

2016-2017 Citizen Advisory Committees Annual Report

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Annual Achievement Report 2016-2017

Message from NEC Chairperson, Lori Ebbesen, Ed.D.

Mark Twain once said, “*Action speaks louder than words but not nearly as often.*” The National Executive Committee (NEC) of Citizen Advisory Committees (CAC) did its utmost to speak through actions in 2016-2017 and enhance CAC impact by:

- **Mobilizing the entire CAC network** to accomplish mandated roles of observe, liaise and advise
- **Advancing strategic priorities** to focus CAC action on salient correctional issues

As per the NEC Constitution and leadership rotation, the Prairie Region assumed the post of National Chairperson and Pacific Region assumed Vice-Chairperson. NEC benefited immensely from the elevated level of involvement of Assistant Commissioner, Communications & Citizen Engagement (ACCE; *Nick Fabiano*), the strategic and administrative support of Citizen Engagement at NHQ (*NEC’s CSC Co-chairperson, David Molzahn, Patrice Miron, Suzanne Leclerc and Donat Bilomba*), and the commitment of our volunteer and CSC members (*from East to West*):

- Atlantic Region – Peggy Joiner (CAC) & Sherry Jackson-Smith (CSC)
- Quebec Region – Bernard Tremblay / Nicole Gareau (CAC) & Jean-François Cusson (CSC)
- Ontario Region – Sharon Mitchell (CAC) & Dianne Anthony (CSC)
- Prairie Region – Robert Goluch (CAC) & Nell Hales (CSC)
- Pacific Region – Chelsea Morrey (CAC; NEC Vice-Chairperson) & Gail Thompson (CSC)

Setting the course for NEC actions

NEC met six times this fiscal year: once in-person in Gatineau (May 2016) for a progressive strategic planning session and five times by video-/ teleconference (June, July & September 2016; January & March 2017). NEC began 2017 with an influential special teleconference meeting on January 13th with Commissioner Don Head focused on CAC deliverables. This forthright conversation about CAC impact was preceded by NEC's preparation of a discussion paper articulating a framework and logic model for CAC results and set the stage for concerted attention all year long to maximize CAC impact at national, regional and local levels.

The NEC strategic planning session set a new bar – it included a senior policy analyst from the office of the Minister of Public Safety and Emergency Preparedness, the Correctional Investigator of Canada, a representative of the Commissioner, and CAC input from all five regions on the most pressing priorities for CAC to address. Fulsome discussion identified three CAC strategic priorities: EMPLOYMENT; MENTAL HEALTH; and AGING OFFENDERS. Notably, the strategic plan made the crucial distinction between 'NEC core operations' (volunteer engagement activities) *and/ versus* CAC strategic 'issue' priorities. Over the course of this fiscal year, NEC led several initiatives in each of the three priority areas and worked closely with Citizen Engagement to enact core operations requisite for CAC success.

Advancing strategic priorities in 2016-2017

NEC drew on the expertise of CSC Research Branch for thought-provoking national teleconferences about each of the CAC **priority areas** (EMPLOYMENT, September 22, 2016; MENTAL HEALTH, October 13; AGING OFFENDERS, October 27). These sessions provided an overview of research conducted by CSC and others and identified possible areas for CAC attention. They were recorded and posted on a publically available

link: https://www.youtube.com/channel/UCNpekMNPWe2Xx3tdOI7wF0Q/videos?disable_polymer=1 so all members could benefit. Regional and local CACs were tasked with developing subsequent action plans tailored to their particular settings.

In July 2016 NEC presented a **business case** to the Commissioner requesting a modest infusion of financial and in-kind strategic reinvestments in CAC to support meaningful CAC actions. A prominent tactic pitched was 'CAC Kickstarter,' akin to the Commissioner's 'Headstarter' and PRA 'Fedstarter,' designed to support CAC activities related to each of the three strategic priorities. Kickstarter was endorsed by Citizen Engagement and slated for implementation in early 2018.

Attending to core operations in 2016-2017

NEC demonstrated its commitment to a platform for CAC success by working with NHQ Citizen Engagement on a number of new initiatives to facilitate an engaged, informed and networked CAC.

CAC core operation	Actions / Accomplishments
CAC Communications	<ul style="list-style-type: none"> -Developed a new national Communications Working Group in Fall 2016, recruited CAC and CSC members from each region, met at least monthly to develop a multi-faceted plan approved by NEC in March 2017, and implemented the plan (e.g. launched a national series of coast-to-coast CAC success stories in 'Let's Talk Express' which resulted in 3/5 regional stories; attempted to address the formidable stumbling block of CSC not being able to reach all CAC members with varying degrees of success) -Launched the first-ever 'Name Our Week,' an opportunity for all CACs to submit theme ideas for the annual CAC Awareness Week – January 2017 (12 theme ideas were submitted); the theme selected = CAC, Making an Impact – CCC, Apporter sa contribution -Managed the third round inviting 2016 nominations for our prestigious James A. Murphy CAC Award of Excellence; the NEC Chairperson and ACCE celebrated with Neils Bjelbo, Ontario Region selected among four stellar nominees -Finalized our first multi-month CAC calendar for September to December 2016; CSC Policy provided CD review dates and Employment Equity & Diversity Committee (EEDC) added theme/ event dates around which CAC could plan -Circulated seven NEC communiqués, one for each national meeting to inform our members about national and regional developments and a special one for the <i>James A. Murphy CAC Award of Excellence</i>
CAC Learning & Development	<ul style="list-style-type: none"> -Confirmed and announced a set of five orientation modules for the new national-level CAC orientation (endorsed in Fall 2016 but not implemented this fiscal) -Initiated first-ever 'Fireside Chats,' a new series of informal conversations between all CAC members and leaders in Canadian corrections akin to the playbook of President Franklin D. Roosevelt: fireside chat with the <i>Commissioner</i> (November 10, 2016) and with the <i>Correctional Investigator of Canada</i> (March 30, 2017)

