

Volunteering in the Correctional Service of Canada

Reference Handbook



Correctional Service
Canada

Service correctionnel
Canada

Canada



Volunteering in the Correctional Service of Canada

Reference Handbook

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Introduction

The following information package is designed to give you a greater understanding of the role and responsibilities of the federal correctional system so that you may be comfortable participating in our correctional endeavours in a safe and productive manner. It is our desire that you gain useful knowledge of the mandate, goals and mission of Correctional Service Canada (CSC) and the mechanisms that drive our performance.

In this reference handbook you will find an overview of the federal legislation that directs the operation of the Service and you will gain an appreciation of how the CSC is linked to law enforcement, the courts and the parole system. These are the legal authorities which make up the criminal justice system. Corrections is a complex, fascinating and rewarding field. As per Section 3 the *Corrections and Conditional Release Act (CCRA)*, the legislative framework that governs the functions and operations of CSC, the purpose of the federal correctional system is to contribute to the maintenance of a just, peaceful and safe society by:

- carrying out sentences imposed by courts through the safe and humane custody and supervision of offenders; and
- assisting the rehabilitation of offenders and their reintegration into the community as law-abiding citizens through the provision of programs in penitentiaries and in the community.

Volunteers have been serving the criminal justice system in Canada for many years and their services have become an integral part of offenders' lives. We gratefully welcome all those who give of their time to assist us in enhancing the correctional process and hope you enjoy this overview of the correctional process.

Thank you for helping to make our community and country a safe place to live.

Corrections and The Criminal Justice System

Role and Mandate of the Correctional Service of Canada

The Correctional Service of Canada (CSC) is the federal government agency responsible for administering sentences of a term of two years or more, as imposed by the courts. CSC offers a variety of programs for offenders within the institution and those on parole, to assist them to successfully reintegrate into the community as law-abiding citizens.

CSC does not determine the guilt or innocence of persons charged under the *Criminal Code* or other related statutes or set sentences for convicted offenders. When an offender is eligible for parole, CSC makes a recommendation to the National Parole Board, based on its assessment of the risk posed to society and the offender's potential to reintegrate. CSC is also responsible for offenders on parole, statutory release and long-term supervision orders.

Legislation

There are several pieces of legislation that govern the functioning of CSC. *The Corrections and Conditional Release Act* (CCRA) and the *Corrections and Conditional Release Regulations* (CCRR) are the key legislative documents. Other governing legislation includes:

- *The Canadian Charter of Rights and Freedoms*
- *The Criminal Code of Canada*
- *The Canadian Human Rights Act*
- *The Privacy Act*
- *Access to Information Act*
- *The Official Languages Act*
- *The Financial Administration Act*
- *The Public Service Modernization Act*
- *The Public Service Employment Act*
- *The Public Service Labour Relations Act*

MANDATE AND MISSION OF CORRECTIONS

Corrections and Conditional Release Act (CCRA)

The federal correctional system is governed by the *Corrections and Conditional Release Act*. While the CCRA details the purpose of CSC, it also lays out a number of principles that shall guide the CSC in achieving its purpose. These principles are as follows:

- (a) that the protection of society be the paramount consideration in the corrections process;
- (b) that the sentence be carried out having regard to all relevant available information, including the stated reasons and recommendations of the sentencing judge, other information from the trial or sentencing process, the release policies of, and any comments from, the National Parole Board, and information obtained from victims and offenders;
- (c) that the Service enhance its effectiveness and openness through the timely exchange of relevant information with other components of the criminal justice system, and through communication about its correctional policies and programs to offenders, victims and the public;
- (d) that the Service use the least restrictive measures consistent with the protection of the public, staff members and offenders;
- (e) that offenders retain the rights and privileges of all members of society, except those rights and privileges that are necessarily removed or restricted as a consequence of the sentence;
- (f) that the Service facilitate the involvement of members of the public in matters relating to the operations of the Service;
- (g) that correctional decisions be made in a forthright and fair manner, with access by the offender to an effective grievance procedure;

Corrections and The Criminal Justice System

- (h) that correctional policies, programs and practices respect gender, ethnic, cultural and linguistic differences and be responsive to the special needs of women and Aboriginal peoples, as well as to the needs of other groups of offenders with special requirements;
- (i) that offenders are expected to obey penitentiary rules and conditions governing temporary absence, work release, parole and statutory release, and to actively participate in programs designed to promote their rehabilitation and reintegration; and
- (j) that staff members be properly selected and trained, and be given
 - (i) appropriate career development opportunities,
 - (ii) good working conditions, including a workplace environment that is free of practices that undermine a person's sense of personal dignity, and
 - (iii) opportunities to participate in the development of correctional policies and programs.

Mission

The Mission of the Correctional Service of Canada was first adopted in 1989. The purpose of the Mission document is to give clear direction to all those who work within the Service in carrying out its responsibilities. It offers practical guidance for today and inspiration for meeting the challenges of tomorrow. It may be described as the Service's constitution, defining its approach both to the management of the organization and to the management of offenders in its care. Together with the laws that govern us, the Mission document is the framework within which our policies and plans are developed and our decisions made.

“The Correctional Service of Canada, as part of the criminal justice system and respecting the rule of law, contributes to the protection of society by actively encouraging and assisting offenders to become law-abiding citizens, while exercising reasonable, safe, secure and humane control.”

The Core Values of the Mission Statement

CORE VALUE 1

We respect the dignity of individuals, the rights of all members of society, and the potential for human growth and development.

CORE VALUE 2

We recognize that the offender has the potential to live as a law-abiding citizen.

CORE VALUE 3

We believe that our strength and our major resource in achieving our objectives is our staff and that human relationships are the cornerstone of our endeavor.

CORE VALUE 4

We believe that the sharing of ideas, knowledge, values and experience, nationally and internationally, is essential to the achievement of our Mission.

CORE VALUE 5

We believe in managing the Service with openness and integrity and we are accountable to the Minister of Public Safety and Emergency Preparedness.

Corrections and The Criminal Justice System

Overview of Canadian Justice System

Canadian Criminal Justice System

Federal	Provincial/Territorial	Community
Department of Justice Department of Public Safety and Emergency Preparedness	Ministry of Attorney General Ministry of Solicitor General and Corrections	Community-Based Partners

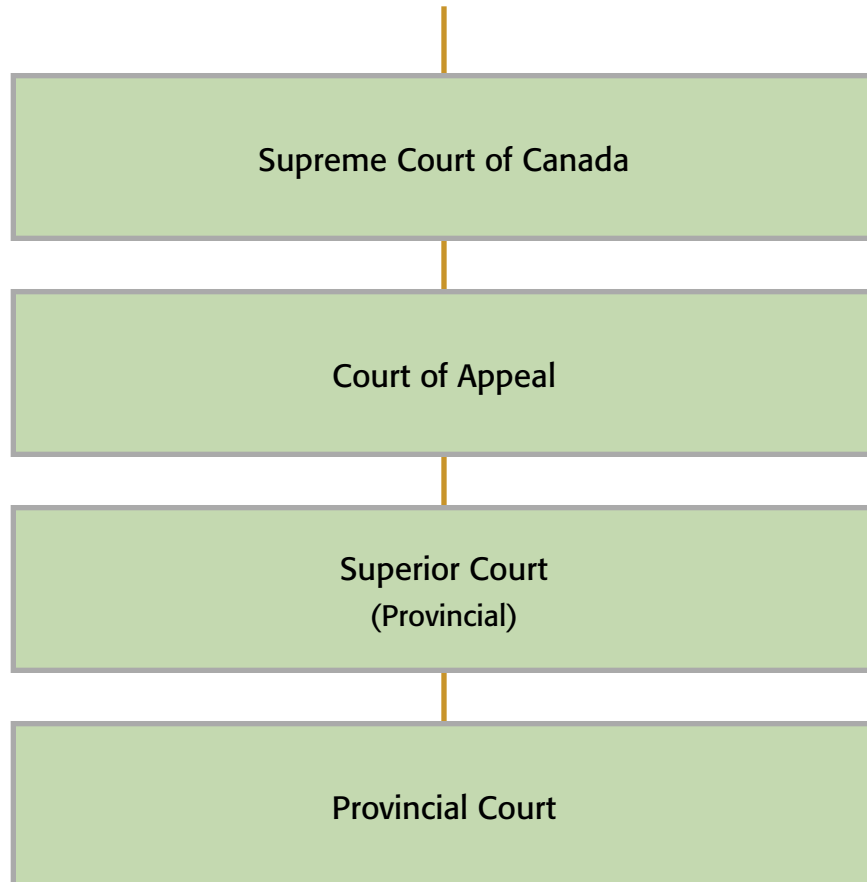
Federal Government Responsibilities	
Department of Justice	Department of Public Safety and Emergency Preparedness
Supreme Court Judges Federal Statutes Prosecutions	RCMP Correctional Service of Canada National Parole Board Canadian Security Intelligence Service Canada Border Services Agency Canada Firearms Centre

Provincial Government Responsibilities
Administration of justice Provincial Correctional Institutions Regulatory laws Provincial probation/parole Provincial Police

Community Partners, i.e.
Volunteers Community Chaplains Voluntary Sector Agencies

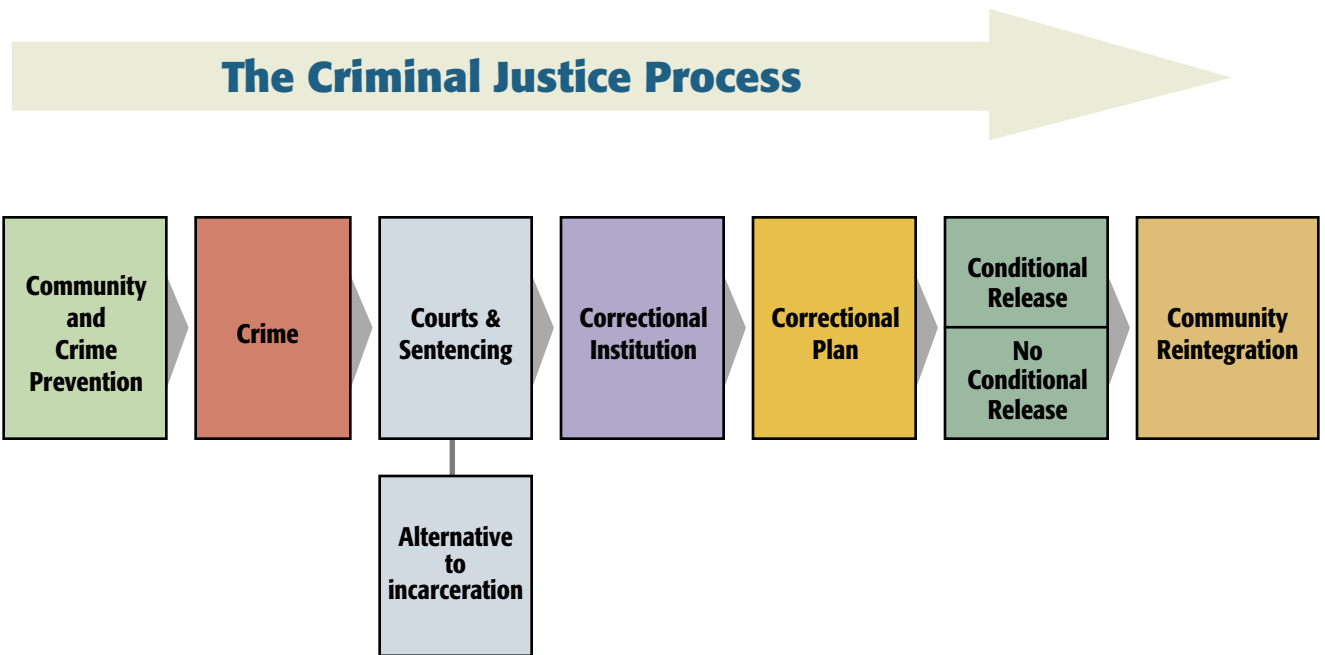
**Corrections and
The Criminal Justice System**
Overview of Court System

Criminal Courts



Corrections and The Criminal Justice System

The Criminal Justice Process



Corrections and The Criminal Justice System

Overview of Sentencing

CSC is responsible for the administration of sentences of convicted adult offenders sentenced by the courts to two years or more. The Correctional Service does not determine a person's guilt or innocence.

The following clearly sets out the responsibilities regarding sentencing and how CSC fulfils its mandate to the Canadian public and the Government of Canada.

Sentencing

Parliament is responsible for establishing sentencing principles. *The Criminal Code of Canada* outlines the sentencing principles, as well the maximum, and at times, minimum length of sentence. Usually discretion is left to the judges to set the actual length. The Court takes into account these principles and extenuating factors when handing down sentences. They operate within the framework established by law, and base their decision on information provided by Crown prosecutors and defence attorneys, while always taking into account aggravating and mitigating circumstances. It is important to take note that the Correctional Service of Canada and the National Parole Board have no authority to change the sentence that was set by the Court. This can only be done through the appeal process or the exercise of the Royal Prerogative of Mercy.

Sentencing rationales

The definitive purpose of the Canadian criminal justice system is always public safety. The significance of public safety to the Canadian government and its impact on criminal justice policy is reflected in the aim of sentencing, which is to “**contribute to the maintenance of a just, peaceful, and safe society.**” (*Criminal Code of Canada sec. 718*). With that objective in mind, the federal government has brought about, guided and influenced the formulation of principles around criminal sentencing. The most important principle is that the sentence be proportionate to the seriousness of the offence and the offender's degree of responsibility for the offence. It also states that an offender should not be imprisoned if a less restrictive sentence is appropriate.

Additional aims of sentencing include:

- Denouncing unlawful conduct
- Detering the offender and others from committing offences
- Separating offenders from society, where necessary
- Helping in the rehabilitation of offenders
- Providing restitution to victims or the community
- Promoting a sense of responsibility on the part of offenders, such as acknowledging the harm they have done

The Criminal Code of Canada stipulates that incarceration should be a last resort, used in the absence of other effective alternatives. It is important to understand that should a judge decide that the safety and protection of the public is not compromised through the use of a community-based alternative, then sanctions such as fines, restitution, conditional sentences and community diversion programs may be imposed.

The Role of the National Parole Board (NPB)

The National Parole Board (NPB) is an independent administrative tribunal that has the sole authority under the *Corrections and Conditional Release Act* (CCRA) to grant, deny, terminate or revoke day parole and full parole. The Board also has the authority to hold certain offenders in prison until the end of their sentences.

The Board makes conditional release decisions for offenders serving two years or more in federal penitentiaries as well as those serving less than two years in the provinces and territories that do not have their own parole boards (only Ontario, Quebec and British Columbia have their own parole boards).

The NPB also has the authority to grant, deny or revoke pardons under the *Criminal Code of Canada* and the *Criminal Records Act*. A pardon is a formal attempt to remove the stigma of a criminal record for people who, having a conviction, have satisfied the sentence and remained crime free. Finally, the Board also makes recommendations for the exercise of clemency through the Royal Prerogative of Mercy.

Corrections and The Criminal Justice System

The NPB is headed by a chairperson who reports to Parliament through the Minister of Public Safety and Emergency Preparedness. It is important to note that the Minister does not have statutory authority to give direction to the chairperson or other members of the NPB in the exercise of their decision-making powers regarding the conditional release of offenders. The reason for having this structure in place is that it ensures the Board's independence, impartiality and the integrity of the parole decision-making process.

