



Building a **Safe** and **Resilient Canada**

Information Guide to Assist Victims

Federal corrections and
Conditional release



11th Edition



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This guide provides victims of federal offenders with comprehensive information about their rights within the federal corrections and conditional release system. It outlines the types of information and support available, the roles of key federal agencies, and complaints mechanisms. The guide also details the correctional process from sentencing to community reintegration and offers guidance on how victims can remain informed and engaged. Contact information and glossary of terms are included for further support access and understanding.

Aussi disponible en français sous le titre :

Guide d'information visant à aider les victimes

Le système correctionnel fédéral et la mise en liberté sous condition

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A. Introduction

This guide is intended to assist victims¹ of **federal offenders**² (i.e., offenders who have received a **sentence** of two years or more or who are under the **jurisdiction** of Correctional Service Canada (CSC) or the Parole Board of Canada (PBC)). It provides information about legal rights and entitlements and explains the role of the Public Safety portfolio partners, including the mandate of the National Office for Victims (NOV) and how a victim can obtain information regarding an offender who has harmed them. General information is also provided about an offender's path through the correctional system after sentencing. The ***Corrections and Conditional Release Act*** (CCRA) as amended by the *Victims Bill of Rights Act* (Bill C-32) on July 23, 2015, defines a victim as an individual to whom harm was done or who has suffered physical or emotional harm or property damage or economic loss as the result of an **offence**. Victims include persons harmed by an offender regardless of whether the offender has been prosecuted or not, as long as a complaint has been made to the police or to the Crown. Where the victim is deceased or incapable of acting on their own behalf (i.e., a child, ill or otherwise incapacitated), the victim's spouse, common-law partner, relative or dependant, or anyone who is responsible for the care or support of that person, by law or custody, may receive information or present a **Victim statement**. In the case where the person named is deceased or otherwise unable to act for themselves, anyone responsible for the care or support of the victim's dependant(s) shares the same entitlements.

NOV acts as a central resource offering information and support on federal corrections issues. As part of its mandate, NOV ensures that a victim's perspective

1 It is acknowledged that the words "victim", "offender" and "inmate" used in this and other NOV publications may not be reflective of how people who have experienced crime see themselves. We have heard that the word "victim" may suggest a state of helplessness or stigma and fail to acknowledge the courage, resourcefulness and resilience of people living in the aftermath of a crime against them. Similarly, we have heard that "offender" and "inmate" create stigma and may dehumanize those who are incarcerated. For the purposes of explaining legal rights and entitlements, the terms used in this publication appear as they relate to their definitions in federal laws.

2 Terms in **bold** font are defined in the glossary found in Section H.

is included in national policy development; and develops information products for dissemination to victims, victim service providers and the general public free of charge.

For publication requests, individuals may contact NOV by email at: ps.nationalofficeforvictims-bureaunationalpourlesvictimes.sp@canada.ca. You may also visit their website at: <http://www.publicsafety.gc.ca/nov>.

The CCRA governs CSC, which is responsible for the administration of sentences for federal offenders (i.e. those serving **two years or more**). The correctional service of the province/territory where the offender was sentenced is responsible for the administration of sentences of **less than two years**. The CCRA also governs the PBC, which has jurisdiction to grant, deny or **revoke conditional release** (e.g., **parole**) or, under certain circumstances, order the **detention** of a federal offender until their **warrant expiry date**.

The PBC can impose special conditions on offenders if released into the community under the supervision of CSC (e.g., conditional release) as well as offenders on **Long-Term Supervision Orders**. The PBC also has the jurisdiction to grant, deny or revoke the parole of offenders serving less than two years in all provinces and territories, except in Ontario, Quebec, and Alberta which have their own provincial parole boards.³

³ In these three provinces, victims of offenders serving less than two years should contact provincial parole boards for information.

B. The *Victims Bill of Rights Act* (Bill C-32) and federal corrections

In recognition of the importance the Canadian Statement of Basic Principles of Justice for Victims of Crime⁴ it was incorporated into the preamble of the *Victims Bill of Rights Act* (Bill C-32) setting the stage for the *Canadian Victims Bill of Rights* (CVBR). Bill C-32 came into force on July 23, 2015 creating the CVBR, enshrining statutory rights for victims to information, protection, participation and to seek restitution.

Right to information

Victims of crime have the right, on request, to information about reviews under the CCRA relating to the offender's conditional release and the timing and conditions of that release and about available programs and services including restorative justice programs.

Right to protection

Victims of crime have the right to reasonable and necessary measures to have their security and privacy considered, as well as to be protected from intimidation and retaliation, including victim protection conditions such as non-contact and geographic restrictions attached to the offender's release.

Right to participation

Victims of crime have a right to convey relevant information for consideration by in correctional and conditional release decision-making

4 <https://www.justice.gc.ca/eng/rp-pr/cj-jp/victim/03/princ.html?wbdisable=true>

Right to seek restitution

Victims of crime have the right to have the court consider making a restitution order against the offender for specific financial losses and damages associated with the crime that are readily ascertainable. Victims also have the right to enter an unpaid restitution order as an enforceable civil debt.

For additional information about how a victim can exercise their rights within the federal corrections and conditional release system, please see <https://www.canada.ca/en/services/policing/victims/federalcorrectionsparole/exrghtsvctm.html>

Federal complaint systems

All federal departments and agencies with responsibilities under the CVBR must have a complaints process in place to receive complaints from victims and resolve any breaches of a victim's rights. These departments and agencies review the complaints, take steps to resolve complaints directly and in a timely manner, make recommendations to correct any infringement (violation) or denial of victims' rights, and inform victims about the results of their review, including any recommendations that were made.

Recommendations can include, but are not limited to, such actions as making apologies to victims, providing additional or previously withheld information, reviewing internal policies to prevent similar situations, reconsidering a request or reviewing how the complaint process works.

Under the CVBR, anyone who meets the definition of a victim, including individuals who are named as a victim's representative, can submit a complaint. The CVBR allows the following individuals to exercise a victim's rights when a victim is deceased or incapable of acting on their own behalf: the victim's spouse or a common-law partner; a relative or dependant of the victim; and anyone who

has custody of the victim, or is responsible for the care or support of the victim's dependants.

If a victim's rights under the CVBR are infringed or denied, making a complaint will not result in a cause of action (going to court), a right to damages, or a right of **appeal** from any decision or order. The CVBR does not affect rights under the *Canadian Charter of Rights and Freedoms*.

Where can victims go to make a complaint about a federal department or agency?

To make a complaint about:

- **Correctional Service Canada (CSC)**

CSC's National Victim Services Program provides information services to victims of federal offenders through dedicated **Victim Services Officers**. CSC deals with complaints regarding a victim's right to information, protection, and participation. <https://www.canada.ca/en/correctional-service/services/you-csc/victims/making-complaint.html>

- **Parole Board of Canada (PBC)**

The PBC makes decisions to grant, deny, cancel, terminate or revoke parole for federal offenders. The PBC also makes parole decisions for offenders serving sentences of less than two years in all provinces and territories, except Alberta, Ontario, and Quebec, which have their own parole boards. The PBC deals with complaints regarding a victim's right to information, protection, and participation. <https://www.canada.ca/en/parole-board/services/victims/psc-victim-complaint-process.html>

- **National Office for Victims (NOV) – Public Safety Canada**

The NOV provides general information to victims of federal offenders, criminal justice professionals and the general public about the corrections and conditional release system. It deals with complaints regarding a victim's right to information when requested from the NOV. <https://www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/ntnl-ffc-vctms-mk-cmplnt-en.aspx>

- **Royal Canadian Mounted Police (RCMP)**

The RCMP's Victim Services program seeks to increase victim safety and victims' level of participation in the criminal justice system. The RCMP deals with complaints regarding a victim's right to information, protection, and participation. <https://www.crcc-ccetp.gc.ca/en/make-complaint>

- **Canadian Border Services Agency (CBSA)**

The CBSA is required to follow the CVBR during CBSA led investigations into criminal offences under the *Immigration and Refugee Protection Act*. The CBSA deals with complaints regarding a victim's right to information, protection, and participation. <https://www.cbsa-asfc.gc.ca/contact/cvbr-ccdvt-eng.html>

- **Policy Centre for Victim Issues (PCVI) – Justice Canada**

The PCVI is responsible for complaints concerning information requested by victims about the criminal justice system, which relate to the right to information and participation. Complaints concerning access to the Victims Fund, administered by Justice Canada, includes complaints related to providing financial assistance for victims and a support person to attend offenders' parole hearings. <https://www.justice.gc.ca/eng/contact/complaint-plainte.html>

- **Public Prosecution Service of Canada (PPSC)**

A complaint to PPSC means that you want to share a negative experience with the actions of PPSC employees or agents, or regarding PPSC service, procedure, practice or policy. If you are a victim of crime, the complaint might be general or relate specifically to your right to information, to protection, to participation, or to seeking restitution. <https://www.ppsc-sppc.gc.ca/eng/cmp-pln/index.html>

If, after having exhausted all levels of the complaints process of the responsible federal department or agency, a victim is not satisfied with the response to their complaint, they may contact the Office of the Federal Ombudsperson for Victims of Crime at <https://www.canada.ca/en/office-federal-ombudsperson-victims-crime/complaints-plaintes.html>.

