started the program in cooperation with the Surrey school system. Every week a writing teacher came to the prison to give instruction and to offer encouragement. Inmates attended on a volunteer basis, perhaps because it was more a writing group or club rather than a class.

Over the years several men earned diplomas in creative writing from the Surrey School District. One man won the Special Achievement Award of the Surrey Writers Conference, presented by the local Chamber of Commerce. Several men wrote for various magazines and some won local contests. Every man who participated found value in writing, whether essay, story or poem.

But 2003 was an exceptional year for the prison's writing program. The strongest writer in the group, Michael Oulton, took

on the editorship of the prison newsletter Axiom 2003. Oulton revitalized the paper and greatly increased its readership. He had joined the group two years previously when he heard best selling author Diana Gabaldon speak to the creative writing class.

"It was a big moment for me," he said. "Because of her and the creative writing teacher, I believe I can make money at something besides drug smuggling. I really want to succeed at this."

And this has been his year. He was nominated for the Special Achievement Award of the Surrey Writers' Conference and now he is a finalist in the John Howard Society's Prison Voices project.

He hopes to be released shortly and wants to actively pursue a writing career.

"Prison isn't all negative," Oulton says. "Some programs, such as the writing program, make a difference." ♦



**Michael Oulton**



## OPEN HOUSE AT William Head

*By Rosemary O'Brien, Executive Assistant, Management Services, William Head Institution*

William Head minimum-security Institution (WHI) held its first open house for the general public on September 27, 2003. This event—a tremendous success—was jointly hosted by staff and the local citizens' advisory committee.

Over 300 of the public attended and toured the facilities. There was a cross-section of people in attendance including Metchosin neighbours, Member of Parliament Dr. Keith Martin, students from the criminal justice program at Camosun College, University of Victoria law students and a woman who was born on the William Head site in 1918, when it was a quarantine station.

By all accounts, the public response was most positive. They were impressed with correctional programs and activities and were informed about the work WHI does in

conjunction with community partners, including its group of dedicated volunteers.

A draw was held for a handcrafted wooden box, carved by one of the WHI

inmates, as well as several plants grown at the greenhouse through the Horticulture Program. Approximately \$300 was collected from public donations with proceeds divided between the Queen Alexandra Centre for Children and the United Way of Greater Victoria. The attendees were also enormously generous with their donation of food items for the Western Communities Food Bank.

Given the success of this event, and its value in terms of community engagement objectives, another open house will be held in the fall of 2004. ♦



**Patricia Lockhart, Assistant Warden (right) and Jackie Maxfield, John Howard Society, at the open house**

## A Visit from Uganda

*By Rosemary O'Brien, Executive Assistant, Management Services, William Head Institution*

Sophie Osaya, Director, Prison Fellowship in Uganda, toured William Head Institution (WHI) as part of her recent visit to Canada. The Prison Fellowship consists of approximately 150 volunteers who provide moral support and assistance to prisoners at Luzira Prison in Kampala, Uganda.

One of Ms. Osaya's goals is to learn more about restorative justice and to introduce this concept to the Ugandan prison system. During her trip to Canada she attended a restorative justice conference in Toronto and a course at Queen's University. Michael and Anita Hadley, volunteers in the Restorative Justice Coalition at William Head Institution, were her hosts in Victoria.

When the Hadleys were in Uganda last year, Ms. Osaya arranged a tour Luzira Prison where they met death-row prisoners.

Ms. Osaya toured the William Head facilities, program areas and living units. She was most impressed with the institution and how progressive the system is. She also attended one of the weekly meetings of the Restorative Justice Coalition at WHI. She spoke to the inmates and volunteers about her experiences and efforts in the face of extreme poverty and harsh conditions at the prison. Her visit was most informative.

She expressed how honoured she was to visit William Head and see how restorative justice can work. ♦



**Sophie Osaya, seated front row centre, with community volunteers from the Restorative Justice Coalition at WHI**

# Warden Visits Prince George

*By Alex Lubimiv, Warden, Kent Institution*

Deputy Commissioner Alphonse Cormier challenged regional management committee (RMC) members to visit two institutions or community districts (our own facility wouldn't count, strangely enough) during this fiscal year. I use the word "challenge" intentionally, as finding the time to do a tour is not always easy.