Corrections and Conditional Release Act (CCRA)

CSC administers the sentences of adult offenders, who have been given a sentence of two years or more. During this time of federal jurisdictional sentencing, CSC is mandated under CCRA, 1992, Section 5 for the following:

- care and custody of inmates
- provision of programs that assist with rehabilitation and successful reintegration into the community
- preparation of inmates for release
- parole, statutory release supervision and long-term supervision of offenders
- providing a program of public education about the operations of CSC

The CCRA sets forth the legal framework within which the federal correctional system must operate. It sets out the principles for the administration of federal sentences along with the requirements for sentence calculation, forms of conditional release, and eligibility criteria not included in the *Criminal Code*. The operations of CSC are based on a “**balance between control and assistance.**”

Corrections and The Criminal Justice System

Department of Public Safety and Emergency Preparedness

Department of Public Safety and Emergency Preparedness

The Public Safety and Emergency Preparedness Portfolio is responsible for protecting Canadians and helping to maintain a peaceful and safe society.

The Portfolio consists of the Department, and six agencies: Royal Canadian Mounted Police (RCMP), Canadian Security Intelligence Service (CSIS), Correctional Service of Canada (CSC), National Parole Board (NPB), Canada Firearms Centre, Canada Border Services Agency.

There are also three independent review bodies that ensure accountability and respect for the rule of law, and two statutory review bodies of CSIS.

Included in the Department is the The National Crime Prevention Centre (NCPC). This Centre is responsible for implementing the National Crime Prevention Strategy (NCPS) - a strategy focused upon community-based early intervention efforts that deal with the root causes of crime and victimization.

The Department's role within the Portfolio is to support the Minister in giving effective direction to the agencies responsible for policing and law enforcement, national security, corrections and conditional release.

Collaboration is essential in its work. As such, the Portfolio works in close collaboration with Justice Canada, which has primary responsibility for federal criminal justice policy. The Portfolio also works closely with other federal departments, provincial and territorial governments, as well as the voluntary and private sectors.

- The Deputy Minister for Public Safety and Emergency Preparedness represents the Department.

Royal Canadian Mounted Police (RCMP)

The RCMP enforces Canadian laws, prevents crime and maintains peace, order and security. They provide investigative and protective services to other federal departments and agencies; offer specialized police training, research and forensic (crime detection) expertise to all Canadian law enforcement agencies.

- A Commissioner, equivalent to a Deputy Minister, represents the RCMP.

Canadian Security Intelligence Service (CSIS)

CSIS is responsible for monitoring and investigating behaviour and events that may affect national security. CSIS provides security assessments on employees to federal government departments and agencies, as well as advice to ministers on immigration and citizenship applications.

- A Director who reports to the Minister of Public Safety and Emergency Preparedness represents CSIS.

The National Parole Board (NPB)

The NPB is an independent administrative body that controls the conditional release of federal offenders and has the power to grant, deny, terminate or revoke parole for inmates in federal institutions. Upon recommendation from CSC, the NPB may compel offenders to serve out their full term. They also decide whether to issue, grant, deny or revoke a pardon under the *Criminal Records Act* (CRA) and make clemency recommendations to the Government of Canada.

- A chairperson who reports to the Minister of Public Safety and Emergency Preparedness represents NPB.

Department of Public Safety and Emergency Preparedness

Correctional Service Canada (CSC)

CSC is the federal government agency responsible for administering sentences of convicted adult offenders sentenced to two years or more as imposed by the courts. Responsibilities include managing institutions of various security levels and supervising offenders on conditional release in the community. CSC does not determine a person's guilt or innocence, nor set sentences for convicted offenders. When an offender is eligible for parole, CSC does make recommendations to the NPB, based on its assessment of the offenders' potential to reintegrate and the risk he/she poses to society. The most important consideration in the decision-making process is public safety.

CSC also offers a variety of programs for offenders inside the institution and for those on parole, to help them make a successful transition back into the community.

- A Commissioner, equivalent to a Deputy Minister, represents CSC.

Canada Border Services Agency (CBSA)

The Canada Border Services Agency (CBSA) was created on December 12, 2003. Its mandate is to manage the nation's borders by administering and enforcing about 75 domestic laws that govern trade and travel, as well as international agreements and conventions.

The CBSA brings together all the major players involved in facilitating and managing the movement of goods and people into Canada. It integrates several key functions previously spread among three organizations: the Customs Program from the Canada Customs and Revenue Agency, the Intelligence, Interdiction and Enforcement program from Citizenship and Immigration Canada, and the Import Inspection at Ports of Entry program from the Canadian Food Inspection Agency.

- A President, equivalent to a Deputy Minister, represents CBSA.

Additional Portfolio Agencies :

- Canada Firearms Centre

Review Agencies:

- Commission for Public Complaints against the RCMP
- Office of the Correctional Investigator
- RCMP External Review Committee

Policy

CSC policies are consistent with the *Correctional and Conditional Release Act* (CCRA) and Regulations (CCRR), other applicable statutes, and regulations and policies of the Government of Canada. Policies incorporate the values of the Service's Mission document and support the Service's priorities and objectives. CSC policies reflect special needs, including those relating to gender, culture and religion.

CSC policies are mandatory rules that govern the management of the Service, including the operation of its programs and activities. Commissioner's Directives (CDs) and Standing Operating Practices (SOPs) are considered operational policies, which are developed subject to Sections 97 and 98 of the CCRA.

As per Section 97 of the CCRA, the Commissioner may make rules:

- (a) for the management of the Service;
- (b) for the matters described in section 4 of the CCRA; and
- (c) generally for carrying out the purposes and provisions of this Part and the regulations.

Section 98 of the CCRA further states that the Commissioner may designate as Commissioner's Directives any or all rules made under section 97.

Department of Public Safety and Emergency Preparedness

Federal Offender Population Profile

Federal Offender Population Profile¹

The total federal offender population as of February 22, 2004 was about 20,800. A total of 4,070 offenders were admitted to facilities in the federal correctional system last year. These statistics are the lowest they have been in more than seven years. Presently we have about 60 percent of offenders incarcerated and 40 percent are under some type of supervision in the community.

The average length of sentence of offenders admitted to a federal institution has stabilized for the past few years at a term of 40.8 months. Nine out of ten offenders have a previous conviction and one out of three offenders is serving a term of more than ten years. Sixteen percent of offenders are Aboriginal.

Older offenders (50 years or more) represent 13.7 percent of the inmate population and almost 98 percent are men. Eighty-one percent of male offenders have committed a violent offence and those serving life sentences now represent 19.8 percent of the federal offender population.

There is a rise in gang and organized crime members entering the federal system and as of February 2004, 1700 offenders were identified as members or associates of criminal organizations. This increase in such offenders entering institutions has significant implications on the operation of the institutions.

Substance abuse (drugs and alcohol) and mental health concerns are more prevalent in the offender population than the public at large. These concerns increase both the costs of incarceration and medical care within the CSC as well as adversely affect offender reintegration.

Women Offenders

Women offenders account for 3.9 percent of the federal offender population. The proportion of women offenders in the community (52.2 percent) is higher than the proportion of the incarcerated women offender population (47.8 percent). Aboriginal women offenders account for 26.9 percent of the incarcerated women offender population. Of these, 71 percent are serving their first federal sentence. Women offenders serving a life sentence account for 15.6 percent of the women offender population.

Currently there are five women's institutions and one healing lodge: Nova Institution for Women (ATL), Joliette Institution (QUE), Grand Valley Institution for Women-Isabel McNeil (ONT), Edmonton Institution for Women (PRA), Fraser Valley Institution (PAC), and the Okimaw Ohci Healing Lodge (PRA).

The Intensive Intervention Strategy, announced in September 1999 by the Solicitor General of Canada, includes Structured Living Environment houses for minimum and medium security offenders with mental health problems or cognitive difficulties and Secure Units for women classified as maximum-security. These units have around the clock, dedicated staff present. All staff have received extensive, specialized training in mental health issues. Front-line staff in women's facilities are not referred to as "guards" or "correctional officers", but rather, as "primary workers". In addition to traditional correctional officer duties, primary worker duties include case management and program support.

CSC addresses the needs of women offenders through supportive environments, extensive staff training and a wide variety of correctional, educational, vocational, and personal development programs.

¹Data provided by Performance Assurance as of February 22, 2004.

The Institutional & Community Correctional Environment

Physical Environment: Security

Institutions are classified as **maximum, medium, minimum-security** or **multi-level** security facilities. These ratings dictate behavioural norms that define expected behaviour for inmates at each security level, and the degree of control required to maintain the good order of the institution and to protect staff, inmates and the public. CSC is responsible for 52 penitentiaries in Canada. Out of the fifty-two, five are regional mental health facilities, five are regional women's institutions, and one is a women's healing lodge.

Maximum-security Institutions

Offenders who pose a serious risk to the community, staff, and other offenders are housed in maximum-security institutions. The perimeter is well defined, highly secure and highly controlled. The movement of offenders is strictly regulated and supervised.

Medium-security Institutions

Offenders who are considered a risk to the safety of the community are housed in these institutions. The perimeter is well defined, secure and controlled. Inmate movement and association are regulated and supervised.

Minimum-security Institutions

Offenders who pose a low risk to the safety of the community are housed in these institutions. The perimeter is defined but not directly controlled. Freedom of movement, association and privileges are moderately restricted. A minimum-security institution is often the offender's last stop before re-entering society.

Multi-level Institutions

Offenders with varying security classifications are housed in separate secure areas of the institution.

Regional Psychiatric Centres

The needs of male offenders requiring in-patient treatment beds are primarily met through the regional treatment/psychiatric centres. For women offenders with significant mental health needs, separate units have been established at each of the women's facilities with the provision of a higher level of staffing and program intervention.

Parole Offices

There are 19 district offices in Canada, which oversee 71 parole offices. Each office has parole officers responsible for supervising conditionally released offenders in the community.

Community Correctional Centres

CSC has 17 community correctional centres across Canada, which are designated as minimum-security institutions. Offenders on day parole or other forms of conditional release are housed in these facilities. Each centre has a director, support staff, parole officers, and program officers who work together to supervise and provide programs for offenders to prepare them for full parole or statutory release.

Community-based Residential Facilities

There are 175 of these facilities across Canada, providing accommodation and 24 hour supervision, counselling and programming to help offenders reintegrate successfully into the community. These halfway houses are operated by non-profit agencies or private corporations contracted by CSC.

The Institutional & Community Correctional Environment

Management of Emergencies

There are times when emergencies occur in federal correctional facilities. Some of these situations are a result of offenders' actions while others are not. Some emergency circumstances result in lockdowns of institutions or various types of searches of either persons or cells. Emergencies can include such things as major disturbances, escapes, assaults, as well as captive and barricade situations. The goals of CSC in responding to emergencies are to:

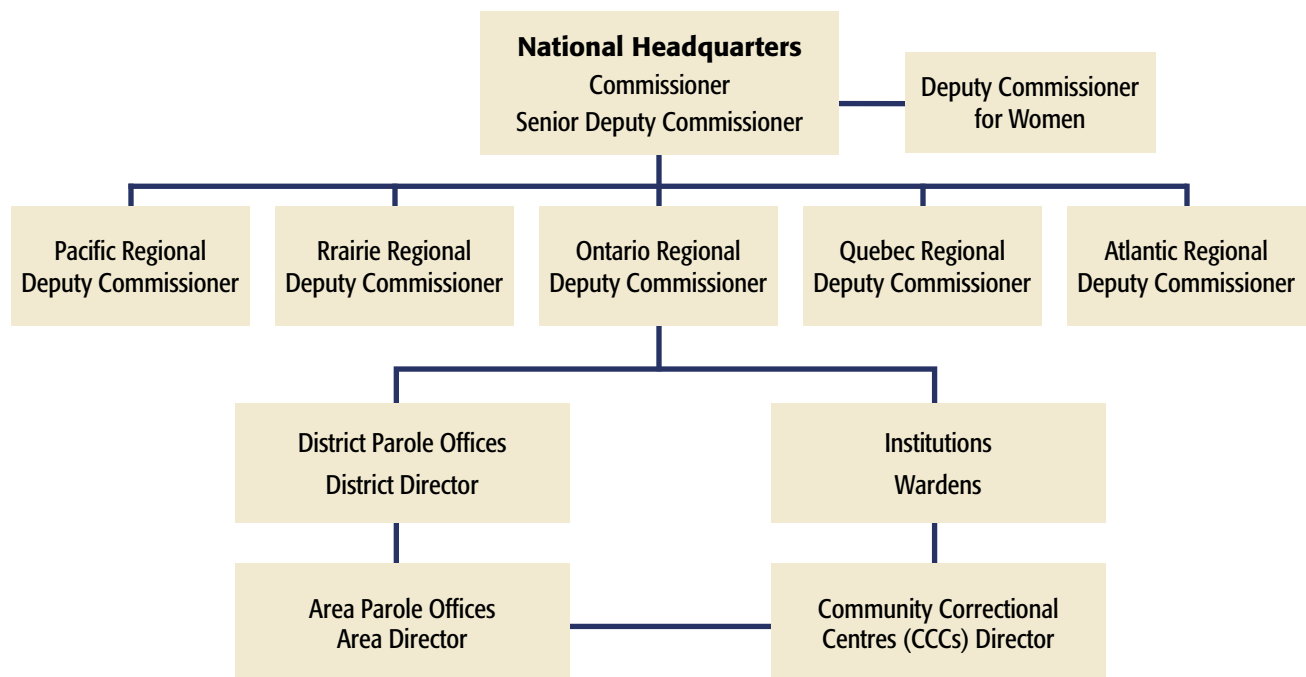
- Isolate and contain the emergency as soon as possible;
- Ensure personal safety;
- Prevent escapes;
- Minimize damage to property;
- Resolve using minimum level of force; and
- Restore order as soon as possible.

All institutions have a Crisis Management Team (CMT) Model in place to deal with emergencies along with a contingency plan that directs and guides staff in responding to emergencies. All CSC volunteers must follow the direction of staff and stay in their assigned areas until directed otherwise.

