
STATISTICS

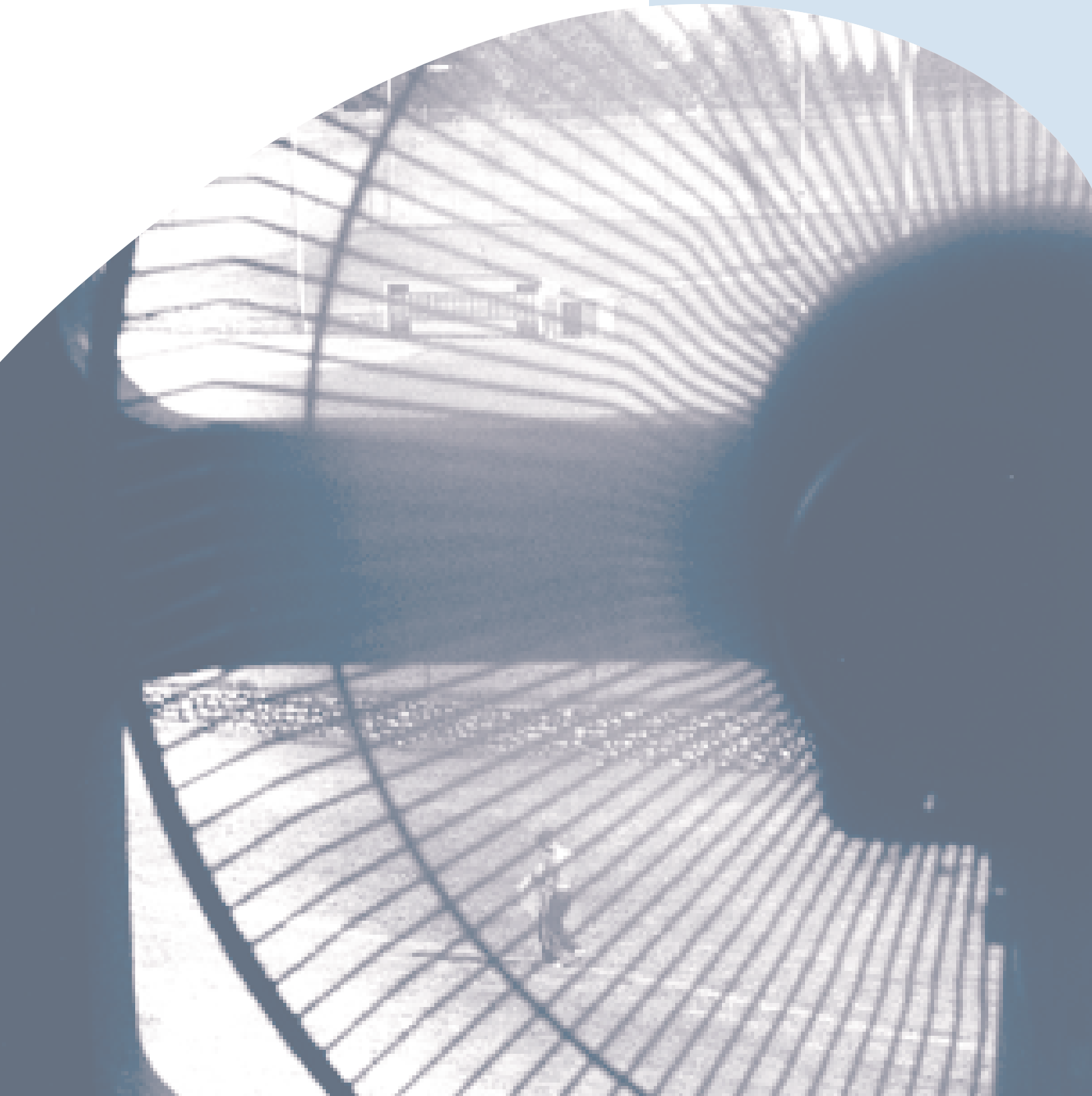


TABLE A
CONTACTS ⁽¹⁾ BY CATEGORY

CATEGORY	CASE TYPE		TOTAL
	I/R ⁽²⁾	INV ⁽³⁾	
Administrative Segregation			
Conditions	19	85	104
Placement/Review	94	181	275
Total	113	266	379
Case Preparation			
Conditional Release	63	76	139
Post Suspension	8	15	23
Temporary Absence	21	26	47
Transfer	44	42	86
Total	136	159	295
Cell Effects	176	296	472
Cell Placement	41	86	127
Claims Against the Crown			
Decisions	21	15	36
Processing	33	28	61
Total	54	43	97
Community Programs/Supervision	3	5	8
Conditions of Confinement	130	224	354
Correspondence	34	49	83
Death or Serious Injury	7	8	15
Decisions (General) - Implementation	17	22	39
Diet			
Medical	13	29	42
Religious	11	14	25
Total	24	43	67
Discipline			
Independent Chairperson Decisions	5	6	11
Minor Court Decisions	9	4	13
Procedures	22	23	45
Total	36	33	69
Discrimination	12	17	29
Employment	50	70	120
File Information			
Access - Disclosure	45	80	125
Correction	93	54	147
Total	138	134	272

TABLE A (cont.)
CONTACTS ⁽¹⁾ BY CATEGORY

CATEGORY	CASE TYPE		TOTAL
	I/R ⁽²⁾	INV ⁽³⁾	
Financial Matters			
Access	27	54	81
Pay	48	48	104
Total	75	75	185
Food Services			
	23	31	54
Grievance Procedure			
	103	177	280
Health and Safety – Worksite			
	8	11	19
Ion Scan			
	8	5	13
Health Care			
Access	110	371	481
Decisions	77	192	269
Total	187	563	750
Mental Health			
Access	7	20	27
Programs	3	3	6
Total	10	23	33
Methadone			
	19	47	66
Official Languages			
	5	4	9
Operation/Decisions of the OCI			
	48	11	59
Penitentiary Placement			
	29	34	63
Programs			
Access	59	108	167
Quality/Content	12	23	35
Total	71	131	202
Release Procedures			
	27	27	54
Request for Info			
	117	-	117
Safety/Security of Offender(s)			
	56	103	159
Search and Seizure			
	40	44	84