Where can victims go if they need help making a complaint about a provincial or territorial department or agency?

Complaints about a provincial or territorial agency whose mandate includes working with victims of crime (e.g., police, prosecutors, or victim services administered by the province or territory) are addressed by provincial and territorial legislation. For help making a complaint against a provincial or territorial department or agency, victims may contact victim services in their area.

Each province and territory offers its own programs and services to victims of crime (Section G). The Victim Services Directory at <http://www.justice.gc.ca/eng/cj-jp/victims-victimes/vsd-rsv/sch-rch.aspx> can help people find a victim service near them.

C. Victims' entitlements

The role of victims of crime in the criminal justice system

The CCRA recognizes that victims of crime have an important role to play in the criminal justice system. This Act gives victims an opportunity to convey their view and have those considered in the federal corrections and conditional release process. It authorizes CSC and PBC to disclose certain information to requestors who meet the definition of victim in the CCRA (i.e., victims who have met the definition and provided their contact details in order to receive information, often referred to as **registered victims**) about the offender who has harmed them and to be informed about all PBC conditional release decisions as well as some CSC decisions.

CSC and PBC are the primary sources for ongoing offender specific information to victims of federal offenders while the offender is serving their sentence.

Disclosure of information to victims or their representative – victim notification

By registering with CSC or the PBC victims who request to receive information regarding a federal offender, as set out in the CCRA, may choose to provide authorization in writing for someone (e.g., a friend, a family member, a community member or a victim service provider) to receive information or notifications on their behalf from CSC or the PBC. These individuals are referred to as a victim representative.

CSC and the PBC do not **automatically** inform victims about an offender's case.⁵ The law specifies that this information only be given upon request, as some victims do not wish to continue to be involved in the criminal justice system, and therefore, prefer not to receive any further information about the offender. However, in 2023, the Government of Canada amended the *Criminal Code* to make navigating the justice system easier for victims. The changes include requiring the court, with the consent of the victim, to share contact information with CSC so victims can be contacted to determine their continued involvement in the criminal justice system once an offender receives a sentence of two years or more. Implementation of this change happens once the provision comes into force.

If requested, a victim will receive information about CSC's restorative justice programs and its victim-offender mediation services as well as the following information about the offender who harmed them from either CSC or PBC:

- the offender's name;
- the offence the offender was convicted of and the court that convicted the offender;
- when the sentence began and the length of the sentence; and
- the eligibility and review dates applicable to the offender for temporary absences or parole.

More information may be released if the Commissioner of CSC or the Chairperson of the PBC (or their delegated staff) determines that the interest of the victim clearly outweighs an invasion of the offender's privacy that could result from the

⁵ With the exception of CSC notifying family members of murder victims when offenders do not apply for judicial review as per subsection 745.6(2.8) of the *Criminal Code of Canada*.

disclosure⁶ or the disclosure of information would not have a negative impact on the safety of the public. See table below indicating the information that may be disclosed by CSC or PBC.

When victims who meet the definition or criteria in the CCRA request information, CSC and/or PBC may disclose:	Correctional Service Canada	Parole Board Canada
the offender's age	✓	
the name of the penitentiary where the offender is incarcerated	✓	✓
the location of the penitentiary where the offender is incarcerated	✓	✓
whether the offender is in custody and, if not, the reason why the offender is not in custody	✓	
information on transfers: advance notice of transfer to a minimum-security institution and reasons for all transfers	✓	
information on the removal of the offender from Canada under the <i>Immigration and Refugee Protection Act</i> before the expiration of the sentence	✓	
the programs in which the offender is participating or has participated	✓	
the serious disciplinary offences that the offender has committed	✓	
release conditions ⁷ (for temporary absences, work release, parole or statutory release) and reasons for temporary absences	✓	✓
release dates (for temporary absences, work release, parole or statutory release)	✓	✓
the offender's destination upon release	✓	✓

6 In compliance with section 8(2)(b) of the *Privacy Act*, the CCRA outlines that information which can be disclosed to victims in sections 26 and 142. The *Privacy Act* protects the privacy of individuals with respect to personal information about themselves held by a government institution. An individual under sentence retains all rights and privileges of a member of society except those that are necessarily removed or restricted by the fact of incarceration.

7 When a victim has provided CSC and/or PBC with a statement in accordance with the Corrections and Conditional Release Act (CCRA)(Section 133(3.1), if the releasing authority decides not to impose conditions under that subsection, it **shall** provide written reasons for the decision.

When victims who meet the definition or criteria in the CCRA request information, CSC and/or PBC may disclose:	Correctional Service Canada	Parole Board Canada
the date of hearings for review of section 130 of the CCRA (detention)	✓	✓
whether or not the offender has appealed a decision of the PBC under section 147 of the CCRA and the outcome of the appeal		✓
the dates, destination and reasons for travel permits	✓	
whether the offender's conditional release has been suspended	✓	
Long-term supervision orders (LTSO)	✓	
the end date of a Long-term supervision order	✓	✓
the name of the province to which the offender has been transferred and confirmation that the offender is in a provincial correctional facility	✓	✓
when an eligible offender did not apply for judicial review (reduction of parole ineligibility period) and the next date on which the offender can reapply	✓	
the reason for a waiver of the right to a hearing under subsection 140(1), if the offender gives one.		✓

In addition to the information outlined above, CSC provides information on restorative justice and its victim-offender mediation services. CSC can also provide information on the offender's Correctional Plan along with the offender's progress towards meeting the objectives of the plan. Registered victims can also have access to a photo prior to an unescorted temporary absence, work release, parole, statutory release or end of sentence.

Victims must ensure that CSC and the PBC have their current contact information, for example, address(es) and telephone number(s) if they wish to receive ongoing information regarding an offender. Victims may withdraw their request for information regarding an offender at any time.

Further, a Ministerial Directive was issued to CSC in 2023, which directs CSC to proactively engage victims and gather their concerns at the beginning of case preparation for consideration in voluntary, supported transfers between institutions.

As part of this process, CSC informs victims that a voluntary transfer is being considered for support. CSC invites victims to submit any safety concerns they may have about the offender's institutional location (i.e., the institution to which the transfer is being considered). CSC also shares the types of information their comments should address and provides the date by which CSC needs to receive their information. After notifying each registered victim of the transfer request and receiving any concerns about the offender's institutional location, CSC uses a summary of the information received for consideration in case preparation and decision making. Whether or not victims choose to provide information, CSC continues to review existing victim information on file, including Victim Statements, and considers any concerns or comments they contain about the location where the offender serves the sentence while in custody. As part of the 2023 Ministerial Directive, CSC was also instructed to consider whether any victims live near the institution to which the transfer is being made, and whenever possible, transfer the offender to another institution. Implementation of this Directive took place on March 11, 2024.

For more information about victim notification and/or to register to receive information about the offender who has harmed them, victims can contact CSC by calling, toll free, at 1-866-806-2275 or the PBC at 1-866-789-4636. Victims can also visit their websites at: <https://www.canada.ca/en/services/policing/victims/federalcorrectionsparole.html>.

Information provided by victims

CSC and PBC accept information from victims about offenders. Victims can share safety concerns they may have or any other relevant information they feel is

important, including requesting special release conditions. This information can be provided to CSC or the PBC at any time.

Victims are encouraged to provide information regarding the physical, emotional or financial impact that the offence has had on them, their families and/or the community. They may also request that special conditions be imposed on offenders on conditional release, for example, non-contact orders or geographic restrictions. This information may also be provided to CSC or the PBC in the form of a written **Victim Statement** at any time during an offender's sentence, which may also be presented during an offender's Parole Board hearing.

Additionally, victims may also share with CSC any safety concerns related to an offender's proximity to where they live or work, the offender's security level or the location of the facility where the offender is serving their sentence.

Other types of victim input and involvement

Victims may also become involved in the corrections and conditional release system by:

- sitting on a PBC-CSC joint regional Victim Advisory Committee (available in some parts of Canada);
- sitting on a Citizen Advisory Committee for CSC;
- assisting with victim awareness programs for offenders; and / or
- participating in CSC's restorative justice programs and victim-offender mediation program through its Restorative Opportunities Program.