	<p>-Launched new national CAC learning sessions (also recorded and posted on You Tube): (1) 'Policy 101', December 2, 2016; and (2) 'International influence of CSC: Haiti' on December 5 coincident with International Volunteer Day</p>
Consultations	<p>-NEC & CE hosted twelve national-level CD consultation teleconferences inviting all CAC members and other advisory group members to engage directly with policy-makers, develop national connections among CAC members and other volunteer networks, and foster greater CAC participation in consultations. Policies included: medical assistance in dying, research, incompatible offenders, use of firearms, employment and employability programs, and education programs and services (CD 004, 009, 048, 564.5, 566-4, 567-5, 568-5, 568-7, 600, 720 & GL 720-1, 735, and 800-9).</p>
Observe, Liaise & Advise	<p>Observe/ Liaise</p> <p>-At the NEC strategic planning session, liaised with a representative of the Minister of Public Safety & Emergency Preparedness, Correctional Investigator of Canada (<i>Howard Sapers</i>), and Correctional Service Canada's National Positive Space Champion (<i>Andrea Markowski</i>) on "Being a Champion"</p> <p>-EXCOM: Commissioner (or designate) address at each NEC meeting; NEC Chairperson presented NEC's strategic plan to EXCOM on June 22, 2016; monthly telephone calls between NEC Chairperson & ACCE beginning December 2017</p> <p>-NEC continued to work closely with the Women Offender Sector, re: the National CAC Sub-Committee on Women Offenders inclusive of CAC representatives from institutional and community settings from all five regions plus the National Volunteer Association (NVA), Interfaith Committee and National Ethnocultural Advisory Committee (NEAC); this Sub-Committee held a strategic planning session in September 2016 that included the Correctional Investigator of Canada and met by teleconference in November 2016</p> <p>- By design, the <i>James A. Murphy CAC Award of Excellence</i> Review Committee afforded a liaison opportunity: 2016 members were <i>Jim Murphy</i> (Chair), <i>Donna Gardiner</i> (former Award recipient, ATL), <i>Ursula Morris</i> (former NEC chair, PAC), <i>Murray Lincoln</i> (former NEC chair, ONT) and <i>Sophie Lemire</i> (CSC-NHQ)</p> <p>-CD consultations and learning sessions facilitated contact with almost all CSC sectors especially Offender Redress, Women Offender Sector, and Policy</p> <p>-Liaised with OCI to clarify CAC participation in on-site debrief sessions with Wardens is precluded by privacy; resulted in letters of invitation from the OCI to CAC to meet with their representatives when on-site</p>

	<p>Advise</p> <ul style="list-style-type: none"> -NEC submitted a letter in April 2016 to the Commissioner regarding the status of national-level offender grievances and requesting further details -NEC held a special meeting in October 2016 with Assistant Commissioner, Policy and A/Director General Rights Redress and Resolution about national-level offender grievances and new mitigating strategies -Pursuant to NEC's January 2016 stance endorsing CAC participation on an Outside Review Board (ORB), NEC Chairperson and Ontario Regional Chairperson worked closely with Offender Redress to develop ORB training materials so that all community members recruited to ORBs have an understanding of roles and expectations
NEC & CAC Governance	<ul style="list-style-type: none"> -Confirmed and announced a set of five orientation modules for the new national-level CAC orientation (endorsed in Fall 2016 but not implemented this fiscal) -Initiated first-ever 'Fireside Chats,' a new series of informal conversations between all CAC members and leaders in Canadian corrections akin to the playbook of President Franklin D. Roosevelt: fireside chat with the <i>Commissioner</i> (November 10, 2016) and with the <i>Correctional Investigator of Canada</i> (March 30, 2017) -Launched new national CAC learning sessions (also recorded and posted on You Tube): (1) 'Policy 101', December 2, 2016; and (2) 'International influence of CSC: Haiti' on December 5 coincident with International Volunteer Day

2016-2017 was marked by NEC acting in accordance with our core values ('**CAC Excellence**' -- **Commitment, Accountable, Collaborate, Esprit d'équipe**) to build a stronger, more cohesive CAC network and to advance strategic priorities. The ability for CAC to be vibrant and sustainable and maximize our impact is a team effort – as always, it counts on and benefits from the support of the Commissioner and CSC staff at local, regional and national levels and, of course, the tremendous talent and enthusiasm within our CAC network. *Thanks, everyone, for a super year!*