In September of this year, I travelled to Prince George with my wife, Tina, and made arrangements to visit the parole office and three community residential centres. Inder Madhok was kind enough to meet me on my first day and accompany me to two facilities operated by the Activators Society in Prince George.

The first was a tour of the Activators' community residential facility (CRF) located in the city of Prince George. I was impressed with the commitment of staff to the program and how they worked towards the success of inmates under their supervision.

We then travelled to Kenneth Creek Camp and met with staff and inmates. While I was warden of Mountain Institution, we sent several offenders to this camp on work release. Again, the commitment and pride

of the staff in this facility was apparent. I appreciated the time Inder spent describing the development of the Activators Society and Kenneth Creek Camp within the Prince George area. I was impressed with the focus on training in the lumber industry that offered real jobs. With Inder's resourcefulness and energy, they have developed numerous job opportunities for offenders with local employers. Inder hinted that any tools we are considering writing off at my institution would be greatly appreciated at Kenneth Creek Camp.

The next day, Parole Officer Dave Trepianier accompanied me to T. Patrick's Society CRF. I was impressed with Dave's commitment to working with offenders and his relationship with the CRFs in the area. There is obviously an excellent level of communication, and positive working relationships were very evident. At both sites, I was able to meet staff and offenders. One offender was just released from Kent Institution and we discussed how he was doing.

Being the warden of Kent Institution, I asked at each site what we could do better to contribute to the successful release of inmates into the community. In all cases the

response was to do our best to motivate the inmates towards positive goals and to establish contact with prospective CRFs and parole staff as early as possible before release. People felt that the creation of a positive relationship between the CRF and inmate in advance of the release date contributed a great deal to success on release.

I described our efforts to focus on motivational training for staff and create a safer and more secure environment. We agreed that having a community fair at Kent Institution would be a good idea for both staff and inmates.

I also attended the tail end of the Community Corrections Management Committee meeting and listened to some of the issues concerning the group, shared with them my experience on the tour, and discussed our goals at Kent Institution. Overall, this was a very positive experience and one that I hope will encourage other managers to undertake similar learning voyages.

My thanks to Lynne Hyatt, Senior Parole Officer, for making arrangements for my visit and my thanks again to Dave and Inder for their time and assistance. ♦

I was impressed with the focus on training in the lumber industry that offered real jobs.

With Inder's resourcefulness and energy, they have developed numerous job opportunities for offenders with local employers.



**The lodge at Kenneth Creek Camp, run by the Prince George Activators Society**

# A Pharmacist's Career *Inside Federal Corrections*

By Jason G.M. Wong, Chief Regional Pharmacist

Inside the vast province of British Columbia, the Correctional Service of Canada has set up a regional pharmacy to provide services to federal male and female inmates. This is a unique concept, with only two such arrangements in all of Canada.

## A REGIONAL PHARMACY

The Pacific Regional Pharmacy has been in operation for 11 years and supplies services to 10 federal correctional facilities, ranging from minimum to maximum security with a total population of approximately 1800 inmates.

The goals of providing pharmacy services to inmates include decreasing prescription drug costs, providing a more consistent approach to the provision of prescription services, achieving a better monitoring of drug usage and other statistics, and improving the overall quality of pharmacy services to inmates.

Prior to the Regional Pharmacy setup, the Correctional Service of Canada (CSC) obtained inmates' prescriptions from a number of different local community outlets—an extremely costly arrangement. There was no incentive for the contracted pharmacies to save money because they would be fully reimbursed for all pharmacy services and drug-related costs incurred. In addition to the financial implications and due to the number of different pharmacies involved in servicing the many facilities, there was inconsistency in the delivery and quality of service from facility to facility.

Since the development of the Regional Pharmacy, costs have dropped. As a group, drugs are selected and purchased at a price many times lower than at a single pharmacy. The mark-up and dispensing fees have been eliminated. Correctional transport staff deliver the drugs at zero cost. Most importantly, there now exists an incentive for the pharmacy staff to make every effort

to defray drug and pharmacy operational costs because that is, in part, the rationale for their employment.

Obviously, there are sunken costs in setting up and maintaining such an operation. However, for the most part, these are one-time expenses and, over time, all these expenses have been recovered.



Pharmacy technician Lorena Matthiesen prepares medications to be dispensed to inmates.