Disclosure of information provided by victims to offenders

Although offenders do not have the right to be notified if a victim registers to receive information about them, the law requires that CSC and the PBC disclose to the offender any information the victim has provided that will be considered in decision making (e.g., safety concerns).⁸ Victims' personal information, such as address, telephone number or other contact information, are not shared with offenders.

Should victims have concerns about the offender knowing that they will be providing information, they must discuss their concerns with CSC or the PBC prior to providing information. By doing so, a victim may then decide whether or not they wish to provide information.

⁸ By law, in preparation for their review hearing, offenders are entitled to any information that will be considered during the decision-making process, including information provided by a victim, or a summary of that information.

D. Federal services for victims

For a complete overview of federal services for victims, please visit: <https://www.publicsafety.gc.ca/cnt/rsracs/pblctns/vrvw-vctm-cntrd-nfrmtn-ssstnc/index-en.aspx>

National Office for Victims (Public Safety Canada)

The National Office for Victims (NOV) at Public Safety Canada is a central resource working to improve victims' experience with the federal corrections and conditional release system. As part of its mandate, the office:

- provides a “victims’ lens” on correctional policy development to assist victims in exercising their rights to information, participation and protection;
- develops information products, as resources permit, for dissemination to victims and the general public aimed at increasing awareness so victims can better understand and navigate federal corrections and conditional release;
- complements the work of Justice Canada’s Policy Centre for Victim Issues through Portfolio coordination and engagement with victims, their advocates and other key stakeholders in order to ensure NOV’s services and supports are informed by multi-sectoral consultations; and
- considers the unique needs of victims in vulnerable communities or sub-populations, including Indigenous peoples when undertaking the work outlined above.

Correctional Service Canada

CSC, through the National Victim Services Program, has dedicated **Regional Victim Services Managers** and **Victim Services Officers** who are responsible for managing the provision of information and services relating to victims of offenders under federal jurisdiction. Their roles and responsibilities include the following:

- receive requests for information from victims;
- obtain information from police and other sources to ensure legal definitions are met (i.e., definition of victim);
- inform victims, in writing, of their registration status and their options for receiving information about the offender as well as information about both CSC and the PBC;
- provide notifications to victims or their representative relating to their specific case;
- maintain information regarding victim contacts, as required;
- ensure that relevant information provided by victims, including in the form of a Victim Statement, is forwarded to decision-makers and, if required, shared with offenders; and
- advise victims of victim-related services available to them nationally, provincially/territorially and locally, including information about CSC's Restorative Opportunities Program (<https://www.canada.ca/en/correctional-service/services/you-csc/restorative-justice/restorative-opportunities-program-victim-offender-mediation.html>).

CSC Victim Services Officers may also accompany a victim in reconciliation circles and other restorative approaches when requested by the victim.

To provide information to CSC, or to request information and notifications, victims may contact CSC at 1-866-806-2275 or visit the following CSC website: www.canada.ca/correctional-service-victims. They may also contact a CSC regional Victim Services Manager or a Victim Services Officer directly. Contact information for the CSC regional offices is included in Section G of this guide.

CSC also has a legal obligation to gather relevant information about offenders from a variety of sources, including the courts and the police. If the victim has filed a **Victim Impact Statement** with the court at sentencing, CSC is required by law to obtain a copy.

This information is used to:

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

In the absence of a Victim Impact Statement, victims are encouraged to communicate with the Victim Services Officer, who will inform them of options on how to submit their concerns. Additionally, victims may also provide information that is relevant to the offender's case to CSC or PBC at any time. This information is also taken into consideration when CSC makes a recommendation to the PBC regarding whether an offender should be granted a conditional release, such as parole.

Inmates contacting victims

CSC monitors incoming and outgoing offender mail and has a telephone monitoring system that can authorize or prevent communications between offenders and members of the public. Any person who does not wish to be contacted by a federal offender can request a non-contact order by contacting CSC (contact numbers are listed in Section G of this guide).

Victim-offender mediation

CSC provides registered victims with information about its restorative justice programs and its victim-offender mediation services. CSC coordinates and provides victim-offender mediation services through the Restorative Opportunities Program. These mediation services are based on the principles and values of restorative justice which seek to address the harm caused by crime by focusing on the needs and issues of the people affected. Mediation offers victims of crime a chance to communicate with the offender who harmed them, and provides them with an opportunity to tell the story of their experience and express the full impact of the crime on their lives and be certain the offender understands the impact of the crime. It may also allow victims to find answers to questions that are important to them; it has the potential to hold the offender accountable for the harm done; it fosters meaningful dialogue between an offender and those who were harmed; and victims may achieve a greater sense of closure on some issues (e.g., recovery of their sense of security). Offender participation in victim-offender mediation does not impact any of their sentence or parole decisions.

Victim-offender mediation services can take many forms and are guided by participants' needs. If victims choose, they may communicate with an offender through an appointed mediator. Victims can send written correspondence or a video message to a trained mediator who will relay these to the offender. Alternatively, with the assistance of the mediator, victims can meet with offenders face to face, if desired.

Mediation services are flexible and entirely voluntary. The pace and extent of involvement is determined by the participants in consultation with the mediator(s).

Victim-offender mediation services may not be suitable for all crime victims or for all offenders. Protocols are in place and are highly sensitive to participant needs and readiness to proceed. Measures are taken to ensure participants' safety and privacy. Ongoing assessment, an extensive preparatory stage, and follow-up support (as desired and appropriate) are parts of the process in order to protect against further victimization and harm.

Additional information on CSC's Restorative Opportunities Program is available at <https://www.canada.ca/en/correctional-service/services/you-csc/restorative-justice.html>

Requests for victim-offender mediation services or for information regarding the Restorative Opportunities (RO) program, please call toll-free 1-877-730-9673 or by email at restorativejustice@csc-scc.gc.ca.

The Parole Board of Canada

Parole Board members, when making decisions⁹, consider all relevant information, including information from victims that can help to assess whether an offender's release may pose a risk to society. This information can help the Board members assess the:

- nature and extent of harm suffered by the victim;
- risk of re-offending the offender may pose if released;

⁹ PBC Board members are the primary decision-makers in conditional release decisions and are independent in their decision-making. For more information about the role of Board members in the parole process, please visit: <https://www.canada.ca/en/parole-board/services/board-members.html>

- offender’s potential to commit a violent crime, for example, by providing information about threatening or previous violent or abusive behaviour;
- offender’s understanding of the impact of the offence;
- conditions necessary to mitigate the risk to society which might be presented by the offender, including victim safety conditions such as a prohibition on contacting the victim and geographic restrictions; and
- offender’s release plans.

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

PBC, through their **Regional Managers of Community Relations and Training** and **Regional Communications Officers**, provide the following services to victims:

- receive requests for information from victims;
- obtain information from police and other sources to ascertain whether legal definitions are met (i.e., definition of victim);
- inform victims, in writing, of their registration status and their entitlements as well as information about both CSC and the PBC;
- provide notifications to victims or their representative relating to their specific case;
- maintain information regarding victim contacts, as required;
- ensure that relevant information provided by victims is forwarded to decision-makers and if required, shared with offenders;
- inform victims about other sources of information or opportunities to participate in the conditional release process such as attending the offender’s PBC hearings as **observers** and/or to present a Victim Statement;

- upon request, provide a victim with a copy of any PBC decision concerning the offender who harmed them and the reasons for the decision;
 - advise victims of services available to them nationally, provincially/territorially and locally; and
 - preparing, accompanying and debriefing victims who attend an offender’s PBC hearings.
-

To provide information to PBC or to request victim information, victims may contact PBC at 1-866-789-4636. Victims may also contact a PBC Regional Manager of Community Relations and Training or Regional Communications Officer directly. Contact information for the PBC regional offices is included in Section G of this guide.

Attending an offender’s hearings

Members of the public can request to attend hearings conducted by the PBC as an observer. Hearings may take place in-person in the penitentiary where the offender is held, remotely by videoconference or by teleconference, or in a hybrid format. Victims can identify their preferred method to attend and may participate in hearings virtually on an ongoing basis. Every effort will be made to respect the preferred method of observing a hearing. However, the approved method of observing a hearing may differ from that requested method due to space limitations, safety/security requirements or other operational considerations. Applications should be made by submitting a formal request to the PBC as far in advance of the date of a hearing as possible (preferably at least 30 days before the hearing). This allows time to conduct the required security check on the individual requesting to attend in order to obtain clearance to enter a penitentiary. Normally, a victim must be 18 years or older to attend a hearing. Applications may be refused if space is limited or the applicant is under 18 years of age.