Security

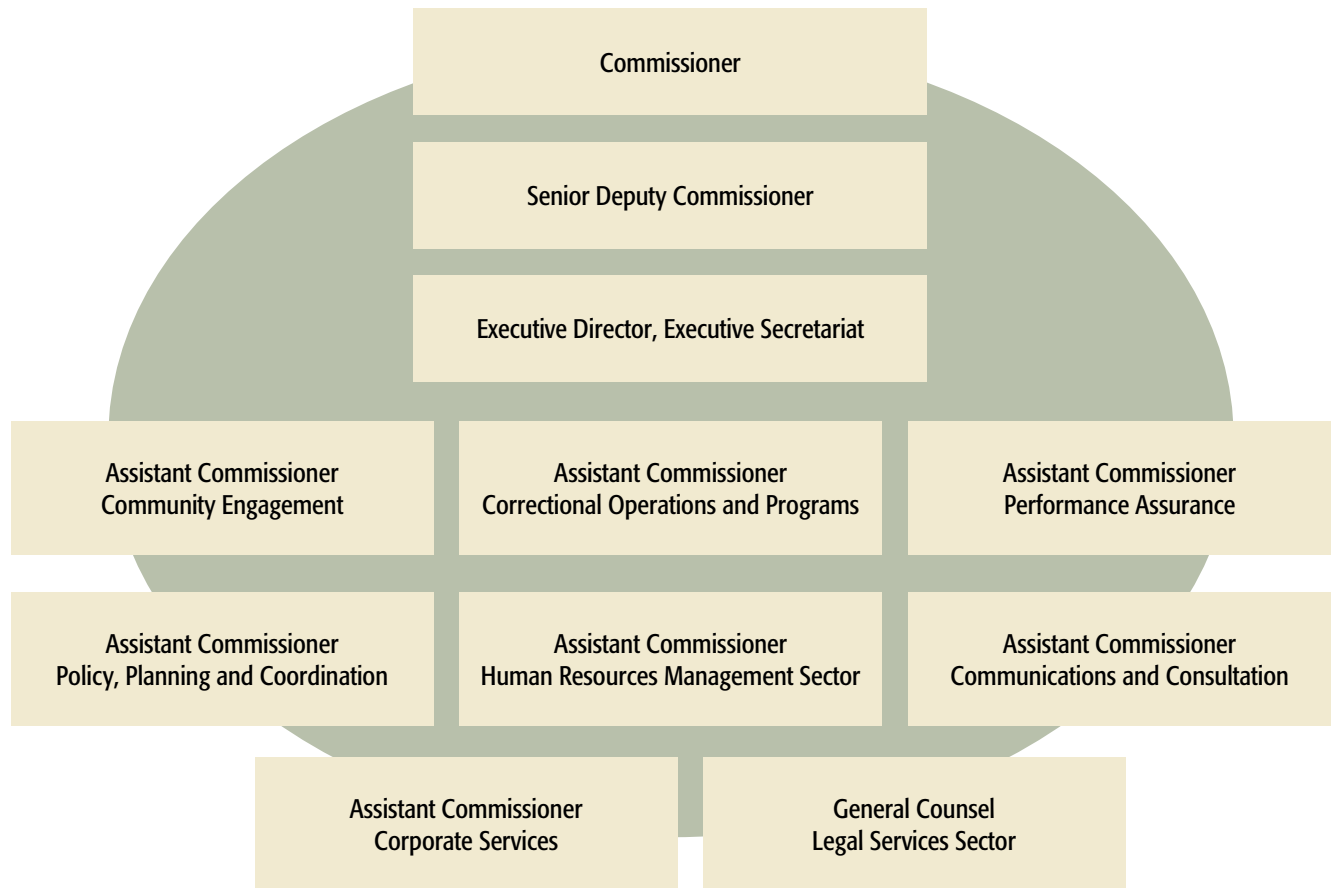
It is important that you learn the rules and regulations associated with the institutions and community offices. With a clear understanding of the security issues while working in the correctional environment, you will contribute to the overall safety of yourself, the staff and the offender. Your initial training includes security issues such as code of conduct and confidentiality, offender rights, manipulation, appropriate and inappropriate behaviour, institutional security/community security, contraband, and use of force.

Organization of the Correctional Service of Canada



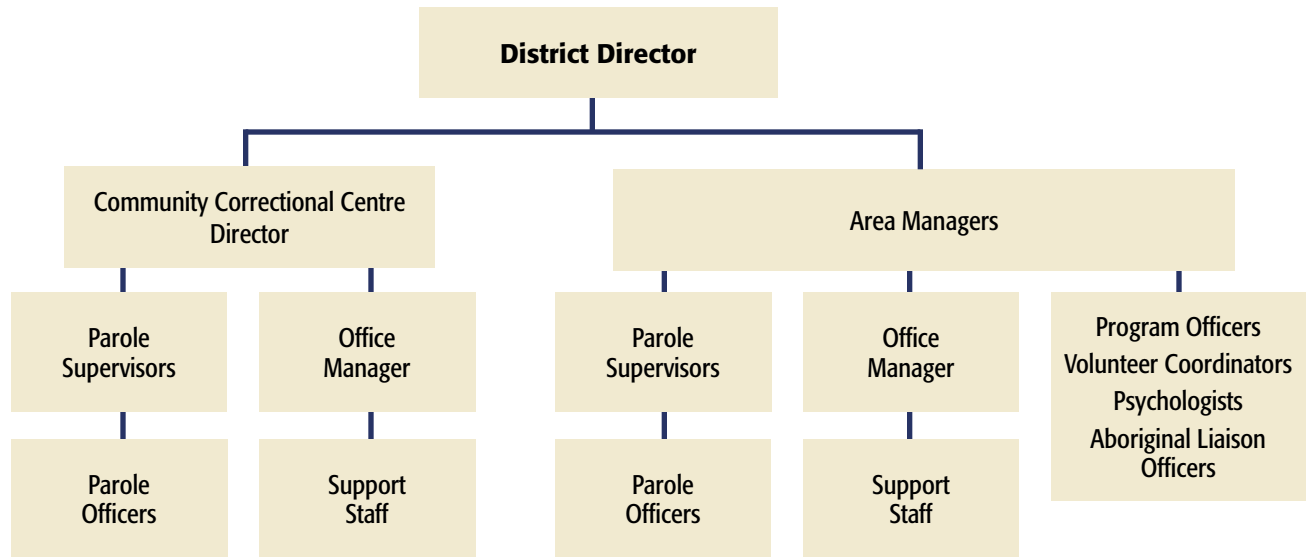
The Institutional & Community Correctional Environment

CSC - National Headquarters

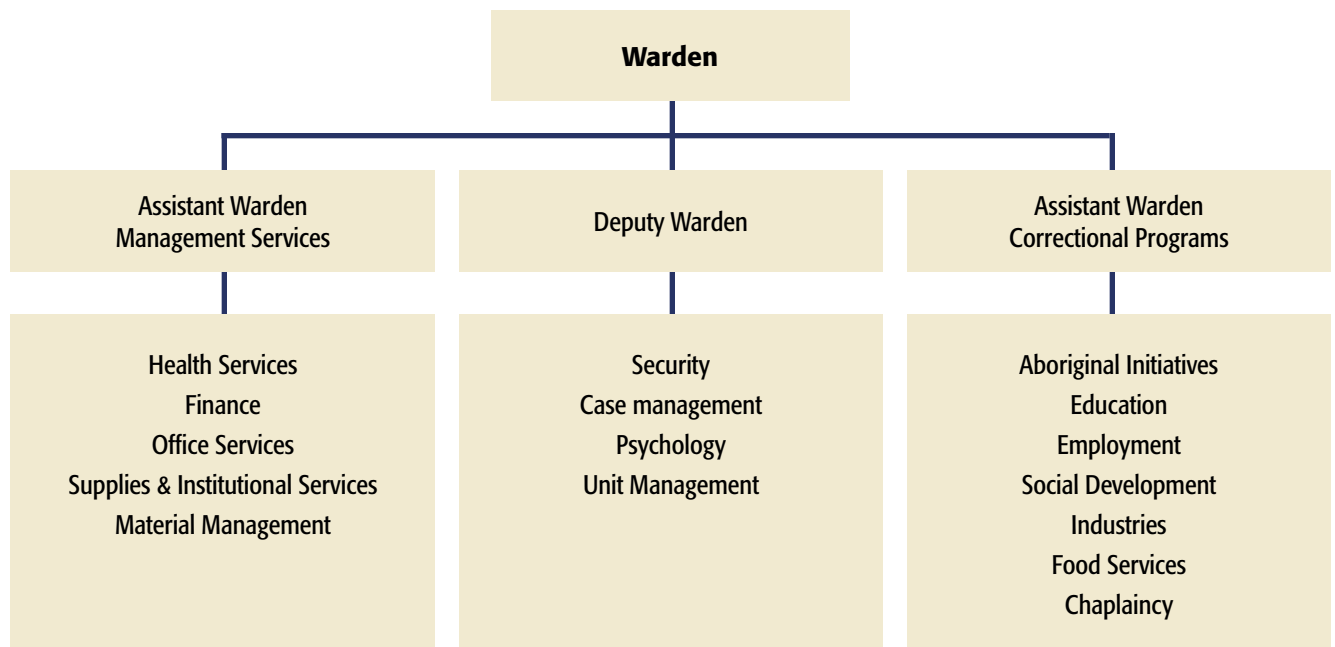


The Institutional & Community Correctional Environment

Community Reintegration Operations



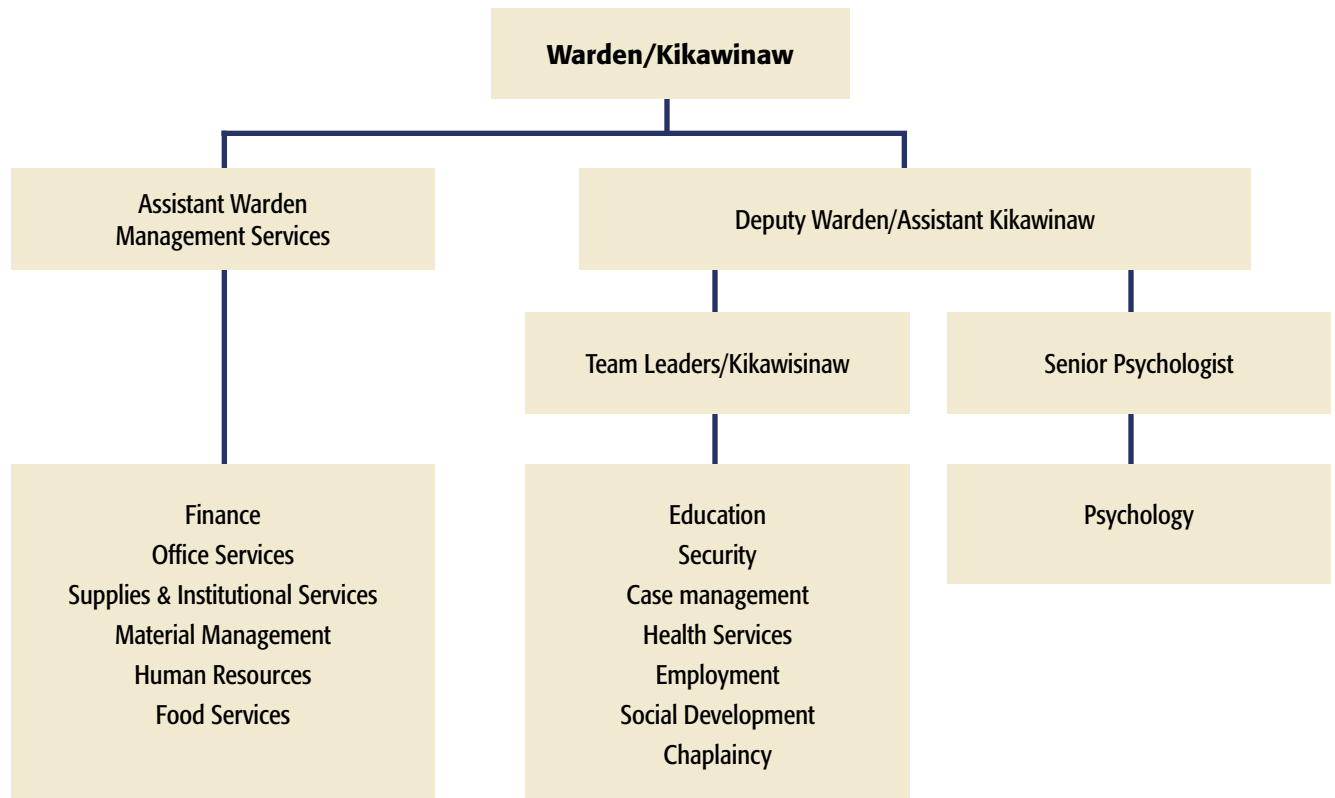
Institutional Organization



*May vary region to region

The Institutional & Community Correctional Environment

Institutional Organization - Women's Institutions



*May vary between Women's Institutions and Healing Lodges

Volunteers

Volunteers

“An individual or group donating time and talents to a specific task or project without salary or compensation other than for allowable out-of-pocket expenses associated with the volunteer activity.”

Source Unknown

The word “volunteer” comes from the Latin “voluntas”, which means “the will”. The French word for volunteer, “bénévole” adds the meaning that volunteers are acting out of good will. Volunteerism within Canada’s prison system began with churches that met the needs of prisoners almost exclusively. Annually CSC has over 10,000 volunteers across the country working in the community and in institutions.

As a volunteer with CSC, you are in a position to learn and experience an area of great diversity and interest. You are able to benefit the community as a whole by helping the offender make a successful reintegration as a law-abiding citizen. CSC is able to benefit from the knowledge and expertise that you bring when you volunteer in the community or the institution.

Why CSC Engages Volunteers

CSC provides a supportive correctional environment that encourages offenders to become law-abiding citizens. The CCRA provides direction to CSC and clearly states that, “the Service shall facilitate the involvement of members of the public in matters relating to the operations of the Service.” CSC’s Mission states that it will “ensure volunteers form an integral part our program delivery in institutions and the community.”

Why Volunteers are So Valuable to CSC

Recognizing the value that local citizens can contribute to the correctional process, CSC encourages greater volunteer involvement. Volunteers help bring a new perspective to the organization. They help CSC to keep in touch with the community and become aware of issues surrounding its facilities. The following are examples of what volunteer services can help achieve:

- Close the social gap between institutions and the community by bringing the community into prisons, which can lessen inmate isolation.
- Help offenders positively return to the community.
- Help to establish beneficial relationships between CSC and the community.
- Contribute to reforms in the CSC and help start new programs.

The Volunteer Co-ordinator

CSC’s volunteers are managed by volunteer co-ordinators - either as paid staff positions or on a volunteer basis. The co-ordinator of volunteers is responsible for the recruiting, screening, training and placing of volunteers in specific service areas. The co-ordinator is responsible for consulting with staff to identify and prioritize programs and projects that would benefit from the participation of volunteers. They must evaluate the skills and competencies required for the volunteer positions and forecast the number of volunteers needed to implement assignments.

Volunteers and CSC

The Volunteer Co-ordinator's Role

- Planning the recruitment process
- Determining where volunteers can best be utilized
- Writing job descriptions for each volunteer position
- Planning and implementing orientation and training programs
- Orientation of staff and identification of supervisors for volunteers
- Interviewing, selecting, and placing volunteers in consultation with other staff
- Keeping up-to-date records of volunteer service
- Ongoing publicity of the volunteer program
- Continuing follow-up on volunteers and evaluation of the program

Benefits of volunteering with CSC

- You will be given worthwhile and interesting assignments
- You will receive a specialized curriculum for volunteers
- You will be recognized and acknowledged for the work you carry out and gain a sense of belonging to the CSC team
- You will receive clear expectations in your course of volunteer involvement
- You will always be kept informed and trusted
- You will receive feedback and confirmation that what you do matters to CSC and the community
- You will be given opportunities to improve your skills and learn new ones

Profile of Volunteer Activities in CSC

Volunteers contribute to the correctional system in many ways. The following are some of the activities and assignments available to volunteers:

Education:

Tutoring, literacy training, computer skills, and creative writing and vocational skills.

Escorts:

Escorting offenders to meetings, appointments and support groups in the community. This is a vital contribution as these support groups help the offender successfully re-enter society.

Multicultural & Ethnic Programs:

Providing advice on ethnic and cultural issues and often acting as translators and interpreters. Also, involvement in cultural activities for groups such as Black Brotherhood & Black Sisterhood, and Jewish, Muslim, Punjabi and others groups as well.

Native Liaison:

Involvement in sweatlodges, healing circles, feasts, and alcohol and substance abuse programs, which are programs directed towards the issues faced by Ab-original peoples.

Health Care:

Assistance with HIV/Aids awareness, palliative care, and suicide prevention.

Social/Recreation:

Directing, organizing, and participating in sports activities, theatre events, quilting groups, family social events and holiday projects.