## A PHARMACIST IN CORRECTIONS

The scope of work in such a setting is challenging and vast. The pharmacist is called upon to use his or her expertise in many different areas.

A large segment of the inmate population requires substance abuse treatment. Our pharmacy has been part of a very successful methadone treatment program since 1998. We have the largest methadone practice in all of CSC. We provide both health care and correctional staff with in-service educational training on methadone, answer inmates' concerns about methadone, develop information pamphlets, and provide input into regional procedures and policies related to methadone. These activities are in addition to managing the preparation, quality assurance and daily dispensing of methadone for our approximately 200 inmates.

Working in a correctional setting also requires a solid knowledge of illicit drugs. Correctional staff have called upon the

pharmacists to help identify drugs found inside the facilities or in the possession of inmates, to help provide information on the various properties of illicit drugs.

## CHALLENGES IN THE PRISON SYSTEM

Working as a pharmacist in corrections has many unique challenges. Something as simple as the selection of a container to place cream in would be trivial in a community or hospital practice. This, however, is not the case on the inside. Containers used to hold creams, ointments, and lotions must be plastic with no interior compartments. Glass containers are to be avoided due to the possibility of misuse. Lotions, other topical compounds, mouthwashes must not contain any alcohol. This is often challenging because most commercially available drug products use glass containers and have some alcohol content.

**All medications sent to the facilities must be packaged in blister cards to ensure integrity of the drug and be fully labeled to provide identification. Pharmacy staff must package the prescribed drugs in blister cards in a week's supply or sometimes in a day's supply to decrease the amount the inmate may have at any one time to prevent cases of overdose or misuse of the drug.**





Patient compliance is also another area of concern. Due to their potential for abuse, measures have to be taken to ensure that the medication prescribed is actually consumed. Medication may need to be crushed or prepared in a liquid dosage to ensure ingestion. Sublingual or injectable drugs may need to be substituted in place of oral tablets to ensure compliance.

Packaging is also important. All medications sent to the facilities must be packaged in blister cards to ensure integrity of the drug and be fully labeled to provide identification. Pharmacy staff must package the prescribed drugs in blister cards in a week's supply or sometimes in a day's supply to decrease the amount the inmate may have at any one time to prevent cases of overdose or misuse of the drug.

When working in corrections, the pharmacist must not only adhere to the by-laws, regulations and acts outlined by the provincial and federal pharmacy regulatory bodies, but also to the legislative framework and procedures particular to CSC.

Because the Regional Pharmacy is situated inside a multi-level security prison, simple things such as entering and leaving the premises must be done in a set procedural manner, involving many security precautions. Doors are locked at all times and multiple emergency alarm systems are in place inside the pharmacy.

### WHAT LIES AHEAD

The Pacific Regional Pharmacy model has been a great success. A new goal is to explore the possibility of expanding from a regional to a national model. The possibility of a national setup for all the federal correctional facilities in the country is currently being considered. Similarly, a national computerized health-care information system is under consideration. The current computerized prescription transmittal system is regional. The goal would be to have a national health care computer system in place that links every federal facility's health care departments together, as well as to the pharmacy. If one or both of these two projects are achieved, the role of the pharmacist will certainly expand and the potential benefits to patients and to CSC will be significant.

### CONCLUSION

There is a broad spectrum of workplace options for pharmacists. Community and hospital practices are only two of the many settings that employ pharmacists. Industry, university, military and corrections are other sectors that need these skilled professionals. From personal experience I have found that a career as a pharmacist with corrections is as challenging and rewarding as in any of the traditional settings. ♦



Left to right: Pharmacist MiHo Rew, Pharmacy Technician Angela Dujmovic, Head Pharmacist Jason Wong, Pharmacy Technicians Melena Devlin, Lorena Matthiesen and David Bergeron, and Pharmacist John Evans

## Prison Voices



By Dennis Finlay, Regional Communications Manager

American writers/editors Richard Jaccoma and Lee Weinstein visited Matsqui and Mission institutions to interview inmates Jack Nguyen, Jon Brown, Sandy Plante and Michael Oulton. All these inmates have won accolades for their creative writing skills and their stories will soon appear in a compilation of offender stories called *Prison Voices*, a project sponsored by the John Howard Society and supported by National Headquarters, Correctional Service of Canada. ♦



Inmate Jack Nguyen (left) and Richard Jaccoma