A support person can also accompany the victim. However, if they have been approved by the PBC to attend, they must also apply to be approved for entry into a penitentiary. While it is rare, applications may be refused if security is a concern for the victim, the offender, institution staff or the institution itself.

Hearings are held in one of Canada's two official languages. By law, the offender chooses the language of their parole hearing. If victims cannot understand the language of the hearing, they may request simultaneous interpretation into the other official language. In addition, victims can also request to listen to an audio recording of an offender's parole hearing whether or not they attended the hearing.

Travel to PBC hearings

Registered victims and their support person can apply to the Victims Fund, administered by Justice Canada, for financial assistance to attend the offender's PBC hearings. Financial assistance covers travel, hotel and meal expenses, in compliance with the current Government of Canada Treasury Board Directive. In order to receive this financial assistance, victims must be registered with CSC or the PBC and must have been approved to attend the hearing.

For information about financial assistance to attend PBC hearings, victims may contact the Justice Canada Victims Fund Manager by email at victimsfundmanager@justice.gc.ca or by calling toll-free at 1-866-544-1007 from anywhere in Canada or the United States or locally at 613-946-1077 or by fax at 613-954-4893. Victims may also visit the Justice Canada website at <https://www.justice.gc.ca/eng/fund-fina/cj-jp/fund-fond/attend-audience.html>.

It is important to start the funding application process as far in advance of the scheduled hearing date as possible so that financial assistance will be available when required. Victims who have applied to or been approved by the PBC to attend a hearing and who seek financial assistance to travel to it, should apply to Justice Canada for funding at least 30 days before the scheduled date of the hearing. Where an application for funding is received less than 30 days before the scheduled hearing date, advance funding will likely not be possible. In these cases, if the application is approved, eligible expenses will be reimbursed after the hearing when the Victims Fund Manager receives an expense claim with receipts. Confirmation by letter outlining the expenses to be covered will be sent to the applicant.

Where a funding application is received after the hearing date, no retroactive financial assistance will be available unless the hearing has proceeded on short notice, or if the applicant who attended can show that they were not aware of the Victims Fund.

Victim Statements for consideration in PBC decision-making

Victims can provide a Victim Statement to the PBC at any time during an offender's sentence for consideration in conditional release decisions (i.e., parole). A Victim Statement is a short written text, describing the continuing impact of the crime. This is not the same as a Victim Impact Statement provided to the Courts at sentencing. A Victim Statement is used exclusively in post-sentencing (i.e., parole decisions). Registered victims may present their written statement at a PBC hearing to Board members, or may designate a support person who will attend the hearing with them to read the statement on their behalf, or submit an audio or video recording of their statement (regardless of whether the victim attends the hearing). Victim Statements do not follow a specific format and do not need to include specific details about the incident itself.

A Victim Statement should be concise, and may provide information about:

- the continuing impact of the crime for which the offender was convicted. This could include information about the physical, emotional, medical and financial

impact (including property damage and/or economic loss) of the crime on the victim or their children and family members and others who are close to them;

- concerns the victim may have for their safety, or the safety of their family or community with regard to the offender, should the offender be released, explaining why the victim believes there may be a risk; and
- a request for any special conditions on the offender's release that the victim would like the Board members to consider, such as geographic restrictions and/or no contact with victims or their family members.

The PBC has developed a Victim Statement checklist to assist victims in preparing their statement. The checklist can be found at <https://www.canada.ca/en/parole-board/corporate/publications-and-forms/victims-statement-checklist.html>.

The signed Victim Statement must be submitted in writing in English or French. To meet the legal requirements of sharing information about the decision-making process with the offender, the PBC requires the Victim Statement 30 days before the offender's review or, 45 days, if translation is required. Please contact the PBC if these timelines cannot be met.

The presentation made at the offender's hearing and audio or video recordings of the statement cannot deviate from the written statement that was shared with the offender. As indicated previously, contact information, such as a victims' addresses and phone numbers, are **not** shared with the offender.

When a victim statement has been provided to the Board, conditions that are considered reasonable and necessary to protect victims may be imposed on an offender's release. When victims request conditions for their protection and Board members decide not to impose any conditions to protect the victims, written reasons must be provided.

If conditions have been requested by the victim and imposed by the Board to protect the victims, before removing or varying any of these conditions the PBC must take reasonable steps to inform the victim.

For information about presenting a Victim Statement at a PBC hearing, victims can visit the PBC’s website at <http://www.canada.ca/en/parole-board/index.html>. Victims may also contact the PBC by email at info@pbc-clcc.gc.ca or call toll-free at 1-866-789-4636.

Obtaining a copy of a PBC decision

PBC decisions made under the CCRA and the reasons for the decisions are available from the PBC’s **Registry of Decisions**. These decisions concern conditional release, return to a penitentiary, detention, and the decisions and reasons of the PBC’s Appeal Division.

Anyone with an interest in a specific case can make a written request to PBC for a copy of a conditional release decision. This is done by filling out a **Request for Registry of Decisions Form** which can be found at <https://www.canada.ca/en/parole-board/corporate/publications-and-forms/application-form-request-for-registry-of-decision.html> or by calling any PBC National or Regional Office (contact information is listed in Section G of this guide).

Note that the PBC will withhold information that may jeopardize the safety of any person, reveal a confidential source of information, or prevent the successful reintegration of the offender into society.

In addition to the information services and support provided to victims by CSC and PBC, other federal government offices also focus on addressing the needs and concerns of victims of crime.

Policy Centre for Victim Issues (Justice Canada)

The Policy Centre for Victim Issues at Justice Canada works toward giving victims an effective voice in the criminal justice system by:

- helping victims and their families understand their role in the criminal justice system and the laws, services and assistance available to support them;
- ensuring that the perspectives of victims will be fully considered when relevant federal laws and policies are developed; and,
- increasing awareness both within Canada and internationally about the needs of victims of crime and effective approaches to respond to those needs.

The Policy Centre for Victim Issues aims to improve understanding of the evolving needs of victims of crime, and to increase victim confidence in the criminal justice system. Its activities include:

- acting as a “victim’s lens” for most federal laws¹⁰, and activities that impact victims of crime, which includes analyzing potential criminal law reforms and considering options for new legislation, researching victim-related issues in areas such as the effects of legislative reforms (e.g., Victim Impact Statements at Court), best practices in victim service delivery, and emerging issues such as restorative justice;
- providing policy support for the administration of the Victims Fund, a grants and contributions fund that supports projects that raise awareness and enhance services and assistance to victims of crime across Canada, and that provides limited direct financial assistance to victims of crime to attend offender’s PBC hearings;
- providing public legal education and information about the role of victims in the criminal justice system and related legislation, through fact sheets, pamphlets, and handbooks;
- working closely with other federal departments and agencies that share an interest in responding to the concerns of victims of crime (e.g., National Office for Victims at Public Safety Canada, the Parole Board of Canada, Correctional Service Canada); and

¹⁰ Public Safety Canada’s National Office for Victims is responsible for applying a “victims’ lens” on correctional policy development related to the CCRA.

- consulting with a broad range of stakeholders, including those who deliver services to victims of crime, to share knowledge and expertise.

For more information, visit the PCVI website at [http://
www.justice.gc.ca/eng/cj-jp/victims-victimes/aboutus-
aproposdenous.html](http://www.justice.gc.ca/eng/cj-jp/victims-victimes/aboutus-
aproposdenous.html), contact the PCVI by fax at 613-952-1110 or email at pcvi-cpcv@justice.gc.ca.

Federal Ombudsperson for Victims of Crime

The Office of the Federal Ombudsperson for Victims of Crime (OFOVC) is an arm's length federal government office that works to ensure that the federal government meets its responsibilities regarding victims of crime. The Federal Ombudsperson for Victims of Crime reports and is accountable to the Minister of Justice. They act as a special advisor to the Minister of Justice and can also advise the Minister of Public Safety Canada. The Ombudsperson submits an annual report to the Minister of Justice, who then tables it in Parliament. The OFOVC helps victims of crime and their families by:

- informing victims about the federal programs and services that exist to help them;
- addressing complaints made by victims about federal government departments, agencies, laws or policies;
- referring victims to programs and services in their city or province that may be able to assist them;
- identifying issues that have a negative impact on victims; and,
- making recommendations to the federal government on how to effect positive change for victims of crime.

For more information visit the OFOVC website at <https://www.canada.ca/en/office-federal-ombudsperson-victims-crime.html>, or contact the OFOVC by email at victimfirst@ombudsman.gc.ca, by phone at 613-954-1651, 1-866-481-8429 (toll-free), or by fax at 613-941-3498.