Parole Offices:

Volunteers with special skills (ie. mental health professionals or teachers) may be assigned to an offender who requires assistance in the volunteer's area of expertise, under the direction of a parole officer. Trained volunteers provide offender

Volunteers and CSC

classification services, post-sentence reports and case management assistance to parole officers.

Chaplaincy:

Providing fellowship, worship services, faith-based activities and interventions. These volunteers bring a continuity of care from community to institution and back to community. Community chaplains and volunteers are involved in this endeavour.

Citizens' Advisory Committees (CAC)

CSC has been legally mandated by the CCRA to involve members of the public in matters relating to its operations. Currently, Citizens' Advisory Committees are attached to most operational units in each of the regions. Members are appointed and CSC is responsible for their training. Local CAC members must be representative of the community and reflect its needs and demographics (e.g. ethnic composition, gender, age, language, etc.). There are close to 600 citizens involved with CACs in a number of communities across Canada. CACs provide a means for the community to represent and express itself in CSC's work. Their role is to provide advice, act as impartial observers, and to act as liaison between offenders, CSC staff, and the public. The goals of CACs are to promote public knowledge and understanding of corrections through communication among offenders, CSC staff and the public; contribute to the overall development of correctional facilities and programs; foster public participation in the correctional process; and participate in developing community resources designed to support correctional programs.

National Volunteer Association (NVA)

In November of 2001, the Solicitor General of Canada announced the formation of the National Volunteer Association (NVA) in response to the Government's pledge to build local solutions to problems we are facing in our communities. The purpose of this organization is to provide a voice for the volunteers across the country as well as acknowledge and assist those who volunteer within the federal correctional system. Their main objectives are to:

- Engage more citizens as volunteers;
- Enhance CSC's ability to ensure volunteers are an integral part of the reintegration process;
- Develop and maintain open dialogue between the volunteers and community partners such as the John Howard Society, Salvation Army, etc.; and
- Promote volunteers' contributions and efforts in the institution and the community.

Orientation and Training

Orientation and training sessions for CSC volunteers are mandatory. CSC encourages volunteers to become familiar with its policies, procedures, goals, philosophy, mandate and objectives. Volunteer coordinators will do their best to schedule training at the most convenient time for all. The coordinators will also be able to adapt a session for group or individual presentations. Orientation and training will help give volunteers a good understanding of CSC and also have all the volunteers begin on a positive note and provide a sense of belonging. It is very important that all volunteers understand CSC's mandate clearly, why it operates the way it does, and what the Canadian public expects from it as an organization.

Prior to commencing involvement and dependent on the level and area of involvement, volunteers must have:

- Completed a volunteer application form - on file with the volunteer coordinator
- Attended a volunteer orientation
- Completed a personnel screening, consent and authorization form (enhanced reliability clearance - where necessary)
- Provided references and have them checked
- Had a photo identification card picture taken

Additional Information will be required if you are going to be a Citizen Escort:

- Copy of driver's licence
- Copy of insurance papers
- Copy of driver's abstract

There may be additional information required such as any health concerns. You may be asked to disclose any allergies that CSC should be aware of such as bee stings, peanuts, etc.

What to Expect at the Orientation Session

- Experienced volunteers within CSC will share their story on their involvement;

- Staff will speak about how volunteers have affected their jobs in a positive way and how much they help;
- A brief discussion on the Mission of CSC and it's relation to volunteer activity within CSC;
- Discussion of the legalities surrounding volunteers such as accident insurance, etc.;
- Training expectations will be outlined;
- An explanation of what CSC expects from their volunteers will be provided;
- A discussion of what volunteers expect from CSC;
- A brief presentation on the history of CSC and an explanation of the Canadian Criminal Justice System; and
- Completion of the volunteer application and enhanced screening forms (*as required).

Identification

Volunteers are required to carry official CSC identification that will be provided by the Institution/District. The Visual Identification Processor (VIP) gives volunteer ID cards their own distinct background colours. These different coloured backgrounds help distinguish volunteers from staff. The initials "NVA" are also printed on the card to identify that an individual is part of CSC's National Volunteer Association.

Position Description

- Always obtain a description of what will be required of you for your service from the Volunteer Co-ordinator or Staff Sponsor.
- Become familiar with the duties listed and use it to guide you in your service. This position/service description has been developed in co-operation with the area in which you will be involved, to meet particular needs.
- If you have any questions or concerns, please address them with your staff sponsor, volunteer liaison or the co-ordinator of volunteers who will be happy to assist you in any way.

Orientation and Training

Training and Supervision

It is the responsibility of the staff sponsor or volunteer liaison in your area to train you, according to the specific position/service description for your area. You may also be provided with a second “refresher” training session. If you feel further instruction is required, please contact your trainer. Upon completion of training, a “Training Checklist” must be signed and returned to the volunteer program area (see volunteer training sheet checklist at back).

It is the responsibility of the staff in your area to supervise and direct your actions. This supervision can be a short update each time you come in regarding the area and assignment of specific duties. If you do not feel comfortable performing any of the duties assigned, please discuss this with your staff sponsor or volunteer liaison. Always inform the staff when you are leaving the area for breaks so they can locate you, if required.

CSC Volunteer management

CSC’s intent is that all our volunteers work in an atmosphere where they feel welcome, appreciated and have the chance to make a valuable contribution. Because of the nature of the work, volunteers are required to meet high standards. The following is meant to inform you of some of the general responsibilities expected of volunteers while involved in the federal correctional system.

Screening

Why we must screen our Volunteers

The *Government Security Policy* (GSP) requires that all individuals with access to government information and assets be reliable and trustworthy. Therefore, prior to the commencement of duties, any individual who requires access to government assets and information must undergo a reliability check and be granted a Reliability Status. The *CSC Departmental Security Procedures Manual* further states that this applies to all

employees of the Correctional Service of Canada, its contractors, employees of contractors and **volunteers**.

Information collected about you for the purpose of providing a security screening assessment is done so under the authority of the GSP and is protected by the provisions of the *Privacy Act*. Collection of the information is mandatory: a refusal to provide the required information (including name, address and date of birth; relevant education and/or professional qualifications and/or employment data; and previous employer and identified references) will preclude the granting of a Reliability Status.

Required information for each participant must be submitted to correctional authorities for processing at least one week in advance of the activity taking place. In some cases, however, it may also be necessary to obtain an individual’s fingerprints in order to make a positive identification. All information is stored in Standard Employee Bank PSE 921.

Risk Management - What Is It?

Risk management is a sound approach to reducing the frequency and severity of incidents. There are two stages in the process:

i) Risk assessment

Identifies and puts in priority issues associated with the volunteer activities. It also evaluates the effectiveness of the present risk control measures.

ii) Risk management

The process of making decisions for managing risk; and the putting in place and re-evaluation of this process at certain times to determine its effectiveness.

Volunteers will frequently be made aware of any risks that might occur during their volunteer activities at each site. We will ensure that everything is being done to protect volunteers, offenders, staff and the public during volunteer activities.

Orientation and Training

Insurance

The Treasury Board Secretariat (TBS) is a central government agency that provides advice and guidance to federal government departments. Their objective is to help provide consistent high quality service that addresses the needs of Canadian citizens. TBS focuses on handling federal resources, managing people and serving Canadians.

The Treasury Board's *Volunteer Policy* facilitates the establishment and management of volunteer programs in order to protect volunteers and the Crown against any risks to which either party may be exposed. All volunteers are covered under the Government of Canada's Volunteer Program comprehensive accident liability insurance. This policy ensures that volunteers are given risk protection similar to that received by departmental employees. Volunteers need not complete any forms unless there is a claim for which assistance is needed.

Privacy Issues

The *Privacy Act* protects the personal information of any individual under a government department, including offenders, staff, and volunteers. The *Privacy Act* restricts who can get personal information and for what purposes, therefore it influences what you can say about offenders outside of your volunteer activities. Information may only be collected on behalf of a government department for the purposes of that department's programs and activities. Any information collected may only be used for stated purposes, unless the individual has consented for it to be used for other reasons. Finally, the *Privacy Act* governs how federal departments collect, manage, retain, and dispose of this information.

Standards of Conduct and Safety for the Volunteer

CSC has high standards of conduct for staff. Similarly, our volunteers are expected to conduct themselves

in a professional and ethical manner. CSC staff must meet high standards of honesty and integrity and must approach volunteer activities with a spirit of openness, fairness and co-operation. Volunteers are asked to respect professional attitudes and methods and follow the rules and regulations that all CSC staff abide by. CSC staff will clearly set out what the limitations are for volunteers in the course of their activities. Safety for staff, volunteers and the offender are always the first concern.

Relationships with Staff

Keep lines of communication open with staff. Get to know staff at all levels. They can provide you with background information and advise you about institutional procedures or personnel. **Please don't be afraid to ask questions!**

Before beginning your duties, be sure you understand your role, responsibilities and limitations. Your initiative will be appreciated but do not take on new tasks before consulting your supervisor. Your goals should be similar to those of the staff and not at cross-purposes.

You may find that as you spend time with some offenders, you may be expected to adopt their perception of staff. This may pose problems for you, but the problems will be easier to resolve if you have established a relationship with staff which is independent of the information provided to you by an inmate. Follow direction from staff. If you have cause for concern, seek clarification from senior staff or call your volunteer coordinator.

Offenders must know that any information volunteers receive which involves the safety of staff, the institution, the community or other inmates, will be passed on to staff. If ever volunteers obtain information or encounter a situation that risks compromising the safety of persons, they have a responsibility to immediately inform staff in the area of their work. Problematic situations are less likely to arise if it is understood at the

Orientation and Training

beginning of a relationship that volunteers are expected to provide regular feedback to staff.

Appropriate Relationships with Offenders and Ex-offenders

In your relationship with offenders in the institution or working in the community with an offender or ex-offender, it is important that you establish limits to your supportive role at the outset. We ask all volunteers to actively encourage and assist offenders and those released into the community to become law-abiding citizens. CSC expects you to have a productive relationship that shows honesty and integrity with offenders - one which always encourages their successful reintegration into the community. The Service expects each volunteer to avoid conflicts of interest with offenders and their families. We expect all our volunteers to respect an offender's cultural, racial, religious and ethnic background and his or her civil and legal rights.

General Profile of Offenders

All offenders do not fit one definitive profile, but there are some similarities. Prison life will affect an inmate's behaviour. You will come to understand that prison life increases the offender's isolation from relationships and opportunities. The following are some commonalities among offenders that you **may** find if you are volunteering with the offender population:

- Significant lack of community support and less likely to have co-workers, law-abiding friends and others who can provide guidance, assistance, and a sense of belonging.
 - Lack of internal controls, i.e. impulsiveness.
 - History of criminal behaviour from a very early age and sometimes serious and frequent criminal behaviour as a juvenile.
 - Grew up in a disruptive home environment.
 - Difficulties with learning and usually lacking formal education.
 - Low self-esteem and may display a helpless attitude.
- Lack of marketable work skills and has unstable work history.
 - Lack of insight into his/her problems and rationalizes behaviours.
 - Lack of adequate problem solving, social, and general life skills.
 - History of drug or alcohol abuse.
 - Displays a general negative attitude and a value system unique to the criminal subculture.

Understanding the Offender's Frustration and Limitations

The inmate in particular is confined and lives with a great deal of frustration and stress. For example, inmates have:

- Less opportunity to exercise independence and individuality;
- More pressure to embrace criminal values;
- Less privacy;
- Infrequent change of routine and the unchanging scenery;
- Restricted access to relationships and contact with their families and friends, as visits and calls to loved ones are limited; and
- Restricted access to many goods and services commonly available outside prison.

Do not be anxious by the often negative emphasis of general inmate profiles. All volunteers must understand that the inmate is a human being with problems, needs and, hopefully, goals. Criminal behaviour is not inherited. If many offenders had access to such basic needs as a stable home environment, self-respect, a sense of belonging and commitment to the community as well as economic security, it is less likely that they would have committed a crime. The offender needs close contact with at least one person whom he/she can trust, and be sure that the relationship will not be misused. As a volunteer, you can build a relationship with the offender based on mutual trust and confidence. You can be assured that this relationship will enhance the inmate's sense of self-worth and will contribute to the successful reintegration of the offender back into the community.

Health issues for offenders and the effect on the community

Many offenders arrive at a federal institution with physical and psychological conditions that could pose a risk to themselves, staff and others. The following is an overview of the conditions that are most prevalent in the correctional setting.

Within the institutions there are some offenders who are considered a high risk for infectious disease such as HIV/AIDS, Hepatitis A, B and C, and Tuberculosis (TB). Research shows that many offenders have substance abuse problems and some have serious mental disorders that require specialized treatment.

Infectious Diseases

In 2002, CSC data indicated that almost 2% of the general offender population was known to have HIV. In the same year, roughly 24% of the offender population had hepatitis C.

Many offenders are vulnerable to these diseases due to high-risk lifestyles, both before they arrive in prison and while incarcerated. High-risk behaviours include injecting drugs, sharing needles, body piercing, tattooing and unprotected sex. In the institutions, there are people who are at high risk for TB infection, particularly Aboriginal Canadians, foreign-born individuals and injection drug users. TB is transmitted through the inhalation of airborne organisms. Shared air space and a large number of people living in a confined location, such as an institutional environment, increases the potential for transmission of this airborne disease.

Treatments and Responses to Infectious Diseases by CSC

CSC entered into a partnership with Health Canada through the Canadian Strategy on HIV/AIDS. CSC's HIV/AIDS programming focuses on education, prevention, care, treatment and support. All offenders have access to medication and specialists are available for assessment and monitoring. CSC has a voluntary Hepatitis A and B immunization program, and for Hepatitis C and HIV, voluntary testing is performed.

For TB, CSC offers a voluntary 2-step TB skin test on newly admitted offenders and annual TB skin testing of all offenders. Each CSC region has a designated number of facilities/rooms to which an inmate suspected of having, or confirmed to have active TB disease, may be transported in order to implement respiratory precautions.

TB screening and surveillance of CSC staff is the responsibility of Occupational Health and Safety, CSC. The Workplace Health and Public Safety Programme (WHPSP), Health Canada, provides advice and staff to conduct screening and surveillance activities on behalf of CSC. Staff screening participation is voluntary. The assessment includes a TB history, risk factor and symptom inquiries, as well as a Tuberculin Skin Test (if indicated).

Volunteers and contractors may be required to provide documentation of their baseline TB status to CSC prior to starting work in a CSC institution. Further assessment, i.e. annual screening, may also be required if these individuals have direct and extended contact with offenders.

Substance Abuse

Substance abuse is a serious problem for federal offenders. Roughly 79 percent of Canadian offenders have some problem with drugs and/or alcohol. All correctional jurisdictions around the world have a problem with drug use among offenders. CSC has “zero-tolerance” for the presence or use of drugs in its institutions because drugs have a negative impact on reintegration efforts; they threaten the security of an institution and contribute to the spread of infectious diseases.

In the community, this issue raises serious concern for the safety of the public as it is often related to the carrying out of a crime and the transmission of infectious diseases.

Health issues for offenders and the effect on the community

Treatments and Responses to Substance Abuse by CSC

CSC's drug strategy is based on the "National Canada Drug Strategy" and the intent is to eliminate drug use in correctional facilities by reducing the supply of and demand for drugs. This will then affect the spread of disease among offenders. The intent is to assist the offender to successfully re-enter society as a law-abiding citizen. With the decrease in substance abuse, the offender has a much higher chance of living in the community productively.

