

A row of office chairs is shown in a dimly lit room, possibly a conference room or office. The chairs are arranged in a line, and the lighting is very low, creating a dark, moody atmosphere. The entire image has a strong blue color cast. The text "ANNEX A: STATISTICS" is overlaid in the center of the image.

ANNEX A: STATISTICS

ANNEX A: STATISTICS

TABLE A: COMPLAINTS ⁽¹⁾ BY CATEGORY

CATEGORY	CASE TYPE		
	I/R ⁽²⁾	INV ⁽³⁾	TOTAL
Administrative Segregation			
Conditions	16	87	103
Placement/Review	121	243	364
Total	137	330	467
Case Preparation			
Conditional Release	64	134	198
Post Suspension	17	18	35
Temporary Absence	21	28	49
Transfer	62	66	128
Total	164	246	410
Cell Effects	193	424	617
Cell Placement	42	76	118
Claims Against the Crown			
Decisions	14	17	31
Processing	16	14	30
Total	30	31	61
Community Programs/Supervision	9	11	20
Conditions of Confinement	161	266	427
Correspondence	31	48	79
Death or Serious Injury	2	13	15
Decisions (General) – Implementation	26	23	49
Diet			
Medical	5	33	38
Religious	12	19	31
Total	17	52	69
Discipline			
ICP Decisions	14	4	18
Minor Court Decisions	10	13	23
Procedures	12	30	42
Total	36	47	83
Discrimination	11	8	19
Employment	61	88	149

File Information			
Access – Disclosure	58	75	133
Correction	92	59	151
Total	150	134	284
Financial Matters			
Access	48	78	126
Pay	62	87	149
Total	110	165	275
Food Services	17	38	55
Grievance Procedure	101	192	293
Harassment	12	17	29
Health and Safety – Worksite	9	5	14
Ion Scan/Drug Dog	9	16	25
Health Care			
Access	104	388	492
Decisions	101	279	380
Dental	12	29	41
Total	217	696	913
Mental Health			
Access	9	34	43
Programs	0	3	3
Total	9	37	46
Methadone	15	45	60
Official Languages	5	6	11
Operation/Decisions of the OCI	51	14	65
Programs			
Access	75	146	211
Quality/Content	34	36	70
Total	109	182	291
Release Procedures	29	31	60
Safety/Security of Offender(s)	61	138	199
Search and Seizure	32	47	79
Security Classification	85	142	227
Sentence Administration – Calculation	34	38	72
Staff Responsiveness	170	193	363
Telephone	57	138	195
Temporary Absence Decision	23	57	80

Transfer			
Implementation	58	110	168
Involuntary	75	101	176
Pen Placement	26	31	57
Voluntary	98	114	212
Total	257	356	613
Urinalysis	9	13	22
Use of Force	3	30	33
Visits			
General	84	178	262
Private Family Visits	38	84	122
Total	122	262	384
Outside Terms of Reference			
Parole Decisions	234	–	234
Other Issues	86	–	86
GRAND TOTAL	2,936	4,655	7,591

(1) See *Glossary*

(2) *I/R: Internal Response – see Glossary*

(3) *INV: Investigation – see Glossary*

GLOSSARY

Complaint: Complaints may be made by an offender or on behalf of an offender by telephone, facsimile, letter and during interviews held by the OCI's investigative staff at federal correctional facilities.

Internal Response: A response provided to a complainant that does not require consultation with any sources of information outside the OCI.