E. An offender's sentence from start to finish

At the request of a victim, certain information relating to an offender such as their sentence, placement in a penitentiary and transfer to another penitentiary may be disclosed to a victim if the interest of the victim clearly outweighs any invasion of privacy that could result from the disclosure. CSC keeps victims informed about the offender's progress throughout their sentence. The Correctional Plan Progress Report (CPPR) is a summary of the offender's correctional plan and their progress towards meeting the goals set out in that plan. Victim Services sends CPPRs to registered victims who ask for them and updates are sent automatically every one to two years. CSC may send an updated CPPR earlier if the offender is being considered for release to the community.

For more information about the CPPR, visit <https://www.canada.ca/en/correctional-service/corporate/library/you-csc/victims/correctional-plan-progress-report.html>.

This section describes the stages that an offender is likely to encounter during their sentence. It starts with the events immediately following sentencing, reviews the various steps required for an offender to obtain a conditional release in the community, and finishes with the completion of an offender's sentence (also known as warrant expiry).

CSC, as the federal government agency responsible for administering sentences imposed by the Courts of two years or more, is responsible for managing institutions of various security levels (i.e., minimum, medium, and maximum) and supervising offenders under conditional release in the community.

For more information on Institutional Security Levels see <https://www.canada.ca/en/correctional-service/corporate/library/you-csc/victims/institutional-security-levels.html>

Experience has shown that most offenders are more likely to become law-abiding citizens if they participate in a program of gradual, supervised release. Most of Canada's federal offenders serve only part of their sentences in a federal institution. Part of the time, they serve in the community, adhering to certain conditions and supervised by CSC staff.

The offender's sentence commencement date (day one)

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

For more information on how sentences of two years or more are calculated, please refer to NOV's Sentence Calculation Guide: <https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/2021-sntnc-clcltn/index-en.aspx>

Transition period from a provincial jail to a federal penitentiary (up to 15 days)

The offender may have been kept in custody before trial or sentencing. If so, this will normally have been in a provincial jail. Other offenders may have been in the

community on bail. At the moment a sentence of imprisonment is imposed, the offender will be immediately taken into provincial custody if they are not already.

An offender who has just been sentenced to a penitentiary term of two years or more may remain in a provincial institution for up to 15 days before being transferred to a federal penitentiary. This 15-day period allows federally sentenced offenders to attend to their personal affairs, including, in some cases, filing an appeal before being transferred to a federal penitentiary.

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

Offender intake assessment and correctional planning (within 90 days of the sentence start date)

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

- complete a comprehensive profile of an offender's criminal and social history;
- assess the risk posed by the offender to themselves or others;
- identify the problem areas that need to be addressed to reduce the risk of re-offending;

- complete the Correctional Plan outlining how the offender’s problem areas will be addressed throughout the sentence, including any court-ordered obligations such as restitution to victims or child support; and
- recommend a security classification and initial penitentiary placement.

During the OIA, factors that led the offender into criminal behaviour are identified as well as areas in the offender’s life that, if changed, can reduce their risk of re-offending. The results of the OIA are documented in the Correctional Plan, which serves as a basis to monitor the offender’s progress throughout the sentence. It outlines and prioritizes the areas that must be addressed to reduce an offender’s likelihood of re-offending and to prepare them for safe reintegration into society. The Correctional Plan includes certain restrictions within the institution and destinations in the event of a grant of a release such as work release or temporary absence as well as commitments to participate in programs such as job training and educational and treatment programs. Each Correctional Plan is different because it is tailored to the specific needs and risks of the individual offender.

Offenders are assigned to an institutional parole officer who will implement the offender’s Correctional Plan, follow-up on their progress and assist them in preparing for their eventual safe reintegration into the community. Offenders are expected to actively participate in meeting the objectives identified in their Correctional Plan, and failure to do so will be considered when making parole decisions or other conditional release decisions.

Placement in a penitentiary (after 90 days or less)

Upon the completion of the OIA, offenders are transferred to a penitentiary corresponding to their security classification and program needs. The security classification is based on the offender’s institutional adjustment, risk of escape, and risk to the public in the event of an escape, and determines the offender’s level of supervision and accommodation within the institution.

Transfers of offenders (throughout the sentence)

Offenders should be serving their sentences at the level of security considered necessary to meet their individual program needs and security requirements. Placing offenders in such an environment while maintaining public safety helps CSC and PBC assess the readiness of offenders to safely reintegrate them into society. At any time, offenders may be transferred to higher or lower security institutions, and most offenders will be transferred to lower security institutions at some point during the sentence to better prepare them for release. As offenders progress through the correctional system to lower security levels, the programs and activities are tailored to more closely reflect the conditions the offender is likely to encounter once released into the community. A transfer to lower security allows an offender to experience responsibilities to prepare for reintegration into the community.

Daily routine

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

06:45 – inmate count

07:00 – breakfast

08:00 – go to program, work or back to the cell

11:45 – return to cell for inmate count and lunch

13:00 – go to program, work or back to the cell

16:30 – return to the cell for inmate count and then supper

18:00 – go to recreation, cultural events, self-help groups

22:30 – night inmate count

23:00 – lock-up

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

Programs offered to offenders (throughout the sentence)

CSC is legally mandated to provide programs and services that are designed to address offenders' criminal behaviour and contribute to their safe and gradual return to the community. CSC offers various types of programs both in institutions and in the community that are designed to meet the specific needs of the offenders and respect the gender, ethnic, cultural, spiritual and linguistic differences of offenders.

There are four main areas of interventions and programs that include: correctional programs, educational programs, social programs and vocational programs.

Correctional programs

Correctional programs are empirically-based, structured interventions grounded in social psychological research and cognitive behavioural approaches for what works with regards to offender rehabilitation. These programs contribute to reduced re-offending by targeting risk factors, which are directly related to criminal behaviour. CSC offers a broad range of correctional programs to offenders in institutions and in the community, which address multiple types of criminal offending including general crime, general violence, family violence and sexual violence/offending, as well as substance abuse in a comprehensive and integrated manner. There are different correctional programs designed specifically for men, women, and Indigenous offenders.

CSC's correctional program models are designed as a continuum that is composed of readiness, main, and maintenance/self-management programs.

Correctional programs for men offenders

The **Integrated Correctional Program Model (ICPM)** is a holistic model of correctional programming for men offenders. The program model is designed to target the dynamic (i.e., changeable) factors related to criminal behaviour via social learning and cognitive-behavioural strategies. Within this model there are four distinct streams available: 1) Multi-target, 2) Indigenous Multi-Target, 3) Sex Offender, and 4) Indigenous Sex Offender. Each stream provides correctional programs of differing intensity levels (moderate and high) depending on the offender's risk of re-offending. Adapted versions of the multi-target and sex offender streams are also available for offenders who have unique responsivity needs that may impact functioning and participation in correctional programming. The basis of the program model is to help offenders identify risk factors related to their criminal behaviour and teach them skills that help reduce risky and/or harmful behaviour. These skills include problem-solving, communication, coping, and self-management skills. Further to this, the Sex Offender stream builds on the skills taught in the multi-target stream and focuses on addressing common **criminogenic needs** that can be attributed to a wide range of sexual offenders, and sexual self-regulation skills.

The **Indigenous Multi-Target and Indigenous Sex Offender** streams offer culture-specific programming involving Elders/Spiritual Advisors, that addresses both the Indigenous offender's criminogenic factors in addition to considering issues related to Indigenous social history. Indigenous correctional programs represent the integration of effective correctional program principles and traditional Indigenous healing approaches.

Additionally, CSC also offers the **Inuit Integrated Correctional Program (IICP)** which is a comprehensive correctional program model tailored for Inuit men offenders. In keeping with cultural responsiveness, the program acknowledges the uniqueness of the Inuit population and includes ceremonial activities. This program is also available at differing intensity levels (moderate and high) depending on the offender's risk of re-offending.

Institutional and community programs

The ICPM maintenance programs are integrated self-management programs for moderate or high-risk offenders who have previously completed another ICPM program. They are available both in the institution and in the community. The main goal of these programs is to manage the risk of reoffending by providing follow-up to main programs. Offenders review core self-management skills and apply them to real-life situations. The programs allow participants to gain, rehearse, and apply the skills they learn throughout their sentences to real-life situations. This includes a focus on sexual self-regulation for the sex offender and Indigenous sex offender maintenance programs.

The maintenance programs allow staff to re-assess an offender's progress on an ongoing basis. Based on their progress and their needs, an offender may be encouraged to participate in one or several maintenance cycles. This flexibility improves the risk management process.