Security Classification			
	73	101	174
Sentence Administration – Calculation			
	20	27	47
Staff Responsiveness			
	242	188	430
Telephone			
	47	118	165
Temporary Absence Decision			
	26	73	99

TABLE A (cont.)
CONTACTS ⁽¹⁾ BY CATEGORY

CATEGORY	CASE TYPE		TOTAL
	I/R ⁽²⁾	INV ⁽³⁾	
Transfer			
Decision – Denials	109	147	256
Implementation	53	87	140
Involuntary	99	116	215
Total	261	350	611
Urinalysis	9	10	19
Use of Force	13	33	46
Visits			
General	119	246	365
Private Family Visits	46	64	110
Total	165	310	475
Outside Terms of Reference			
Parole Decisions	196	—	196
Other Issues	57	—	57
GRAND TOTAL	2,906	3,986	6,892

(1) See Glossary.

(2) I/R: Immediate Response - see Glossary.

(3) INV: Investigation - see Glossary.

GLOSSARY

- Contact:** Any transaction regarding an issue between the OCI and an offender or a party acting on behalf of an offender. Contacts may be made by telephone, facsimile, letter, and during interviews held by the OCI's investigative staff at federal correctional facilities.
- Immediate Response:** A contact where the information or assistance sought by the offender can generally be provided immediately by the OCI's investigative staff.
- Investigation:** A contact where an inquiry is made to the Correctional Service and/or documentation is reviewed/analyzed by the OCI's investigative staff before the information or assistance sought by the offender is provided.

Investigations vary considerably in terms of their scope, complexity, duration and resources required. While some issues may be addressed relatively quickly, others require a comprehensive review of documentation, numerous interviews and extensive correspondence with the various levels of management at the Correctional Service of Canada prior to being finalized.