These initiatives are ongoing by CSC to try and reduce the supply of drugs:

- Non-intrusive searching of all visitors entering institutions using metal detectors, ion scanners and drug detection dogs
- Searching of cells, grounds and buildings and offenders are carried out regularly
- National random urinalysis program that tests urine samples of five percent of the offender population each month

These initiatives are ongoing by CSC to try and reduce demand for drugs:

- Substance abuse programs for offenders (intermediate and low intensity)
- High intensity substance abuse programs for those offenders with the most severe problems
- Provision of Intensive Support Units for those who want to live drug-free while incarcerated
- Methadone maintenance treatment
- Opening of the Addiction Research Centre to provide a focal point for all drug and alcohol research conducted by CSC

Mental Disorders

Offenders with mental disorders have difficulty adjusting to life in prison. They have a higher risk of suicide or self-injury. They usually require more assistance in the reintegration process and may need more support services in the community, including such things as alternative housing and additional counseling. Unfortunately, there are limited community supports for these offenders and this adversely affects their eligibility for conditional release.

Roughly 19 percent of the inmate population suffers from a mental disorder that may require specialized intervention. Upon entering a CSC facility, inmates are assessed to determine where they should be placed.

Treatments and Responses to Mental Disorders by CSC

- Intensive (acute) care is provided for acutely mentally disordered offenders such as psychotics and schizophrenics at regional treatment/psychiatric centres
- Intermediate and chronic care is given to offenders with mental disorders who need crisis intervention and transitional care. Programs and services of mental health units are located in regular facilities and delivered by mental health professionals

Ambulatory care is provided to those who have had episodes of mental disorder within the past year but are not in an acute phase of illness.

Overview of the Management of offenders

By complying with the principles of the CCRA that are mandated by law, CSC manages the offender population using the following methods:

Offender Intake Assessment

Upon entry into the federal system, each offender undergoes a review called the **Offender Intake Assessment** (OIA) - an approach that evaluates risk and correctional needs.

CSC then determines the offender's security classification (maximum, medium, minimum) based on his/her escape risk, public safety risk and institutional adjustment.

The transfer decision is then made. This decision determines the security level and institution the offender will be housed at. Again, the decision is based on how to best accommodate his/her needs and risks.

The Correctional Plan

Once the placement is made, a correctional plan is developed for each offender. This plan is based on the results of the OIA. The plan is based on addressing the specific factors that relate to the offender's criminal behaviour. For example, if substance abuse is a problem, (as with many offenders) then the plan will focus on breaking the cycle of substance abuse. If violence is a problem, then the plan will focus on teaching offenders to understand the dynamics of their abuse and train them to replace these abusive behaviours with positive, non-abusive skills and conduct.

The correctional plan details all the programs, interventions and activities to be undertaken by the offender to address the reasons that led to their incarceration. The plan acts as a yardstick against which the offender's progress can be measured throughout the sentence.

Progress is continually monitored and is a significant consideration in all decisions relating to the offender, including transfers to reduced security or conditional

releases. Public safety is always the paramount consideration in these decisions.

Security Re-Classifications

The security classification of an offender is reviewed annually or bi-annually, at a minimum. There must be a review when new information is provided that leads staff to recommend a change in the level of security. The *custody rating scale* and *security re-classification scale* are research-based tools used by staff to determine the most appropriate level of security throughout the sentence. It is important to understand that these scales provide a broad assessment of an offender's performance while incarcerated. This includes behaviour, correctional program and work progress. It is important to understand that the term "cascading" does NOT mean that offenders are fast-tracked through the system with no regard for the risk they pose.

The transfer of an offender to lower security depends on their progress at the current level and upon the assessment of the risk for public safety, escape and institutional adjustment. As offenders progress through the correctional system to lower security levels and more freedom of movement, the programs and activities are tailored to more closely reflect the conditions the offender is likely to encounter once released into the community.

Correctional Programs

Offenders who are in prison or on parole are able to receive a variety of accredited programs that CSC offers. These programs address the attitudes and thinking that led to the offender committing the crime. The programs are also geared to help the offender develop social skills and advance their education.

The objective is always to ensure the offender's safe return to the community and enhance their chance for getting and holding a job. These programs are supported by current research and have definite criteria for selecting participants and a process for measuring

Overview of the Management of offenders

progress throughout the program. CSC does a regular review of these programs to determine their effectiveness. Programs that teach behavioural skills are the most effective in reducing recidivism rates. Research has shown that teaching these skills lessens the likelihood of re-offending by 50 percent.

It has been shown that rehabilitation programs are much more effective when they are delivered in the community, as opposed to a correctional setting. Support in the community is therefore critical to the safe reintegration of offenders.

Correctional Programs focus on several main areas:

- Cognitive skills
- Anger Management
- Violent behaviour and prevention
- Substance abuse
- Sexual deviance
- Family violence
- Education
- Literacy
- Aboriginal-specific programming

Community partners and Institutional program links

Programming in the community can be effective in reducing the risk of recidivism and is a basic component of the overall correctional strategy. Along with CSC's volunteer program in the community and institution, CSC has established many varied links with agencies and individuals in several Canadian communities. CSC has contracts with non-profit voluntary agencies such as the John Howard Society, Elizabeth Fry Societies, St. Leonard's Society and the Salvation Army along with working closely with Aboriginal and faith communities. Below are some examples of *community partnerships* and their role in helping to safely reintegrate offenders back to successful life as law-abiding citizens.

Volunteers

Volunteers are the vital link between the institution and the community and CSC's volunteer program is one way of assuring the involvement of citizens in correctional matters. One of the most important roles a volunteer offers is being a positive role model and showing the offender that someone from the community does care. Volunteers contribute to the general public's awareness of issues facing corrections.

Citizens' Advisory Committees (CACs)

CACs are voluntary, independent, citizen-based committees that provide advice on the implementation and development of correctional facilities and programs; they act as impartial observers on daily operations; and they are the link between CSC and the public working to build understanding and support for the correctional process.

John Howard Society

The John Howard Society is part of an international movement dedicated to understanding and responding to problems of crime and the criminal justice system. They work with people who have come into conflict with the law and advocate for change in the criminal justice process. They are very active in educating the public on matters relating to criminal law and its application. They enthusiastically promote crime prevention through community and social activities.

The Canadian Association of Elizabeth Fry Societies

This association provides a variety of programs and services designed to meet the needs of women offenders. This support starts from the time a woman is arrested through to her discharge from prison and return to the community. Services include life skills; counselling (issues such as abuse, employment, and financial assistance); dispute resolution; accommodation; drop in centres; court assistance and emotional support. They also monitor impending changes in the law and in government policies that may have an affect on the status of women.

Overview of the Management of offenders

St. Leonard's Society

St. Leonard's is a national ecumenical, voluntary organization with the goal of preventing crime and promoting responsible community living and safer communities. They assist people who have come into conflict with the law and prevent recidivism by providing educational programs, workshops, community residential facilities and other programs.

Salvation Army

All members of the Salvation Army are called soldiers and must uphold the Army's beliefs and moral standards such as abstaining from alcohol and tobacco. Most members already have a job or profession and offer their services in prison ministry or community corrections as volunteers. They have a wide range of social, medical, educational and community services such as programs that help support and rehabilitate offenders. These include support during police court cases and help on discharge, visiting offenders, providing anti-suicide, drug and alcoholism counselling, accommodation for the homeless, food for the hungry and care for the elderly.

LifeLine

LifeLine is a social program designed for the men and women serving life sentences in federal penitentiaries or in the community. This program is delivered through a partnership between CSC, NPB and community-based sponsoring agencies. Through this program, paroled lifers who have been successfully living in the community for at least five years return to institutions to offer support to incarcerated lifers throughout their sentence. Lifeline's mission is to help offenders make a successful, supervised, gradual reintegration into the community.

Aboriginal Communities

Many offender reintegration initiatives involve members of Canada's Aboriginal communities. These volunteers teach native culture, traditions and spirituality along with advice to offenders, staff and members of the NPB. Aboriginal community members are also involved in visiting programs, social and recreational

activities and many other programs and services to offenders.

Faith-based Communities

The programs in prison ministry enlist the resources of many faith communities, partnering with CSC to promote spiritual healing and ensure the safe reintegration of offenders. This includes offenders in custody and on release, families of offenders, the community and victims of crime.

Community Chaplains

Community chaplains have a critical role in the institution and the community. They work with chaplains inside the institution to build relationships with offenders prior to their release and with the local parole office to participate in the strategy for supervision. Chaplains are heavily involved in community development work and public education, assisting offenders on parole to find resources and helping them to build a supportive climate of public opinion. They provide emotional and spiritual counselling, workshops, worship services, practical assistance and friendship to the offender.

Circles of Support and Accountability

Through community chaplaincy, there are approximately 75 *Circles of Support and Accountability* for high-profile sex offenders. These Circles, organized by faith groups, form a "covenant" with a released sex offender to accept the Circle's help and advice in an effort to adhere to their treatment plan and to act responsibly in the community. There would be limited support for released sex offenders if these Circles didn't exist.

Restorative Justice

Restorative justice provides opportunities that are not otherwise available in the criminal justice system. The philosophy is a holistic approach to promote accountability, understanding, reparation and healing for those affected by crime. This approach strengthens the capacity of local communities to resolve conflict and build local solutions to local challenges. It is a way to encourage greater involvement of citizens by breaking the cycles of violence and victimization among all

Overview of the Management of offenders

people. CSC works with experts across the country to provide high quality victim offender mediation services to help respond to serious crime. CSC has also been applying these principles to help deal with conflict inside institutions. A strong network of volunteers working with CSC supports much of this work.

Gradual and Supervised release into the community²

Public safety is paramount in all of CSC's operations and decisions. CSC's timely preparation of each offender for his/her release is the safest strategy to contribute to the protection of society.

CSC works to ensure that offenders have the opportunity to reintegrate into the community gradually and are given the support, assistance and structure that they need to maintain their institutional gains. Community support is a key factor in the successful reintegration of offenders.

Federal correctional legislation sets out a range of conditional release that provides offenders with gradually increasing degrees of freedom that assist in making the transition to the community safe. Types of conditional release include: temporary absences, work release, day parole, full parole and statutory release.

Gradual reintegration does not mean the sentence has been completed. Conditional release means that offenders are subject to conditions and controls. Correctional partners, the police, community organizations, families of offenders and citizens who are involved in the reintegration process facilitate this release.

Gradual conditional release also allows CSC to identify offenders who are having difficulty making the transition and gives them the opportunity for early intervention.

Temporary Absences

If it is determined that the inmate will not present an undue risk to society, an escorted temporary absence (ETA) may be granted at any time during the sentence. An unescorted temporary absence can only be granted after an offender has served one-sixth of their sentence or six months, whichever is greater. These are short absences granted for a number of reasons including: medical, humanitarian, community service, family contact or to access rehabilitation programs. Offenders classified as maximum security do not qualify for unescorted temporary absences.

It should be noted that, in some cases, the authority to grant temporary absences rests with the National Parole Board.

Work Release

If it is determined that an inmate does not pose an undue risk, CSC allows offenders from minimum and medium-security facilities to do paid or voluntary work in the community under supervision - during regular working hours, returning to their facility at night. This gives them an opportunity to contribute to the community and contributes to their own reintegration. Eligibility for work release usually occurs at one sixth of the offender's sentence.

Day Parole

In preparation for release on full parole or statutory release, offenders may be granted day parole to participate in community-based activities during regular working hours, returning nightly to their facility. In most cases, offenders become eligible for day parole six months before their full parole date - although there are a number of timeframes relating to specific types of cases.

²While this section provides a general overview of conditional release eligibilities, please consult the CCRA for additional information on specific categories of offenders and/or offences.

Overview of the Management of offenders

Full Parole

Once offenders have served one third of their sentences (or seven years - whichever is less), they are eligible for full parole. This type of parole, once granted, allows the offender to live independently in the community. Full parole provides the offender with more access to community resources and support. It is also closely linked to an offender's correctional plan.

Under the *Corrections and Conditional Release Act* (CCRA) judges have the option at sentencing to increase the time that violent and serious drug offenders spend in a correctional facility by delaying their eligibility for full parole until they have completed one half of their sentence.

Statutory Release

By law, offenders not considered dangerous, serving sentences of fixed length, who have not been granted parole and who do not meet the detention criteria must be granted statutory release after serving two thirds of their sentence.

It is important to note that there are a minority of offenders who, if CSC believes are likely to cause serious harm or death, can be detained until the end of their sentences.

Community Supervision

Each day there are about 8,500 federal offenders living or working in communities across Canada under some form of conditional release. In the community, the first phase of intervention involves developing a strategy of how best to manage the offender once released. A supervision strategy is developed prior to any decision regarding an offender's release. It actually forms part of the information required by decision-makers when considering granting a release. The supervision strategy includes a balance of assistance, support, monitoring, interventions, programs and verification.

Public safety forms the basis for any conditional release decision that the National Parole Board makes. The risk assessment process provides the Board with the information it needs to make informed decisions regarding release. CSC gives information to the Board on the offender's history, risks, performance in prison, involvement in programming and the offenders' release plan. Also, community agencies, police, victims and others provide input as to the offender's ability to reintegrate successfully. All the information gathered assists the Board in its decision as to whether an offender should be released and under what conditions.

It is important to note that when an offender is released into the community, he/she must comply with a number of standard conditions related to the factors highlighted through the risk assessment process that would contribute to the offender's chances of re-offending. This assessment includes the number of times an offender must report to the parole officer in the community as well as in the parole office. The goal of these contacts is to provide a forum for the offender and his/her parole officer to set and evaluate performance objectives related to the offender's correctional plan.

The parole officer also ensures that offenders are linked to community services, volunteers and programs that can help them integrate successfully. The more ties the offender has to the community, the more likely they are to make a successful transition. This is another reason why volunteers are so critical to the success of CSC's mandate.

Breaching a Condition

Should the offender breach or violate a condition of his/her release he/she could be returned to prison. Police, service providers and the parole officer share information, to ensure continued monitoring of an offender's progress as well as his/her compliance with the correctional plan and adherence to the conditions of release. Any deterioration in an offender's behaviour that suggests an increase in risk could be met with strict control measures, including suspension of their parole.

Overview of the Management of offenders

Overview Summary of Post Sentencing

Sentencing

Offender is held in provincial custody



Preliminary Assessment

Conducted within 5 days following sentencing by a parole officer in the community who will:

- Assess immediate needs, such as mental, physical health, suicide risk, protective security concerns etc.
- Obtain offender's version of offence
- Obtain emergency contacts
- Obtain community contacts for community assessment



Transfer to Federal Custody - Intake Assessment

Assessment involves parole officers, special assessment teams, Psychologists, working with the offender, to:

- Orient offender
- Assess risks and need
- Conduct specialized assessments (e.g. for violent offenders, substance abuse, family violence, educational etc.)
- Prioritize program and treatment needs
- Establish security level and conduct placement in appropriate institution
- Collect background information on offender and past offences
- Complete offender criminal profile



Correctional Plan

Correctional plan is developed to address the specific factors that relate to the offender's criminal behaviour.

- Details the programs and activities to be undertaken by the offender to address the reasons that led to their incarceration.
- Acts as a yardstick against which the offender's progress can be measured throughout the sentence.

Progress related to the plan is continually monitored and is a significant consideration in all decisions relating to the offender. Public safety is always the paramount consideration in these decisions.