The ICPM Community Program is delivered to moderate and high-risk offenders on conditional release who did not complete a correctional program in an institution, despite an identified need. Following the completion of the Community Program, if there is a need for further support, the participant is then eligible and better prepared to participate in the ICPM Community Maintenance Program.

Correctional programs for women offenders

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

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

The **Women Offender Self-Management Program** targets women offenders who need support to maintain skills learned in other programs or who need additional support. The program assists women as they continue to make changes and focuses on enhancing strengths, solidifying coping strategies, and increasing self-awareness. CSC also offers a culturally-based **Indigenous Women Offender Self- Management Program**, like the high and moderate intensity programs these programs also involve Indigenous Elders/Spiritual Advisors.

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

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

Education programs

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

CSC offers a variety of education programs including: the **Adult Basic Education Program**; the **General Educational Development Program** (i.e., elementary grade levels to secondary school diploma or equivalent); the **Adapted Adult Basic Education**; the **English (or French) as an Additional Language Program**; the **Keys to Family Literacy Program** offered at women's institutions; and, the **Post-secondary Prerequisite Program**. In addition, post-secondary education is also available for offenders who meet the college or university academic requirement. Offenders are required to pay the cost of their participation in post-secondary education programs, and these courses are generally completed through paper-based correspondence.

Social development programs

CSC offers a variety of social programs to provide offenders with the skills, knowledge and experiences necessary for personal and social development. Among these is the **Community Integration Program** for male offenders to address difficulties associated with living in the community. The program provides information and skills, linked to community functioning and employment needs, to help prepare offenders for release and support their transition into the community.

The **Social Integration Program for Women** is designed to help women offenders plan for a successful transition into the community. The program provides information on community living issues, including support systems and social networks, employment, and healthy relationships.

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

Vocational programs

Through **CORCAN**'s employment and employability program, CSC offers a variety of vocational training programs & certifications, on-the-job training opportunities, soft skills training and apprenticeship hours that help prepare offenders for employment in the community when released. These programs provide training and experience in a wide range of marketable work areas that are relevant to employment opportunities that exist in institutions as well as in the community.

Conditional releases

Studies show that offenders who are gradually released into the community using a conditional release process increase their likelihood of becoming law-abiding citizens. Since most offenders are serving a sentence of prescribed length and will eventually return to the community, the best way to protect the public is to help offenders reintegrate into society through a gradual and supervised release. Offenders must meet specific criteria to be eligible for conditional release, and the protection of society is paramount in any release decision.¹¹ All offenders in the community on conditional release are supervised by CSC parole officers. The following section provides information on the different types of conditional release.

Temporary absences

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

¹¹ Section 100.1 of the CCRA states: "The protection of society is the paramount consideration for the Board and the provincial parole board in the determination of all case."

- **Escorted Temporary Absences (ETAs)** are short-term releases to the community, during which an offender is escorted by a CSC staff member or a trained citizen escort. Offenders are eligible for an ETA at any time during their sentence. The duration of an ETA varies from an unlimited period for medical reasons to not more than 15 days for any other specified reason. Wardens typically authorize ETAs. In certain instances, with offenders serving life sentences, PBC authorization is required.
- **Unescorted Temporary Absences (UTAs)** are short-term releases to the community, during which an offender, although not escorted, remains under the supervision of a CSC parole officer. Most offenders in the penitentiary system are eligible for UTAs at one-sixth of their sentence or six months into their sentence, whichever is greater. An UTA can be for an unlimited period for medical reasons and for a maximum of 60 days for specific personal development programs. Typically, UTAs last two or three days to allow the offender to visit their family. Maximum security offenders are not eligible for UTAs.

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

Work release

Work release allows an incarcerated offender to work for a specified time in the community on a paid or voluntary basis while under supervision. Generally, offenders are eligible for work release when they have served one-sixth of their sentence or six months, whichever is greater. Offenders in maximum security institutions and those detained beyond their statutory release are not eligible for work release.

The institutional head has authority to grant a work release of up to a maximum period of 60 days under specified conditions that always include supervision. Correctional authorities grant work release to carefully selected offenders who perform work and services of benefit to the community such as painting, general repairs and maintenance of community centres or homes for the elderly. Work release is one of the first steps in the safe, gradual reintegration of offenders into society.

Parole

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

Members of PBC are appointed by the Governor in Council. Board members are chosen to ensure sufficient diversity in their backgrounds to collectively represent community values and views in performing the work of PBC.

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

In determining whether to grant parole, Board members carefully review all available relevant information, including information from victims, the Courts, correctional authorities and the offender, and conduct a thorough risk assessment. The protection of society is always the paramount consideration. Board members must be satisfied that the offender will not pose an undue risk to the community and will follow specific conditions.

Day parole

Day parole allows offenders to participate in community-based activities to prepare for release on full parole or statutory release. Offenders on day parole must return to an institution, a halfway house or other location each night, or at another specified interval.

Most federal offenders are eligible for day parole at either six months (i.e., sentences of 2 to 3 years) into the sentence or six months before full parole eligibility for sentences of 3 years or more, whichever is later. Day parole is normally granted for up to a maximum of six months. For those that are serving even longer sentences like a life sentence (for first and second degree murder) and **dangerous offenders** (see Special situations below) eligibility for day parole is three years before their full parole eligibility date.

Full parole

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

Statutory release

By law, offenders (except those serving a life or **indeterminate sentence**) who are not considered likely to commit a serious offence before the expiry of their sentence must be released, under supervision, after serving two-thirds of their sentence. This is referred to as statutory release. PBC can impose special conditions in addition to the standard conditions imposed on all offenders in order to protect victims and society, in general, and to facilitate the offender's reintegration into society. In certain cases, PBC can also impose a residency condition in a community-based residential facility.

For additional information about preparing for the release of a federal offender please see <https://www.publicsafety.gc.ca/cnt/rsracs/pblctns/prprng-vctms-rls-fdrl-ffndr/index-en.aspx>

Conditions, suspension and revocation

When released, all offenders must adhere to the following standard conditions:

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

- not own, possess or have the control of any weapon, as defined in the *Criminal Code*, except as authorized by the CSC parole supervisor.

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

CSC can take action if it believes that the offender is violating release conditions or is at risk of committing another crime. It can suspend the release and return the offender directly to a penitentiary until the risk is reassessed. If the facts warrant, CSC may then decide to cancel the suspension so the offender can return to the community on conditional release. However, in other circumstances, CSC will refer the case to the PBC for either revocation or cancellation of the suspension. If returning on conditional release, offenders may have additional conditions imposed on their release, and supervision or community support services put in place.

Detention

In certain cases, upon a referral by CSC, PBC may order that an offender be detained beyond their statutory release date up until the expiry of their sentence. PBC must be convinced that if the offender is released in the community, they are not likely to commit an offence causing death or serious harm, a sexual offence involving a child, or a serious drug offence before the end of the sentence (i.e., warrant expiry date).

Special situations

Dangerous offenders

The Dangerous Offender designation is determined by the Courts and is available only for certain offences such as serious personal injury offences, and is used in cases where the offender constitutes a threat to the life, safety or physical or mental well-being of other persons. The designation is used by the Courts to detain offenders who are deemed too dangerous to be released into society because of their violent tendencies.

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

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

Long-term offender designation

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

Life imprisonment for murder

Eligibility dates vary considerably for those offenders who were sentenced to life imprisonment as a minimum sentence before July 26, 1976. Since that date, the law has changed, creating the two categories of murder (first and second degree) each with specific parole eligibility dates. Eligibility does not mean release. Parole must be granted by PBC.

- **First degree murder**

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

- **Second degree murder**

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

These offenders become eligible for unescorted temporary absences and day parole three years before their full parole eligibility date. After the ineligibility periods have ended, if the PBC considers that the offender will not pose an undue risk to the community, the PBC may grant them some form of conditional release and, if these are successful, eventually full parole. However, the institutional head may authorize these offenders to receive escorted temporary absences for medical reasons or to attend judicial proceedings or a coroner's inquest any time after admission to a federal institution.

Offenders who are paroled while serving life sentences remain on parole for life unless parole is revoked and they are returned to a penitentiary. Should the offender continue to pose an undue risk to society, they will remain in federal custody to serve the life sentence. Without a grant of parole, the offender remains imprisoned for life.

Judicial review

Bill S-6, the *Serious Time for the Most Serious Crime Act*, came into force on December 2, 2011. This new legislation eliminates the Judicial Review, ensuring that offenders who committed first-degree murder on or after December 2, 2011, are not eligible for full parole until they serve the full 25 years of their sentence.