TABLE B
CONTACTS BY INSTITUTION

Region/Institution	Number of contacts	Number of interviews	Number of days spent in institution
Women's Facilities			
Burnaby	6	0	0
Edmonton Women's Facility	119	11	6
Regional Reception Centre (Québec)	20	4	2
Grand Valley	111	31	7
Isabel McNeill House	9	4	1
Joliette	141	43	9
Okimaw Ohci Healing Lodge	10	0	0
Nova	81	18	5
Regional Psychiatric Centre (Prairies)	33	13	4
Springhill	5	0	0
Total	455	124	34
ATLANTIC			
Atlantic	222	99	15
Shepody Healing Centre	8	3	0
Dorchester	309	81	10
Springhill	124	39	7
Westmorland	28	12	2
Region Total	691	234	34
ONTARIO			
Bath	89	40	8
Beaver Creek	55	18	3
Collins Bay	107	32	6
Fenbrook	195	96	15
Frontenac	52	20	2
Joyceville	234	61	10
Kingston Penitentiary	492	141	15
Millhaven	178	79	9
Pittsburgh	19	18	2
Regional Treatment Centre	52	9	3
Warkworth	254	125	11
Region Total	1,727	639	84
PACIFIC			
Elbow Lake (Kwikwèxwelhp)	5	5	2
Ferndale	30	14	4
Kent	262	72	14
Matsqui	93	10	6
Mission	112	45	9

TABLE B (cont.)
CONTACTS BY INSTITUTION

Region/Institution	Number of contacts	Number of interviews	Number of days spent in institution
Mountain	172	29	9
Pacific & RTC	41	36	5
William Head	44	16	4
Region Total	851	227	54
PRAIRIE			
Bowden	165	68	12
Drumheller	188	68	13
Edmonton	362	133	15
Grande Cache	51	18	2
Pê Sâkâstêw Centre	5	4	2
Regional Psychiatric Centre	94	28	4
Riverbend	4	2	1
Rockwood	15	7	4
Saskatchewan Penitentiary	260	65	6
Stony Mountain	332	104	17
Region Total	1,476	497	76
QUEBEC			
Archambault	119	121	13
Cowansville	184	111	15
Donnacona	165	56	15
Drummondville	199	131	14
Federal Training Centre	75	39	6
La Macaza	117	129	14
Leclerc	113	23	10
Montée St-François	14	9	3
Port Cartier	342	113	20
Regional Reception Centre/SHU Québec	179	106	12
Ste-Anne des Plaines	27	16	5
Region Total	1,534	854	127
GRAND TOTAL	6,734	2,517	409

TABLE C
COMPLAINTS AND INMATE POPULATION – BY REGION

Region	Total number of contacts ^(*)	Inmate population ^(**)
Atlantic	801	1,222
Quebec	1,737	3,325
Ontario	1,862	3,455
Prairies	1,585	3,032
Pacific	869	1,869
TOTAL	6,854	12,903

(*) Excludes 38 contacts from provincial institutions

(**) As of March 2004, according to the Correctional Service of Canada's Corporate Reporting System.

TABLE D
DISPOSITION OF CONTACTS BY CASE TYPE

CASE TYPE	Disposition	Number of Complaints
Immediate Response	Information given	1,594
	Referral	1,109
	Withdrawn	203
	Total	2,906
Investigation	Information given	1,163
	Not supported	395
	Pending	91
	Referral	942
	Resolution facilitated	1,227
	Withdrawn	168
	Total	3,986
GRAND TOTAL		6,892

TABLE E
AREAS OF CONCERN MOST FREQUENTLY IDENTIFIED BY OFFENDERS

TOTAL OFFENDER POPULATION

Health Care	750
Transfer	611
Visits and Private Family Visits	475
Cell Effects	472
Staff Responsiveness	430
Administrative Segregation	379
Conditions of Confinement	354
Case Preparation	295
Grievance Procedure	280
File Information (Access, Correction and Disclosure)	272

ABORIGINAL OFFENDERS

Health Care	102
Staff Responsiveness	72
Administrative Segregation	58
Conditions of Confinement	54
File Information (Access, Correction and Disclosure)	52
Grievance Procedure	51
Security Classification	51
Temporary Absence – Decision	41
Transfer	40
Cell Placement	39

WOMEN OFFENDERS

Health Care	47
Staff Responsiveness	28
Administrative Segregation	24
Conditions of Confinement	23
File Information (Access, Correction and Disclosure)	21
Grievance Procedure	19
Security Classification	19
Temporary Absence – Decision	18
Transfer	17
Cell Placement	17