Overview of the Management of offenders

Overview Summary of Post Sentencing



Community Assessments

Community information is used to provide decision-makers with information from sources within the community. Several types of community assessments are prepared for key institutional decisions at various intervals throughout the offender's sentence as well as for review by the National Parole Board.

Formal assessments are generally completed for:

- Post-sentence and correctional planning purposes
- Private family visits
- Intra and inter-regional transfers
- Marriages, work release, etc.

Community information can be obtained through a spouse or common-law partner, other family members, friends and other identified sources of community-based support.



Transfer to Institution for Programs and Work & Transfer to Lower or Higher security during sentence

This involves parole officers in institutions, all institutional staff (e.g. work supervisors, program facilitators) and the offender

- Monitor correctional plan, including attendance/participation in programs and treatment
- Prepare offender for release by recommending, where appropriate, private family visits, work releases, unescorted temporary absences



Development of Community Strategy-Conditional Release Case Preparation

May involve Community Assessment Team (CAT), parole officers in community and institution, community program officer, district psychologist, community development officer and offender

- Reassess risks and needs
- Develop community strategy—determine measures of control and assistance to effectively manage risk and needs
- Present case to CAT of the local release destination
- Least restrictive measure to manage offender in community and consistent with the protection of society



Overview of the Management of offenders

Overview Summary of Post Sentencing



Preparation for Parole Board

Involves institutional and community parole officers and offender

- Assessment, analysis and recommendation of proposed release to be prepared and reviewed at the institutional level
- Based on pertinent offender file information including that provided by the community parole officers
- Preparation for parole hearing—including sharing of information with offender



Parole Board Hearing

Involves institutional parole officer, NPB, victims, offender assistants, lawyers and offender

- Assess risk to community based on information/assessments in offender's file
- Grant, or deny the proposed conditional release under review
- Add, impose or approve special conditions recommended to manage risk



Community Conditional Release

(halfway house for day parole and, on occasion, full parole and statutory release)

Includes parole officers in the community, district psychologist, community program officer, community development officer and offender who will:

- Monitor correctional plan
- Refer to programs, treatment and counselling
- Monitor progress with collateral contacts
- Monitor adherence to conditions
- Make recommendations for Full Parole, Statutory Release special conditions, Suspension of conditional release, Revocation of conditional release
- Conduct face to face contact with offender as per established frequency of contact schedule



Warrant Expiry Date (WED)

Upon reaching WED, offender completes sentence.

Conclusion

The Canadian Code for Volunteer Involvement states that “*Volunteer involvement is vital to a just and democratic society.*” Volunteers strengthen our communities. They are a meaningful, positive selected strategy for strengthening service delivery. The Correctional Service of Canada is able to increase its capacity to successfully accomplish its goals by the contribution of volunteers.

This handbook was put together to give you an overview of how CSC operates, where it fits into the criminal justice system and to give all volunteers the information they need to understand how important they are to the Service.

Whether you are volunteering with literacy, tutoring, health care, chaplaincy, or any of our restorative justice initiatives, you must receive training. Each volunteer co-ordinator will oversee the management of these training sessions. We need you and want you to share in the successes that we work so diligently to achieve.

Why I Volunteer

“I volunteer because I do not have to,
but because I want to.
It is a way to give and share with others.
I do not judge, I do not preach.
I just give my time.
I do not ask for recognition but by volunteering
I am able to be a stronger, better person.
By learning about and understanding
many unfortunate life stories,
I have learned true appreciation for all I have.
I believe we all have the potential
to learn from each other.”

Andrej Brygin, Volunteer
Kelowna, BC

Regional Headquarters Contacts

National Headquarters (NHQ)

(Located in the National Capital Region)

340 Laurier Avenue West
Ottawa, Ontario K1A 0P9
Phone: (613) 992-5891

Atlantic

(Includes New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland)

Regional Headquarters - Atlantic
1045 Main Street
2nd Floor
Moncton, New Brunswick E1C 1H1
Phone: (506) 851-3460

Quebec

(Includes the Province of Quebec)

Regional Headquarters - Quebec
3 Place Laval
2nd Floor
Chomedey, City of Laval, Quebec H7N 1A2
Phone: (450) 967-3333

Ontario

(Includes the Province of Ontario as far west as Thunder Bay, as well as Nunavut)

Regional Headquarters - Ontario
440 King Street West
P.O. Box 1174
Kingston, Ontario K7L 4Y8
Phone: (613) 545-8211

Prairies

(Includes Alberta, Saskatchewan, Manitoba, Ontario west of Thunder Bay, and the Northwest Territories)

Regional Headquarters - Prairies
2313 Hanselman Place, P.O. Box 9223
Saskatoon, Saskatchewan S7K 3X5
Phone: (306) 975-4850

Pacific

(Includes British Columbia and Yukon Territory)

Regional Headquarters - Pacific
32560 Simon Avenue, P.O. Box 4500, 2nd Floor
Abbotsford, British Columbia V2T 5L7
Phone: (604) 870-2501

Useful Volunteer Contacts

Jim Murphy

Director, Community Initiatives,
Community Engagement Sector
340 Laurier Avenue West, 3B
Ottawa, Ontario K1A 0P9
Phone: (613) 992-8374
Fax: (613) 947-7320

Marcia Brown

Regional Volunteer Co-ordinator,
Pacific Region
32560 Simon Avenue, 2nd Floor
P.O. Box 4500
Abbotsford, British Columbia V2T 5L7
Phone: (604) 870-2564
Fax: (604) 870-2612

Carole Cuthbert

Regional Volunteer Coordinator, Prairie Region
2313 Hanselman Place
Saskatoon, Saskatchewan S7K 3X5
Phone: (306) 957-6017
Fax: (306) 975-5476

Beth Hibbard

Regional Volunteer Coordinator, Ontario Region
Hamilton Place District Office
150 Main Street West, Suite 411
Hamilton, Ontario L8P 1H8
Phone: (905) 308-8891
Fax: (905) 572-2072

Carolina Soulié

Regional Volunteer Coordinator, Quebec Region
3 Place Laval, 2nd floor
Chomedey, City of Laval, Quebec H7N 1A2
Phone: (450) 967-3370
Fax: (450) 967-3463

Jean-Guy Bourque

Regional Volunteer Coordinator, Atlantic Region
Correctional Programs, Regional Headquarters
1045 Main Street, 2nd Floor
Moncton, New Brunswick E1C 1H1
Phone: (506) 851-2031

Chaplaincy Division

340 Laurier Avenue, Ottawa, Ont. K1A 0P9
Phone: (613) 996-9580

Sample of Volunteer Job Description Worksheet

Position Title
Description of Project/Purpose of Assignment
Outline of Volunteer's Responsibilities
Outcome and Goals
Training and Support Plan
Reporting
Time Commitment
Qualifications needed
Benefits

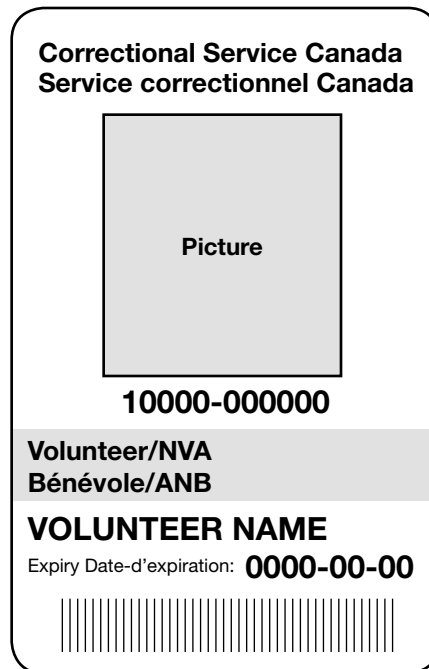
Sample of Volunteer File Checklist

Volunteer Name	Volunteer ID		
Start Date	End Date		
Date CSC ID Issued	Date CSC ID Returned		
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top; padding-right: 20px;"> <p>Basic Information for Every Volunteer</p> <ul style="list-style-type: none"> <input type="checkbox"/> Volunteer Application and Information Form <input type="checkbox"/> Personnel Screening, Consent and Authorization Form (Reliability Clearance) <input type="checkbox"/> Volunteer Self-Identification Form <input type="checkbox"/> Security Screening and Briefing Note <input type="checkbox"/> Interview Notes <input type="checkbox"/> Reference Checks Form <input type="checkbox"/> Volunteer Training Record Form <input type="checkbox"/> Picture on VIP <p>Additional Information Required for Citizen Escorts</p> <ul style="list-style-type: none"> <input type="checkbox"/> Copy of Driver's License <input type="checkbox"/> Copy of Insurance Paper <input type="checkbox"/> Copy of Driver's Abstract </td> <td style="width: 50%; vertical-align: top;"> <p>Additional Information (as needed)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Note to File: Concerns, problems, good news stories, or special recognition <input type="checkbox"/> Yearly Evaluation <input type="checkbox"/> Honours and Awards <input type="checkbox"/> Copy of Education: Certificate, diploma, degree (if needed for volunteer activity) <input type="checkbox"/> Health Concerns: Any allergies we should be aware of (bee stings, peanuts, etc) <input type="checkbox"/> Expense Forms </td> </tr> </table>		<p>Basic Information for Every Volunteer</p> <ul style="list-style-type: none"> <input type="checkbox"/> Volunteer Application and Information Form <input type="checkbox"/> Personnel Screening, Consent and Authorization Form (Reliability Clearance) <input type="checkbox"/> Volunteer Self-Identification Form <input type="checkbox"/> Security Screening and Briefing Note <input type="checkbox"/> Interview Notes <input type="checkbox"/> Reference Checks Form <input type="checkbox"/> Volunteer Training Record Form <input type="checkbox"/> Picture on VIP <p>Additional Information Required for Citizen Escorts</p> <ul style="list-style-type: none"> <input type="checkbox"/> Copy of Driver's License <input type="checkbox"/> Copy of Insurance Paper <input type="checkbox"/> Copy of Driver's Abstract 	<p>Additional Information (as needed)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Note to File: Concerns, problems, good news stories, or special recognition <input type="checkbox"/> Yearly Evaluation <input type="checkbox"/> Honours and Awards <input type="checkbox"/> Copy of Education: Certificate, diploma, degree (if needed for volunteer activity) <input type="checkbox"/> Health Concerns: Any allergies we should be aware of (bee stings, peanuts, etc) <input type="checkbox"/> Expense Forms
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Additional Comments			

| Sample of Volunteer Training Sheet

Volunteer Name		Volunteer ID	
<input type="checkbox"/> Volunteer Orientation (Institutional)	Total hours		
<input type="checkbox"/> Completed Volunteer Training	Total hours		
<input type="checkbox"/> Citizen Escort Training	Total hours		
<input type="checkbox"/> Volunteer Refresher Training	Total hours		
<input type="checkbox"/> Citizen Escort Refresher Training	Total hours		
Trainer			
Location			
Training Dates			
I,		have completed the above training and know that the three most important rules to follow are:	
1.			
2.			
3.			
Volunteer Name		Signature	Date
<input type="checkbox"/> Successful Completion <input type="checkbox"/> Unsuccessful Completion <input type="checkbox"/> Withdrawn			
Please provide the reason for unsuccessful completion or withdrawal			
Volunteer Co-ordinator		Signature	Date

Sample of Volunteer ID.



National Volunteer Association Board Members

Pacific

Marcia Brown

32560 Simon Avenue
P.O. Box 4500, 2nd Floor
Abbotsford, British Columbia
V2T 5L7
Phone:
604-870-2564
Fax:
604-870-2612
Email:
HoleczekAL@CSC-SCC.GC.CA

Andrej Brygin

c/o Volunteer Program
1822 Chandler St.
Kelowna, BC,
V1Y 3Z1
Phone:
250-801-7474
Fax:
250-860-9961
Email:
brygin@telus.net

Jim Leask

32563 - 7th Avenue
Mission, British Columbia
V2V 2B8
Phone:
604-826-4076
Email:
Leask1932@aol.com

Prairies

Carole Cuthbert, RVC

2313 Hanselman Place
Saskatoon, Saskatchewan
S7K 3X5
Phone:
306- 975-6017
Fax:
306-975-5476
Email:
MCGINNISLY@CSC-SCC.GC.CA

Beverley Hoskins

11619 Saskatchewan Drive
Edmonton, Alberta
T6G 2B5
Phone:
780-439-1014
Fax:
780-432-1573
Email:
Kiwilady@hotmail.com

Chuck Sheridan

321 Bannerman Avenue
Winnipeg, Manitoba
K2W 0V1
Phone:
204-227-2825
Email:
chuck@houseoftherisenon.ca

Ontario

Beth Hibbard, RVC

Hamilton Place District Office
150 Main Street West, Suite 411
Hamilton, Ontario
L8P 1H8
Phone:
905-308-8891
Fax:
905-572-2072
Email:
HibbardEM@CSC-SCC.GC.CA

Dawn Wiltsie (Co-Chair)

205 Neilson Road , R.R. # 1
Bath, Ontario
K0H 1G0
Phone:
613-352-5062
Email:
Dawn.grant@sympatico.ca

Eugene Crookes

103 Beechbank Crescent
London, Ontario
N6E 2P1
Phone:
519-668-2364
Email:
crookes@skynet.ca

National Volunteer Association Board Members

Québec

Carolina Soulie, RVC
3 Place Laval, 2nd Floor,
Chomedey, Laval, Quebec
H7N 1A2
Phone:
450-967-3370
Fax:
450-967-3463
Email:
SoulieCA@CSC-SCC.GC.CA

Jocelyn Bernier
6^e. Avenue des Cèdres
St. Thérèse, Quebec
J7E 2B8
Phone:
450-430-3495
Email:
berjag@videotron.ca

Vicky Nikolakakos
5838 Waverly #2,
Montreal (Quebec)
H2T 2Y3
Phone:
(514) 495-1416
Email:
VNikolakakos@emsb.qc.ca

Atlantic

Jean-Guy Bourque, RVC
Regional Headquarters
Correctional Programs
1045 Main Street, 2nd Floor
Moncton, New Brunswick
E1C 1H1
Phone:
506-851-2031
Email:
bourquejg@CSC-SCC.GC.CA

Aline Hache
185 Maple Street
Moncton, New Brunswick
E1C 6A5
Phone:
506-388-2607
Email:
hacheaa@nb.sympatico.ca

David Olding
1888 Brunswick Street, Suite 700
Halifax, Nova Scotia
B3J 3J8
Phone:
902-426-2565
Fax:
902-426-8000
Email:
OldingDA@CSC-SCC.GC.CA


NHQ

Jim Murphy (Co -Chair)
Correctional Service of Canada
340 Laurier Avenue West, 3B
Ottawa, Ontario
K1A 0P9
Phone:
613-992-8374
Fax:
613-947-7320
Email:
MurphyJA@CSC-SCC.GC.CA

| Sample of Volunteer Training Sheet Checklist

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<input type="checkbox"/> Volunteer Orientation (Institutional)	Total hours		
<input type="checkbox"/> Completed Volunteer Training	Total hours		
<input type="checkbox"/> Escort Training	Total hours		
<input type="checkbox"/> Volunteer Refresher Training	Total hours		
<input type="checkbox"/> Citizen Escort Refresher Training	Total hours		
Trainer			
Location			
Training Dates			
I,		have completed the above training and know that the three most important rules to follow are:	
1.			
2.			
3.			
Volunteer Name		Signature	Date
<input type="checkbox"/> Successful Completion <input type="checkbox"/> Unsuccessful Completion <input type="checkbox"/> Withdrawn			
Please provide the reason for unsuccessful completion or withdrawal			
Volunteer Co-ordinator		Signature	Date