Similarly, offenders serving life imprisonment for second-degree murder committed on or after December 2, 2011, are no longer eligible for parole until their parole ineligibility period is served, which could be up to 25 years.¹² Offenders convicted of murder before December 2, 2011 are eligible for Judicial Review after having served 15 years of their sentence. They may apply to the Chief Justice of the province or territory in which their conviction took place. Where an offender does not apply for Judicial Review, the CSC notifies in writing a parent, child, spouse, common-law partner or other relative of the victim and specifies the date on which the offender will be eligible to make another application for Judicial Review.¹³

12 Offenders convicted of murder before December 2, 2011, with a parole eligibility date of greater than 15 years may apply to the courts to have the eligibility date reduced under Section 745.6 of the *Criminal Code* (Judicial Review) after having served 15 years of their sentence. If a unanimous jury, sitting in the province where the offender was convicted, finds there is enough evidence that the offender has been sufficiently rehabilitated to justify allowing consideration for conditional release, the offender's parole eligibility dates may be lowered. Note that a victim may provide information at a judicial review hearing either orally or in writing. Even though an offender's parole eligibility date is lowered, the PBC still retains the authority to deny or grant parole to an offender.

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

F. Community corrections

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

Supervision, programming and community involvement

Supervision means the direct monitoring of offenders. PBC makes the decision to release the offender under CSC supervision with some exceptions to temporary absences, work releases, and statutory release.

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

In supervising offenders, correctional staff relies on many sources of information – police, families, program staff, employers, victims and others. By being aware of the offender’s situation, correctional staff can help ensure that they stay on track. Correctional staff can take action if the offender breaks rules, or they can help solve problems that could, if not addressed, lead to a new crime.

Research shows that supervision alone does not help offenders change. Supervision needs to be complemented with good programming. Programs in the community build on the gains that the offender has already made by taking part in

programs when they were imprisoned. Offenders on community release may be expected to participate in programs tailored to their needs. Some programs help them cope with daily living, relationships and emotions, others deal with specific issues such as sexual offences and alcohol or drug abuse. In addition, some offenders may choose to upgrade their educational or employment skills.

CSC has also developed a national approach to Indigenous corrections that includes:

- the National Indigenous Advisory Committee to enable Indigenous community leaders to assist CSC in involving the Indigenous community more extensively in the integration of offenders;
- collaboration and partnerships with Indigenous communities through contribution agreements or contracts for the reintegration of federally sentence Indigenous persons in communities;
- an interdepartmental Working Group to modernize the Elder/Spiritual Advisors contracting model;
- enhanced Indigenous treatment centres such as healing lodges (i.e., special institutions for lower-security Indigenous offenders), based on Indigenous values and principles;
- strengthened Indigenous programming that increases inmates' access to Indigenous Liaison Services and Elders/Spiritual Advisors in order to address their spiritual needs;
- development of culturally responsive programs;
- a concerted effort to recruit Indigenous staff; and
- Indigenous Pathways, a process of culturally responsive interventions to prepare offenders for transfer to lower security institutions and for eventual release to the community.

Organizations and individuals in the community also deliver programs or add to program activities. They act as counsellors, role models and support networks. Community involvement demonstrates the community's willingness to accept those

offenders who reform themselves. Offenders' success in starting anew depends partly on their own efforts and partly on the opportunities the community at large provides.

Key partners in community corrections

Community networks

The skills, resources and experiences of many different people are needed to deal with offenders' complex problems and needs. CSC, therefore, draws upon a broad network of organizations and individuals – family members, psychologists, employment counsellors, educators and others – to assist in community correctional work. Such community networks provide both supervision and support. The needs of federally sentenced Indigenous peoples in the community are met by **Indigenous Community Liaison Officers** and Indigenous Community Development Officers. These officers, who work with established communities and Elders/Spiritual Advisors, are often located in parole offices.

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

Community-based residential facilities

A community-based residential facility is a halfway house owned and operated by either a non-governmental organization, a private aftercare agency or by CSC. Each agency-owned facility operates under contract to CSC, providing accommodation, counselling and supervision for 15 to 30 offenders who are usually on day parole, full parole, statutory release and long-term supervision orders where the PBC has imposed a Special Condition to reside. The contract sets out detailed requirements for levels of control and assistance. There are about 200 such facilities under contract each year.

In addition, CSC operates 14 of its own community-based residential facilities, referred to as **Community Correctional Centres**. In these centres, the Director, parole officers and support staff work as a team, often in cooperation with community partners, to supervise and provide programs for offenders on day parole, or those that are on statutory release with a residency condition and long-term supervision orders.

Parole offices

CSC operates 90 local parole and district offices, each responsible for a specific geographical area and the management of offenders within it. An office normally consists of a director, parole officers and support staff. Together with community networks, the local office works to assess offenders, assist offenders through programs, and ensure that the level of supervision is appropriate to the risks and needs presented by each case. The local parole office is the base from which most of community corrections take place.

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

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

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

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

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

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

G. Contact information

Public Safety Canada

National Office for Victims
Public Safety Canada
269 Laurier Avenue West
Ottawa, Ontario K1A 0P8
Email: ps.nationalofficeforvictims-bureaunationalpourlesvictimes.sp@canada.ca
Web: <http://www.publicsafety.gc.ca/nov>

Department of Justice Canada

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

Office of the Federal Ombudsperson for Victims Of Crime

P.O. Box 55037 Ottawa, Ontario K1P 1A1
Toll-free: 1-866-481-8429
Outside Canada: 613-954-1651
Teletypewriter (TTY): 1-877-644-8385
Email: victimsfirst@ombudsman.gc.ca
Web: <https://www.canada.ca/en/office-federal-ombudsperson-victims-crime.html>

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Correctional Service Canada

For CSC contact information, visit the CSC's 'Contact Us' webpage at:
<https://www.canada.ca/en/correctional-service/services/you-csc/victims/contact.html>

Headquarters – Victim Services Division

340 Laurier Avenue West
Ottawa, Ontario K1A 0P9
Toll-free: 1-866-806-2275-1-0
Email: victims-victimes@csc-scc.gc.ca
Web: www.canada.ca/correctional-service-victims

Atlantic region

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

Ontario region

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

Pacific region

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

Prairie region

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

Quebec region

400 – 4 Place Laval
Laval, Quebec H7N 5Y3
Toll-free: 1-866-806-2275-1-4
Fax: 11-450-972-7762
Email: QUEvictimes@CSC-SCC.GC.CA

The Parole Board of Canada

For PBC contact information, visit the PBC's 'Contact Us' webpage at: <https://www.canada.ca/en/parole-board/corporate/contact-information.html>

**Headquarters – National Office
Victims Services**

410 Laurier Avenue West
Ottawa, Ontario K1A 0R1
Tel: 613-954-7474
Toll-free: 1-866-789-4636
Email: info@pbc-clcc.gc.ca
Web: <https://www.canada.ca/en/parole-board/services/victims.html>

Atlantic region

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

Ontario region (including Nunavut)

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

Pacific region

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

**Prairies region – Edmonton office
(Alberta)**

Canada Place
#720, 9700 Jasper Avenue NW,
Edmonton, Alberta T5J 4C3
Tel.: 1-800-593-3404

Prairies region – Saskatoon office

(Manitoba, Saskatchewan and NWT)
6th floor, 101 – 22nd Street E.
Saskatoon, Saskatchewan S7K 0E1
Fax: 306-975-5892
Toll-free: 1-888-288-4228

Quebec region

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

Provincial/ territorial victim services offices

Alberta

Victims programs and initiatives

Alberta Public Safety and Emergency Services

10th Floor, J.E. Brownlee Building

10365 - 97 Street

Edmonton, Alberta T5J 3W7

Phone: 780-427-3460

Outside of Edmonton: dial 310-0000 (ask for Victims Program)

Fax: 780-422-4213

Web: <https://www.alberta.ca/help-for-victims-of-crime>

Victims of crime assistance program

Phone: 780-427-7217

Outside of Edmonton: dial 310-0000 (ask for Victims Program)

Email: victimsofcrime@gov.ab.ca

Fax: 780-422-4213

Web: <https://www.alberta.ca/victims-of-crime-assistance-program>

British Columbia

Victim services and crime prevention division

302 – 815 Hornby Street

Vancouver, British Columbia V6Z 2E6

Phone: 604-660-5199

British Columbia and Yukon:

1-800-563-0808 TTY: 604-875-0885

Fax: 604-660-5340

Email: victimservices@gov.bc.ca

Web: <https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/victim-services>