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: COMPLAINTS BY INSTITUTION

Region/Institution	Number of Complaints	Number of Interviews	Number of Days Spent in Institution
WOMEN'S FACILITIES			
Edmonton Women's Facility	114	35	7
Fraser Valley	43	14	3
Grand Valley	122	28	6
Isabel McNeill House	5	2	0.5
Joliette	92	13	4.5
Okimaw Ohci Healing Lodge	8	2	1
Nova	69	15	4.5
Regional Psychiatric Centre (Prairies)	6	3	2
Total	459	112	28.5
ATLANTIC			
Atlantic	217	62	8
Dorchester	256	68	9.5
Shepody Healing Centre	29	14	2
Springhill	147	52	6.5
Westmorland	44	12	2
Region Total	693	208	28
ONTARIO			
Bath	221	93	12
Beaver Creek	8	1	1.5
Collins Bay	126	43	7.5
Fenbrook	118	29	3.5
Frontenac	44	6	3
Joyceville	238	45	10
Kingston Penitentiary	319	82	8.5
Millhaven	166	55	7
Pittsburgh	28	2	2
Regional Treatment Centre	50	42	4
Warkworth	246	54	9
Region Total	1,564	452	68

PACIFIC

Ferndale	31	10	2
Kent	388	99	13
Kwkwèxwelhp	11	3	1
Matsqui	65	21	6
Mission	198	70	10
Mountain	304	113	13
Pacific & RTC	179	74	11
William Head	21	25	4
Region Total	1,193	415	60

PRAIRIE

Bowden	240	93	11.5
Drumheller	190	89	12
Edmonton	302	68	12
Grande Cache	52	14	2
Pê Sâkâstêw Centre	12	4	2
Regional Psychiatric Centre	94	35	6
Riverbend	10	4	1
Rockwood	14	4	2
Saskatchewan Penitentiary	227	77	12
Stan Daniels	8	6	2
Stony Mountain	271	105	12
Willow Cree	8	7	2
Region Total	1,428	250	76.5

QUEBEC

Archambault	250	151	11
Cowansville	245	122	14.5
Donnacona	218	90	15
Drummond	170	111	11.5
Federal Training Centre	112	28	3
La Macaza	205	66	13.5
Leclerc	198	110	9
Montée St-François	39	20	5
Port Cartier	391	222	15
Regional Reception Centre/SHU Québec	169	66	10
Ste-Anne des Plaines	20	3	1
Region Total	2,017	989	108.5

GRAND TOTAL	7,354	2,426	369.5
--------------------	--------------	--------------	--------------

TABLE C: COMPLAINTS AND INMATE POPULATION – BY REGION

Region	Total Number of Complaints (*)	Inmate Population (**)
Atlantic	792	1,397
Québec	2,169	3,321
Ontario	1,751	3,603
Prairies	1,586	3,293
Pacific	1,225	1,956
Total	7,523	13,570

(*) Excludes 68 complaints from provincial institutions.

(**) As of March 2006, according to the Correctional Service of Canada's Corporate Reporting System.

TABLE D: DISPOSITION OF COMPLAINTS BY CASE TYPE

Case Type	Disposition	Number of Complaints
Internal Response	Information given	2,004
	Referral	791
	Withdrawn	141
	Total	2,936
Investigation	Information given	1,029
	Not supported	359
	Pending	313
	Referral	749
	Resolution Facilitated	793
	Withdrawn	187
	Recommendation/Significant Impact	1,225
Total	4,655	
GRAND TOTAL		7,591

TABLE E: AREAS OF CONCERN MOST FREQUENTLY IDENTIFIED BY OFFENDERS

TOTAL OFFENDER POPULATION

Health Care	913
Cell Effects	617
<i>Transfer</i>	613
Administrative Segregation	467
Conditions of Confinement	427
Case Preparation	410
Visits and Private Family Visits	384
Staff Responsiveness	363
Grievance Procedure	293
Programs/Services	291

ABORIGINAL OFFENDERS

Transfer	108
<i>Health Care</i>	84
Administrative Segregation	82
Cell Effects	68
Case Preparation	61
Staff Responsiveness	57
Conditions of Confinement	55
Visits and Private Family Visits	52
Programs/Services	48
Telephone	36

WOMEN OFFENDERS

Health Care	66
Conditions of Confinement	29
Staff Responsiveness	26
Safety/Security of Offender	25
Cell Effects	24
Case Preparation	24
Administrative Segregation	23
<i>File Information (Access, Correction and Disclosure)</i>	23
Transfer	21
Security Classification	20