Sample of Volunteer Application and Information

 Correctional Service Canada / Service correctionnel Canada		PROTECTED / PROTÉGÉ A B C ONCE COMPLETED / UNE FOIS REMPLI	
VOLUNTEER APPLICATION AND INFORMATION NOTE: Reference document CD 775.		OFFRE DE SERVICES BÉNÉVOLES ET RENSEIGNEMENTS CONNEXES NOTA: Document de référence DC 775.	
Personal Information Bank / Fiche de renseignements personnels		Volunteer Records / Documents sur les bénévoles	
Name – Nom (Family – Famille) / (Given name(s) – Prénom(s)) / (Initial(s) – Initiale(s))		Institution or parole office – Établissement ou bureau de libération conditionnelle	
Maiden name (if applicable) – Nom de jeune fille (s'il y a lieu)			
Date of birth – Date de naissance Y-A M D-J	Place of birth: / Lieu de naissance: Citizenship: / Citoyenneté:	Height – Taille	Weight – Poids
		Eye colour – Couleur des yeux	Hair colour – Couleur des cheveux
Address – Adresse		City – Ville	Postal code – Code postal
Telephone no. (home) – N° de téléphone (domicile)	Telephone no. (business) – N° de téléphone (travail)	Other telephone no. – Autre n° de téléphone	E-mail address – Adresse de courriel
Is it convenient to telephone you at your place of business? / Peut-on vous joindre par téléphone au travail? Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/>		Driver's licence no. (Copy required for file) – N° de permis de conduire (copie requise pour le dossier)	Vehicle licence no. – N° d'immatriculation
Are you on an inmate's visiting list? / Votre nom figure-t-il sur la liste des visiteurs d'un détenu? Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/> If, yes / Si oui <		Inmate's name – Nom du détenu	
OR Do you personally know any incarcerated offenders or anyone under federal jurisdiction? / Connaissez-vous personnellement quelqu'un qui est incarcéré ou sous responsabilité fédérale? Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/> If, yes / Si oui <		Inmate's name – Nom du détenu	
Have you been convicted of a criminal offence for which a pardon has not been granted? / Avez-vous déjà été reconnu coupable d'une infraction criminelle pour laquelle un pardon ne vous a pas été accordé? Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/>		(State the offence and date) – (Indiquer l'infraction et la date)	
Have you any outstanding charges before the courts? / Faites-vous l'objet d'accusations en instance? Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/>		(State the offence and date) – (Indiquer l'infraction et la date)	
Have you any academic, professional or other qualifications, licenses, certificates, languages, hobbies or recreational interests that you could utilize as a volunteer? / Les études que vous avez faites, vos compétences professionnelles ou autres, vos permis ou certificats, les langues que vous connaissez, vos passe-temps ou vos intérêts récréatifs pourraient-ils vous être utiles dans le cadre de vos activités de bénévolat? Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/>		(Specify – Préciser)	
Have you any affiliations with community groups? (church, service organizations, etc.) / Faites-vous partie d'un groupe communautaire quelconque? (Ex.: église, organisme de services.) Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/>		(Specify – Préciser)	
Have you any previous volunteer experience? (Please describe briefly indicating the names of any organizations involved and use an extra sheet if necessary.) / Avez-vous déjà travaillé comme bénévole? (Veuillez décrire brièvement vos activités en précisant les organismes en question, et utiliser une feuille supplémentaire au besoin.) Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/>		(Specify – Préciser)	
Are you currently volunteering or applying to volunteer at any other federal institution or Parole Office? / Faites-vous actuellement du bénévolat ou avez-vous offert vos services comme bénévole à d'autres établissements fédéraux ou bureaux de libération conditionnelle? Yes / Oui <input type="checkbox"/> No / Non <input type="checkbox"/>		(Specify – Préciser)	
What type of activities would you like to become involved in as a volunteer? / À quels types d'activités aimeriez-vous participer à titre de bénévole?			
<input type="checkbox"/> Religious programs – Programmes religieux <input type="checkbox"/> Citizens' Advisory Committee – Comité consultatif de citoyens <input type="checkbox"/> Instruction/Education – Formation, enseignement <input type="checkbox"/> Women offenders – Délinquantes			
<input type="checkbox"/> Self-help – Groupes d'entraide <input type="checkbox"/> Individual counselling – Counseling individuel <input type="checkbox"/> Cultural/ethnic groups – Groupes culturels/ethniques <input type="checkbox"/> Other (specify) / Autre (préciser)			
<input type="checkbox"/> Recreation/Entertainment – Activités récréatives, divertissements <input type="checkbox"/> Citizen escort – Accompagnateur bénévole <input type="checkbox"/> Aboriginal offenders – Délinquants autochtones			
Reason for your choice – Motif justifiant votre choix		Why do want to volunteer for CSC? – Pourquoi voulez-vous être bénévole au SCC?	
References (name(s)) – Références (nom(s))		Telephone no. – N° de téléphone	
Relationship (other than family) – Lien (autre que familial)			
Emergency contact (name(s)) – Contact en cas d'urgence (nom(s))		Address – Adresse	
Telephone no. (home) – N° de téléphone (domicile)		Telephone no. (business) – N° de téléphone (travail)	
What days and times are you available? / Quelles journées (indiquer les heures) êtes-vous disponible?		Please complete a PSRA (TBS/SCT 330-23) in order to obtain enhanced reliability status. / Veuillez compléter le formulaire de demande d'enquête sur le personnel et autorisation (TBS/SCT 330-23) afin d'obtenir le niveau de vérification approfondie.	
DECLARATION – DECLARATION			
In making this application, I hereby give the Correctional Service of Canada my consent to use the information provided on this form to conduct such inquiries with police authorities as may be necessary to ascertain my suitability as a volunteer.		Par la présente, j'autorise le Service correctionnel du Canada à utiliser les renseignements qui précèdent pour mener auprès de la police les enquêtes qu'il estimera nécessaires afin de déterminer mon aptitude à être bénévole.	
I also acknowledge that I have read the information set out on the back of this form and I agree to abide by the relevant rules, regulations and policies stated therein should I be accepted as a volunteer.		J'atteste également avoir lu les renseignements au verso et je m'engage à respecter les politiques et les règlements applicables qui y sont énoncés si mon offre est acceptée.	
Finally, I acknowledge that the Correctional Service of Canada has no responsibility for any harm that may come to me in the course of my activities as a volunteer, except where such harm is the direct result of negligence on the part of an employee or employees of the Service, and except as provided for by Treasury Board policies.		Enfin, je reconnais que le Service correctionnel du Canada n'est aucunement responsable des préjudices que je pourrais subir dans le cadre de mes activités en tant que bénévole, sauf si ces préjudices sont directement liés à la négligence d'un ou plusieurs employés du Service, ou encore s'ils surviennent dans des circonstances visées par les politiques du Conseil du Trésor.	
Applicant's signature – Signature du postulant		Date	
Y-A M D-J			
SCREENING BOARD'S DECISION – DÉCISION DU COMITÉ DE SÉLECTION			
<input type="checkbox"/> Approved – Approuvée <input type="checkbox"/> Denied – Refusée		Volunteer coordinator's signature – Signature du coordonnateur des bénévoles	
Reasons - Motifs:		Date	
Y-A M D-J			
CSC/SCC 0740 (R-01-10) (Word Version) Page 1 of de 2 7530-21-899-4312			

Sample of Volunteer Application and Information

EXCERPTS FROM THE CORRECTIONS AND CONDITIONAL RELEASE ACT	EXTRAITS DE LA LOI SUR LE SYSTÈME CORRECTIONNEL ET LA MISE EN LIBERTÉ SOUS CONDITION
<p>Summary Conviction Offences</p> <p>45. Every person commits a summary conviction offence who:</p> <ul style="list-style-type: none"> (a) is in possession of contraband beyond the visitor control point in a penitentiary; (b) is in possession of anything referred to in paragraph (b) or (c) of the definition "contraband" in section 2 before the visitor control point at a penitentiary; (c) delivers contraband to, or receives contraband from, an inmate; (d) without prior authorization, delivers jewellery to, or receives jewellery from, an inmate; or (e) trespasses at a penitentiary. 	<p>Infractions punissables par procédure sommaire</p> <p>45. Commet une infraction punissable par procédure sommaire quiconque :</p> <ul style="list-style-type: none"> a) est en possession d'un objet interdit au-delà du poste de vérification d'un pénitencier; b) est en possession, en deçà de ce poste de vérification, d'un des objets visés aux alinéas b) ou c) de la définition d'« objets interdits »; c) remet des objets interdits à un détenu ou les reçoit de celui-ci; d) sans autorisation préalable, remet des bijoux à un détenu ou en reçoit de celui-ci; e) se trouve dans un pénitencier sans y être autorisé.
<p>Searches of Visitors</p> <p>59. A staff member may conduct routine non-intrusive searches or routine frisk searches of visitors, without individualized suspicion, in the prescribed circumstances, which circumstances must be limited to what is reasonably required for security purposes.</p> <p>60.(1) A staff member may conduct a frisk search of a visitor where the staff member suspects on reasonable grounds that the visitor is carrying contraband or carrying other evidence relating to an offence under section 45.</p>	<p>Fouille des visiteurs</p> <p>59. Dans les cas prévus par règlement et justifiés par des raisons de sécurité, l'agent peut, sans soupçon précis, procéder à la fouille discrète ou par palpation des visiteurs.</p> <p>60.(1) L'agent qui a des motifs raisonnables de soupçonner qu'un visiteur a en sa possession un objet interdit ou un élément de preuve relatif à la perpétration d'une infraction visée à l'article 45 peut le soumettre à une fouille par palpation.</p>
<p>Searches of Vehicles</p> <p>61.(1) A staff member may, in the prescribed manner, conduct routine searches of vehicles at a penitentiary, without individualized suspicion, in the prescribed circumstances, which circumstances must be limited to what is reasonably required for security purposes.</p>	<p>Fouille de véhicules</p> <p>61.(1) Dans les cas prévus par règlement et justifiés par des raisons de sécurité, l'agent peut, sans soupçon précis et selon les modalités réglementaires, procéder à la fouille des véhicules qui se trouvent au pénitencier.</p>
<p>NOTE: Contraband is defined as anything an inmate is not permitted to have in his possession or that is not authorized by the Institutional Head. If you are in doubt about whether an item is contraband, please ask before entering the institution.</p>	<p>NOTA : « Objet interdit » désigne tout article qu'un détenu n'est pas autorisé à avoir en sa possession ou qui n'est pas autorisé par le directeur de l'établissement. Si vous n'êtes pas certain si un objet est interdit, veuillez le demander à un agent avant d'entrer dans l'établissement.</p>
<p>CAUTION</p>	<p>MISE EN GARDE</p>
<ul style="list-style-type: none"> (1) Under no circumstances may a visitor transport into the institution any prescription or non-prescription drug. All drugs in a visitor's possession shall be deposited in the security lockers provided prior to entry into the institution. All personal effects in the visitor's possession with the exception of worn jewellery, shall also be deposited in the lockers provided. (2) Under no circumstances will visitors transport or consume alcoholic beverages on penitentiary property. (3) All vehicles must be locked while on penitentiary property. (4) Volunteers may be refused entry if prescribed identification is not available. 	<ul style="list-style-type: none"> (1) Il est formellement interdit aux visiteurs d'introduire dans l'établissement des médicaments, obtenus sur ordonnance ou non. Tout médicament que le visiteur a en sa possession doit être placé dans un des casiers de sécurité qui se trouvent à l'entrée de l'établissement. Tous les biens personnels que le visiteur a sur lui, à l'exception des bijoux qu'il porte, doivent également y être rangés. (2) Il est formellement interdit aux visiteurs d'apporter ou de boire des boissons alcoolisées sur le terrain de l'établissement. (3) Tous les véhicules se trouvant sur le terrain de l'établissement doivent être fermés à clef. (4) On peut refuser de laisser entrer dans l'établissement les bénévoles qui n'ont pas sur eux les pièces d'identité requises.
<p>CONFIDENTIALITY OF PERSONAL INFORMATION</p> <p>Volunteers shall agree to respect the confidentiality of any personal information provided by staff member concerning an inmate or an inmate's family. (For the purposes of this section, "inmate" includes an offender on parole or statutory release.)</p>	<p>CONFIDENTIALITÉ DES RENSEIGNEMENTS PERSONNELS</p> <p>Les bénévoles doivent s'engager à respecter le caractère confidentiel de tout renseignement personnel fourni par un membre du personnel concernant un détenu ou la famille de ce dernier. (Aux fins de cet article, « détenu » désigne également un délinquant en liberté conditionnelle ou d'office.)</p>
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Correctional Service of Canada Institutions

Region	Name	Security Classification
Atlantic	Atlantic Institution	Maximum
Atlantic	Dorchester Penitentiary	Medium
Atlantic	Nova Scotia Institution for Women	Multi-Level
Atlantic	Metro Halifax CCC	
Atlantic	Springhill Institution	Medium
Atlantic	Westmorland Institution	Minimum
Atlantic	Parrtown CCC	Minimum
Atlantic	Newfoundland CCC	Minimum
Atlantic	Carlton CCC	Minimum
Atlantic	Carlton Centre / Annex	Minimum
Quebec	Archambault Institution	Medium
Quebec	Drummond Institution	Medium
Quebec	La Macaza Institution	Medium
Quebec	Cowansville Institution	Medium
Quebec	Federal Training Centre	Minimum
Quebec	Leclerc Institution	Medium
Quebec	Donnacona Institution	Maximum
Quebec	Joliette Institution	Multi-level
Quebec	Montée Saint-François Institution	Minimum
Quebec	Port-Cartier Institution	Maximum
Quebec	Regional Reception Centre	Maximum
Quebec	Sainte-Anne-des-Plaines Institution	Minimum
Quebec	Laferrière CCC	Minimum
Quebec	Marcel Caron CCC	Minimum
Quebec	Hochelaga CCC	Minimum
Quebec	Martineau CCC	Minimum
Quebec	Sherbrooke CCC	Minimum
Quebec	Ogilvy CCC	Minimum
Ontario	Bath Institution	Medium
Ontario	Grand Valley Institution for Women	Multi-level
Ontario	Kingston Penitentiary	Maximum
Ontario	Beaver Creek Institution	Minimum
Ontario	Frontenac Institution	Minimum
Ontario	Millhaven Institution	Maximum
Ontario	Collins Bay Institution	Medium
Ontario	Joyceville Institution	Medium

Correctional Service of Canada Institutions

Region	Name	Security Classification
Ontario	Pittsburgh Institution	Minimum
Ontario	Regional Treatment Centre	Multi-level
Ontario	Warkworth Institution	Medium
Ontario	Isabel McNeill	Minimum
Ontario	Fenbrook Institution	Medium
Ontario	Portsmouth CCC	Minimum
Ontario	Keele CCC	Minimum
Ontario	Hamilton CCC	Minimum
Prairie	Bowden Institution	Medium
Prairie	Bowden Annex	Minimum
Prairie	Rockwood Institution	Minimum
Prairie	Stony Mountain Institution	Medium
Prairie	Drumheller Institution	Medium
Prairie	Drumheller Annex	Minimum
Prairie	Regional Psychiatric Centre	Multi-level
Prairie	Edmonton Institution for Women	Multi-level
Prairie	Edmonton Institution	Maximum
Prairie	Riverbend Institution	Minimum
Prairie	Grande Cache Institution	Minimum
Prairie	Saskatchewan Penitentiary	Multi-level
Prairie	Okimaw Ohci Healing Lodge	Multi-level
Prairie	Pê Sâkâstêw	Minimum
Prairie	Grierson Centre	Minimum
Prairie	Pê Sâkâstêw CCC	Minimum
Prairie	Oskana CCC	Minimum
Prairie	Osborne CCC	Minimum
Prairie	Willow Cree Healing Lodge	Minimum
Pacific	Kwikwêxwelhp Healing Lodge	Minimum
Pacific	Matsqui Institution	Medium
Pacific	Regional Health Centre	Multi-level
Pacific	Fraser Valley Institution	Multi-Level
Pacific	Ferndale Institution	Minimum
Pacific	Mission Institution	Medium
Pacific	William Head Institution	Minimum
Pacific	Kent Institution	Maximum
Pacific	Mountain Institution	Medium
Pacific	Sumas CCC	Minimum