Crime victims assistance program

P.O. Box 5550 Station Terminal

Vancouver, British Columbia V6B 1H1

Phone: 604-660-3888

Toll-free inside British Columbia:

1-866-660-3888

Web: <https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/financial-assistance-benefits>

Manitoba

Victim services

1410 – 405 Broadway Woodsworth Building

Winnipeg, Manitoba R3C 3L6

Phone: 204-945-6851

Toll-free: 1-866-484-2846

Web: <https://www.gov.mb.ca/justice/vs/>

Compensation for victims of crime program

1430 – 405 Broadway Woodsworth Building

Winnipeg, Manitoba R3C 3L6

Phone: 204-945-0899

Toll-free inside Manitoba: 1-800-262-9344

Web: <https://www.gov.mb.ca/justice/vs/cvc>

New Brunswick

Victim services

Community and Youth Justice Services
Fredericton Regional Centre, Floor 1
P.O. Box 6000

Fredericton, New Brunswick E3B 5H1

Phone: 506-453-3992

Fax: 506-457-7228

Web: <https://www.gnb.ca/en/topic/laws-safety/courts-jails/victim-services.html>

Compensation for victims of crime program

Web: https://www2.gnb.ca/content/gnb/en/services/services_render.201175.html

Newfoundland and Labrador

Victims services

Department of Justice and Public Safety
4th Floor, Confederation Building, East Block
P.O. Box 8700

St. John's, Newfoundland A1B 4J6

Phone: 709-729-7970

Fax: 709-729-2129

Email: victimservices@gov.nl.ca

Web: <https://www.gov.nl.ca/victimservices/>

Northwest Territories

Victim services

Community Justice Division Government
of the Northwest Territories Department of
Justice

4903 49th Street P.O. Box 1320

Yellowknife, Northwest Territories X1A 2L9

Phone: 1- 867-767-9261 (collect calls
accepted)

Email: victimservices@gov.nt.ca

Web: <https://www.justice.gov.nt.ca/en/victim-services/>

NWT victims of crime emergency fund

NWT Victim Services Department of Justice
(GNWT)

4903-49th Street P.O. Box 1320

Yellowknife, Northwest Territories X1A 2L9

Phone: 867- 767-9261

Fax: 867- 873-0199

Email: vcef@gov.nt.ca

Web: <https://www.justice.gov.nt.ca/en/victims-of-crime-emergency-fund/>

Nova Scotia

Victim services

Nova Scotia Department of Justice
1690 Hollis Street, 3rd Floor

P.O. Box 7

Halifax, Nova Scotia B3J 1V7

Phone: 902-424-3309

Fax: 902-424-2056

Toll free: 1-888-470-0773

Email: VICSERVICES-HeadOffice@novascotia.ca

Web: https://novascotia.ca/just/victim_services/

Criminal injuries counselling program

Nova Scotia Department of Justice
1690 Hollis Street, 3rd Floor
P.O. Box 7 Halifax, Nova Scotia B3J 1V7
Phone: 902-424-3309
Fax: 902-424-2056
Toll free within Nova Scotia:
1-888-470-0773
Email: VICSERVICES-CIC@novascotia.ca
Web: https://novascotia.ca/just/victim_services/

Nunavut**Community justice**

Government of Nunavut
P. O. Box 1000, Station 510
Iqaluit, Nunavut X0A 0H0
Phone: 867-975-6363
Fax: 867-975-6160
Email: CommunityJustice@gov.nu.ca
Web: <https://www.gov.nu.ca/en/justice-and-individual-protection/victim-services>

Ontario**Ontario victim services ontario**

Ministry of the Attorney General
5th Floor, 720 Bay Street
Toronto, Ontario M7A 2S9
Phone: 416-325-3265
Fax: 416-212-1091
TTY: 416-325-7871
Victim Support Line: 1-888-579-2888
Web: <https://www.ontario.ca/page/victim-services-ontario>

Prince Edward Island**Victim services**

Office of the Attorney General
15 Queen Street, 2nd Floor, Lowden Building
Charlottetown, Prince Edward Island
C1A 4A2
Phone: 902-368-4582
Fax: 902-368-4514
Web: <https://www.princeedwardisland.ca/en/information/justice-and-public-safety/victim-services>

Quebec**Bureau de soutien aux services aux personnes victimes d'infractions criminelles**

1200, route de l'Église, 7^{ième} étage
Sainte-Foy, Quebec G1V 4M1
Phone: 418-648-2018
Toll-free: 1-888-483-2778
Fax: 418-646-5995
Email: bssv@justice.gouv.qc.ca
Web: <https://www.quebec.ca/gouvernement/ministere/justice/declarations-services/declaration-services-victimes-crime#>
Crime victims assistance centres
Phone: 1-866-532-2822
Web: <https://cavac.qc.ca/en/>

Saskatchewan

Victims services ministry of justice and Attorney General

610-1874 Scarth Street

Regina, Saskatchewan S4P 4B3

Phone: 306-787-3500

Fax: 306-787-0081

Toll-free: 1-888-286-6664

Email: victimsservices@gov.sk.ca

Web: <https://www.saskatchewan.ca/residents/justice-crime-and-the-law/victims-of-crime-and-abuse>

Victims compensation program

Phone: 306-798-2667

Fax: 306-787-0081

Toll-free: 1-833-798-2667

Email: victimsservices@gov.sk.ca

Web: <https://www.saskatchewan.ca/residents/justice-crime-and-the-law/victims-of-crime-and-abuse/information-for-victims-of-crime-and-abuse>

Yukon

Victim services

Department of Justice Government of the Yukon

PO Box 2703 (J-7)

Whitehorse, Yukon Y1A 2C6

Phone: 867-667-8500

Toll-free: 1-800-661-0408, local 8500

Fax: 867-393-6240

Email: victim.services@yukon.ca

Web: <https://yukon.ca/en/legal-and-social-supports/supports-victims-crime/find-out-about-victim-services>

Office locations:

212 Main Street, Suite 210
Whitehorse, Yukon

820 Adela Trail
Wason Lake, Yukon

813B 3rd Avenue
Dawson City, Yukon

H. Glossary

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

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

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

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

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

CORCAN is a special operating agency within the Correctional Service Canada. It offers the employment and employability program to federal offenders throughout their sentence, in collaboration with other areas of CSC.

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

Correctional plan – this is a plan developed for each offender based on the Offender Intake Assessment. It outlines what should happen during the offender’s sentence and lists all of the interventions, such as programs, other treatments and activities that the offender should participate in in order to address their needs and to reduce risk. Progress in working on the plan is taken into consideration when making decisions about the offender such as security classification.

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

Criminogenic needs – dynamic risk factors that are directly linked to criminal behaviour. Examples of criminogenic factors include, education status, employment status, substance use, housing status and anti-social peer associations.

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

Dangerous offender – under section 753 of the *Criminal Code of Canada*, an offender may be deemed by a judge during sentencing to be a dangerous offender if it can be shown that there is a significant risk that the offender will commit a future violent or sexual offence. A dangerous offender designation remains with an offender for life, regardless of the sentence imposed by a court.

Detention – allows for PBC to render a decision to detain offenders at their statutory release date if it is believed that the offender is likely to commit an offence causing serious harm or death prior to the expiry of their sentence. Detention is reviewed annually or every two years and if not removed, will end at the Warrant Expiry Date.

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

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

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

Hearing – PBC holds a hearing for certain reviews. They are conducted by either one or two Board members depending on the type of decision and are normally held in the institution where the offender is incarcerated and sometimes include the use of video conference. During the hearing, PBC Board members will ask the offender questions to help Board members in their decision. They will also hear from the CSC Parole Officer who has prepared the recommendation. A victim may also present a statement to the Board with respect to the review.

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

Indigenous community development officers – these CSC employees provide leadership, teaching and awareness of CSC processes for Indigenous communities. They also facilitate the process where a federally sentenced Indigenous person has an interest in being paroled to an Indigenous community under Section 84 of the CCRA.

Indigenous community liaison officers – these CSC employees provide teaching, cultural awareness, counselling and general services to federally sentenced Indigenous people. They are a part of the case management team for an Indigenous person.

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

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

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

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

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

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

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

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

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

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

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

PBC regional manager of community relations and training – oversees the delivery of victim services in each of the five regions in Canada.

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

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

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

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

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

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

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

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

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

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

Statutory release – The law requires that offenders be released to the community under supervision after serving two-thirds of their sentence. This type of release is called Statutory Release. Offenders serving life or indeterminate sentences are not eligible for statutory release, and the PBC can order detention beyond their statutory release date if they are deemed likely to commit serious offenses, including those causing death or serious harm, sexual offenses, involving a child, or serious drug offenses.

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

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

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

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



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