Correctional Service of Canada Parole Offices

Region	Name	Affiliation
Atlantic	Halifax and Dartmouth Parole	Metro Halifax CCC
Atlantic	Labrador District / St. John's Parole	St. John's CCC
Atlantic	Saint John Parole	Parrrtown CCC
Atlantic	Truro – NS Regional District Parole	
Quebec	East-West / Chicoutimi District Parole	
Quebec	East-West / Hull District Parole	
Quebec	East-West / Lanaudiere Parole	
Quebec	East-West / Laval Parole	
Quebec	East-West / Quebec Parole	
Quebec	East-West / Rimouski Parole	
Quebec	East-West / Rouyn-Noranda Parole	
Quebec	East-West / Trois Rivieres Regional Parole	
Quebec	East-West-Quebec / Laurentide Parole	
Quebec	Montreal-Metro / Estrie Parole	
Quebec	Montreal-Metro / Granby Parole	
Quebec	Montreal-Metro / Lafontaine Parole	
Quebec	Montreal-Metro / Secteur Langelier Parole	
Quebec	Montreal-Metro / Longueuil Parole	
Quebec	Montreal-Metro / Ville Marie Parole	
Ontario	Guelph / Brantford Parole	
Ontario	Kingston Parole	Portsmouth CCC
Ontario	London Parole	
Ontario	Ottawa Parole	
Ontario	Sudbury Parole	

Correctional Service of Canada Parole Offices

Region	Name	Affiliation
Prairie	Brandon Area Parole	
Prairie	Laronge Parole Sub-Office	
Prairie	Lethbridge Area Parole	
Prairie	Manitoba / NW Ontario District Parole Office / Winnipeg Area / Osborne Centre	
Prairie	Medicine Hat Parole Sub-Office	
Prairie	North Battleford Parole Sub-Office	
Prairie	Northern Alberta / NWT District Parole / Edmonton Area	
Prairie	NWT Area Parole and Government of NWT	
Prairie	Regina Area Parole	Oskana CCC
Prairie	Saskatoon Area Parole	Regional Psychiatric Centre
Prairie	South Alberta District / Calgary Area Parole	
Prairie	The Pas Parole	
Prairie	Thunder Bay Area Parole	
Pacific	Fraser Valley Parole	
Pacific	Interior Parole	
Pacific	Prince George Parole	
Pacific	Vancouver Area Parole	
Pacific	Victoria Parole	

CSC Acronyms

AA	Alcoholics Anonymous	CBRF	Community-Based Residential Facilities
A&D	Admissions and Discharge	CC	Casework Control (Strategy Group)
A&DO	Admission and Discharge Officer	CC	Cost Centre
A4D	Assessment for Decision	CCC	Community Correctional Centre
AACCS	Associate Assistant Commissioner, Corporate Services	CCD	Council of Canadians with disabilities
ABC	Aggressive Behaviour Control Program	CCJA	Canadian Criminal Justice Association
ABE	Adult Basic Education	CCJS	Canadian Criminal Justice System
AC	Activity Centre	CCJS	Canadian Centre for Justice Statistics
AC	Assistant Commissioner	CCM	Co-ordinator Case Management
ACCD	Assistant Commissioner, Corporate Development	CCO	Coordinator, Correctional Operations
ACPA	Assistant Commissioner, Performance Assurance	CCRA	Corrections and Conditional Release Act
ADC	Assistant Deputy Commissioner	CCRF	Canadian Charter of Rights and Freedoms
ADS	Alcohol Dependence Scale	CCRR	Corrections and Conditional Release Regulations
APR	Accelerated Parole Review	CD	Commissioner's Directive
ADTS	Appeal Decision Tracking System	CDFS	Common Departmental Financial System
ARC	Addictions Research Centre	CDO	Community Development Officer
ARD	Addictions Research Division	CE/CI	Community Engagement / Community Initiatives
AS	Admission Status (FSW)	CED	Common Enterprise Desktop
ATIP	Access to Information and Privacy	CEO	Chief Executive Officer (CORCAN)
ATL	Assistant Team Leader	CES	Communications and Executive Services (sector)
AWCP	Assistant Warden, Correctional Programs	CET	Cell Extraction Team
AWMS	Assistant Warden, Management Services	CFMRS	Central Financial Management and Reports System
BM	Business Manager (IMS)	CGSB	Canadian General Standards Board
BP	Business Plan	CHIPS	Choosing Health in Prisons
CA	Community Assessment	CHRA	Canadian Human Rights Act
CA	Chief of Administration	CHRC	Canadian Human Rights Commission
CAB	CORCAN Advisory Board	CHS	Chief, Health Services
CAC	Corporate Advisor Chaplaincy	CIC	Crisis Information Centre
CAC	Citizens' Advisory Committee	CISC	Criminal Intelligence Service of Canada
CAEFS	Canadian Association of Elizabeth Fry Societies	CISD	Critical Incident Stress Debriefing
CAL	Computer Assisted Learning	CISM	Critical Incident Stress Management
CAN	Cons AIDS Network	CJS	Criminal Justice System
CAP	Career Assignment Program	CLC	Canada Labour Code
CAPB	Canadian Association of Police Boards	CMLC	Correctional Management Learning Centre
CAPS	Community Assessment and Parole Supervision (Program)	CMO	Case Management Officer
CAS	Children Aid Society	CMT	Case Management Team
CASA	Computerized Assessment of Substance Abuse	CO	Correctional Officer
CASE	Computer-aided systems engineering	CO1/CX1	Correctional Officer – Level one
CAT	Computer Assisted Teaching	COII/CXII	Correctional Officer – Level two
		COIII/CXIII	Correctional Supervisor

CSC Acronyms

COG	Cognitive Living Skills Program	ERD	Early Release Date
COMS	Community Offender Management Scale	ERT	Emergency Response Team (RCMP)
COP	Corporate Operational Plan	ES	Environmental Structure (Strategy Group)
COP	Correctional Operations and Programs	ESA	Exchange of Service Agreement
COTP	Correctional Officer Training Program	ETA	Escorted Temporary Absence
CP	Correctional Plan	EXCOM	Executive Committee
CPIC	Canadian Police Information Centre	FAA	Financial Administration Act
CPO	Correctional Programs Officer	FAM	Financial Administration Manual
CPPR	Correctional Plan Progress Report	FAS	Foetal Alcohol Syndrome
CPS	Clemency and Pardons System	FDS	Fence Disturbance System
CRB	Contract Review Board	FLIP	Family Life Improvement Program
CRC/F	Community Residential Centre/Facility	FP	Full Parole
CRD	Correctional Research and Development (sector)	FPA	Fixed Point Alarm
CRMS	Community Reintegration Management Strategy	FPS	Finger Print System
CRS	Corporate Reporting System	FSW	Federally Sentenced Women
CRS	Custody Rating Scale	FTE	Full Time Equivalent
CS	Canteen System	FVRA	Family Violence Risk Assessment
CS	Community Strategy	FY	Fiscal Year
CS	Correctional Supervisor	GA	Gamblers Anonymous
CSC	Correctional Service Canada	GCWCC	Government of Canada Workplace Charitable Campaign (former United Way / Healthpartners Campaign)
CSC	Correctional Staff College	GED	General Education Development
CSIS	Canadian Security Intelligence Service	GOL	Government on Line
CSTP	Correctional Supervisor Training Program	GSP	Government Security Policy
CTP	Correctional Training Program	GST	Goods and Services Tax
DAST	Drug Abuse Screening Test	HIFVPP	High Intensity Family Violence Prevention Program
DC	Deputy Commissioner	HR	Human Resources
DCA	Director Corporate Affairs (CORCAN)	HRMS	Human Resource Management Sector
DCW	Deputy Commissioner for Women	HRMS	Human Resources Management System
DD	District Director	HVAC	heating, ventilating and air conditioning
DFIA	Dynamic Factor Identification and Analysis	IAJV	International Association of Justice Volunteerism
DO	Dangerous Offender	IAS	Inmate Accounting System
DP	Day Parole	IAU	Intake Assessment Unit
DPED	Day Parole Eligibility Date	I/C	In Charge
DPO	District Parole Office	ICP	Independent Chairperson
DPR	Departmental Performance Report	ICPA	International Corrections and Prisons Association
DRS	Departmental Reporting System	ICW	International Council of Women
DW	Deputy Warden	IERT (or ERT)	(Institutional) Emergency Response Team
EAP	Employee Assistance Program		
EE	Employment Equity		
EEP	Employment and Employability Program		
EIFW	Edmonton Institution for Women		
EIS	Executive Information System		

CSC Acronyms

IFC	Interfaith Committee on Chaplaincy	NCCC	National Council on Community Corrections
IH	Institutional Hospital	NCPC	National Crime Prevention Council
IM/ITSS	Information Management/Information Technology Strategic Support	NDISS	National Depot / Institutional Stores System
IMRS	Integrated Management Reporting System	NEC/RC	National Executive Committee/ Regional Coordinators
IPCA	International Prison Chaplains' Association	NEOP	New Employee Orientation Program
IPS	Inmate Pay System	NEP	Needle Exchange Program
IPSO	Institutional Preventive Security Officer	NGO	Non-Governmental Organization
IRC	Inmate Related Costs	NHQ	National Headquarters
IRO	Institutional Reintegration Operations	NLMC	National Labour-Management Committee
IST	Interpersonal Skills Training	NPB	National Parole Board
ISU	Intensive Support Unit	NRG	National Resource Group
IT	Information Technology	NVA	National Volunteer Association
ITF	Inmate Transfer of Funds	O&M	Operations and Maintenance
ITF	Inmate Trust Fund	O/S	outstanding (domaine financier)
IWC	Inmate Welfare Committee	OAG	Office of the Auditor General
JOSH	Joint Occupational Safety and Health Committee	OC	Oleoresin Capsicum
K	Thousands	OH	Outside Hospital
KMPD	Knowledge Management and Policy Development	OIA	Offender Intake Assessment
LAN	Local Area Network	OIAS	Offender Intake Assessment System
LS	Limit Setter/Setting (Strategy Group)	OJT	On the Job Training
LTS	Long Term Supervision	OMS	Offender Management System
LTSO	Long Term Supervision Order	OMSR	Offender Management System Renewal
M	Millions	OPI	Office of Primary Interest
MAU	Millhaven Assessment Unit	OPR	Office of Primary Responsibility
MCCP	Main Communication Control Post	ORMS	Offender Reintegration Management System
MDS	Motion Detection System	OSAPP	Offender Substance Abuse Pre-release Program
MHU	Mental Health Unit	OSC	Outside Court
MIFVPP	Moderate Intensity Family Violence Prevention Program	OSH	Occupational Safety and Health
MIS	Management Information System	OSOR	Officer Statement/Observation Report
MM	Management Trainee (position group)	PAYE	Payables at Year-End
MMT	Methadone Maintenance Treatment	PC	Protective Custody
MOU	Memorandum of Understanding	PCP	phencyclidine (angel dust)
MSU	Maximum Security Unit	PDP	Personal Development Plan
MUH	Mental Handling Unit	PEC	Peer Education and Counselling
NA	Narcotics Anonymous	PED	Parole Eligibility Date
NAAC	National Aboriginal Advisory Committee	PER	Performance Evaluation Report
NAACJ	National Associations Active in Criminal Justice	PER	Personnel Evaluation Report
NBH	Native Brotherhood	PER	Parole Eligibility Report
NCAOP	National Capital, Accommodation and Operations Plan	PFV	Private Family Visit
		PIDS	Perimetric Intrusion Detection System
		PIU	PIDS Integrated Unit
		PO	Parole Officer

CSC Acronyms

PO	Purchase Order	SLE	Structured Living Environment
POIP	Parole Officer Induction Program		Structured Living Environment Unit/House
POTP	Parole Officer Training Program	SM	Scheduled Maintenance
PPAS	Personal Portable Alarm System	SMO	Sentence Management Officer
PPC	Policy, Planning and Coordination (Sector)	SMO	Security Maintenance Officer
PPR	Penitentiary Placement Report	SO	Standing Order
PPRS	Program Priority Rating System	SOL GEN	Solicitor General
PRI	Personal Record Identifier	SOP	Sex Offender Program
PSAC	Public Service Alliance Canada	SOP	Standard Operating Practices
PSC	Public Service Commission	SPO	Social Programs Officer
PSR	Psychosocial Rehabilitation	SR	Security Reclassification
PSS	Personnel Security System	SRD	Statutory Release Date
PST	Peer Support Team	SRS	Security Reclassification Scale
PTSD	Post Traumatic Stress Disorder	SRSW	Security Reclassification Scale for Women
PVO	Persistently Violent Offenders	STAP	Short Term Accommodation Plan
RADAR	Reports of Automated Data Applied to Reintegration	TA	Temporary Absence
RAP	Risk Assessment Profile	TAN	Travel Authority Number
RAP	Reintegration Assessment Profile	TB	Treasury Board
RCCC	Regional Community Correctional Council	TBA	to be announced
RCMP	Royal Canadian Mounted Police	TBS	Treasury Board Secretariat
RDC	Regional Deputy Commissioner	TCP/IP	Transmission Control Protocol/Internet Protocol
RFP	Request for Proposals	TD	Temporary Detention
RHQ	Regional Headquarters	TRA	Threat and Risk Assessment
RI	Regional Instructions	TSU	Team Supervision Unit
RMC	Regional Management Committee	UAL	Unlawfully at Large
RO	Routine Orders	UCCO	Union of Canadian Correctional Officers
ROSTR	Rostering System	ULA	Unlawfully at Large
RPC	Regional Psychiatric Centre	UM	Unit Manager
RPP	Report on Plans and Priorities	UTA	Unescorted Temporary Absence
RTC	Regional Treatment Centre	V&C	Visits and Correspondence
RVC	Regional Volunteer Coordinator	VCO	Visit and Correspondence Officer
SARA	Spousal Assault Risk Assessment (Guide)	VIP	Visual Identification Processor
SCDO	Social and Cultural Development Officer	VT	Voluntary Transfer
SDC	Senior Deputy Commissioner	WAC	Women Advisory Committee
SDO	Social Development Officer	WED	Warrant Expiry Date
SEG	Segregation	WHMIS	Workplace Hazardous Materials Information System
SHU	Special Handling Unit	WOS	Women Offenders Sector
SI	Selective Intervention (Strategy Group)	WOSAP	Women Offender Substance Abuse Program
SIDS	Supplementary Intrusion Detection System	WR	Work Release
SIO	Security Intelligence Officer	YCJA	Youth Criminal Justice Act
SIR	Security Information Report	YO	Young Offender
SIR	Statistical Information on Recidivism (scale)		

