What Happens Now?

A Support Resource

An Information and Resource Guide:

A summary of the criminal justice and correctional systems for family members or significant others who are supporting someone in custody.
This resource was created by the Caring for Families Project. The Caring for Families initiative is supported by the following organizations:

Calgary John Howard Society
Elizabeth Fry Society of Calgary
Mennonite Central Committee
Alberta Seventh Step Society
Calgary Learns
Correctional Service of Canada

The development of this resource was made possible through Initiative funding provided by Calgary Learns

The printing of this resource was made possible through funding provided by Correctional Service of Canada Victim Services Program

The Project would like to extend its thanks to Minuteman Press South for their support towards the printing of this document.
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Background and Acknowledgements

Information for this booklet has been gathered through independent research and from various professionals including staff from:

- The Calgary Remand Centre
- Drumheller Institution
- Calgary Parole
- Alberta Seventh Step Society
- Bedford House (Calgary John Howard Society)
- Berkana House (Calgary John Howard Society and Elizabeth Fry Society of Calgary)
- The Calgary John Howard Society
- The Elizabeth Fry Society of Calgary
- The Mennonite Central Committee Alberta
- Alberta Seventh Step Society

Special thanks to family and community members who were willing to share their experiences and contribute to this Project.

This booklet was made possible by initiative funding from Calgary Learns. It was developed within the parameters of the Caring for Families Project. This group provides information and support for family members or significant others who are supporting, or have supported someone who is serving a sentence in custody. The project is a partnership between the Calgary John Howard Society, Community Justice Ministries of the Mennonite Central Committee of Alberta, the Elizabeth Fry Society of Calgary, and the Alberta Seventh Step Society.
Introduction

Countless families in the Calgary area have experienced the arrest and detention of a family member. They have tried to understand “what happens now?” as their family member goes to court, is sentenced and is incarcerated in a prison or penitentiary. For many of these families, getting accurate information is more than just an interest; it’s a desperate need.

When family members are informed about the justice system, anxieties are reduced and understanding is increased. Family members are in a better position to support their family members who are incarcerated and prepare for their family member’s release.

This booklet is intended to help family members become more familiar with the criminal justice system and correctional systems and how they work. It also aims to provide accurate information about incarceration. A list of support resources for family members is also included.

This resource should not be considered legal advice.

If you need legal advice, contact a lawyer.
The Criminal Justice Process

Information obtained on July 22, 2008 from:
The Department of Justice Website
http://www.justice.gc.ca/eng/dept-min/pub/just/08.html

Someone becomes involved with the criminal justice system if they are charged with an offence by the police.

Criminal offences are listed in Canada’s Criminal Code and in other federal laws. A person can be charged with a “summary offence”, which is considered less serious or an indictable offence, which is considered more serious. Some offences may be summary or indictable; the crown prosecutor has the discretion over which way to proceed.

The person charged with an offence is called the “accused”. If the accused is arrested by the police or is prevented from leaving (detained), they have legal rights which must be told to them by the police. These rights include: the right to consult a lawyer without delay, the right to know why they are being arrested and the right to know the charge (if one is being laid). The accused also has a right not to incriminate themselves by speaking about the offence, which means they do not have to make a statement to the police. They may choose to speak to a lawyer first. An accused person is however expected to provide personal identifying information such as name, address, date of birth. If this information is not provided, an accused can be charged with other offences.

Detention before Court

Anyone who is arrested and held in custody (jail) has the right to be seen by a justice of the peace or judge as soon as possible (usually within 24 hours of being arrested).

The judge or justice of the peace will decide if there is a good is reason to hold the person in jail during all their court appearances (from first appearance until sentencing, if found guilty) or if they should be released into the community while they attend court. If a judge decides to release a person, it is commonly called “bail”. The judge can release a person with or without rules and conditions.

Some people are released on bail with conditions they have to follow before they appear in court. If someone breaks their conditions while out on bail, he or she may loose the opportunity to be in the community and be taken into custody (jail). Some people are denied bail by a judge or justice of the peace and must stay in jail while they complete all of their court appearances.
All those who are denied “bail” in Calgary or who have broken their bail conditions, will typically be held at the Calgary Remand Centre.

A person can only be denied bail if there are very strong reasons to do so. A prosecuting lawyer must show why the accused person should be held in jail while they complete all of their court appearances. For example, the prosecutor may show that the person is a threat to the community or that the person will likely not show up for court. In certain situations the accused must show why he or she should be released.

Generally speaking, a person in custody is given time to make necessary phone calls as soon as possible and again, before they leave the police station (arrest processing unit) to go to the Remand Centre. It is their sole responsibility to call their family. Once they leave the police station to go to the Remand Centre, it can be 12 to 24 hours before they would have another opportunity to place telephone calls.

Criminal Trials

If a person pleads not guilty in court to the charges against them, a criminal trial will be required.

During a criminal trial, the prosecuting lawyer or Crown Prosecutor must prove that the accused is guilty of the charge beyond a reasonable doubt by presenting evidence to the judge and/or jury. This can include scientific evidence like finger prints or evidence introduced by witnesses (someone who saw or heard something related to the crime).

If the accused person has a defense lawyer, it is the defense lawyer’s job to protect the accused person’s rights and to highlight any doubt about the prosecution’s case.

Family members and friends can usually attend court and watch a trial, except in the case where they have been called as a witness. Witnesses cannot listen to other witnesses testify (tell there version of the story). To do so could influence or bias them.

Being in court to support someone can be a long and emotional process, especially if a family member or friend is unfamiliar with the justice system and court procedures. Asking a lawyer some general questions may help.
The arrest of a loved one can be a very traumatic and upsetting experience. Family members may not know the reason for a police decision to arrest someone at a certain time or place. Regardless of the reason, the arrest procedure is an experience that many family members, including children, have witnessed. The impact of this experience is not something that is commonly talked about. The families of offenders are not often identified as a group that needs assistance.

When a loved one is arrested or detained, family members may feel victimized, not only because of the trauma of arrest, but also because their needs may not be recognized.

“Ever since the arrest [of her father], I think my daughter is still traumatized; now she is in her twenties.” (Family member)

Family members can also feel isolated after a loved one has been arrested, not always knowing how to access information. Family members may not know where to turn for support, which can cause stress and anxiety.

### Sentencing

If the accused is found guilty of an offence, a sentence will be ordered by the judge.

When deciding the sentence, the judge must consider several things such as: seriousness of the offence, the sentences possible, deterrence (preventing the offender or others from committing similar offences) and the possibilities for rehabilitation.

The following are examples of the sentences the judge may choose:

- A fine - money paid to the court
- restitution - an order requiring the offender to pay money to the victim for injuries or stolen/damaged property because of the crime
- probation - the offender is released into the community and must follow certain conditions (rules)
- community service - the offender must complete a certain number of hours of volunteer work in the community
- imprisonment – serving a sentence in a prison or penitentiary

An offender who is sentenced to jail for two years or more will be sent to a federal penitentiary; someone who is sentenced to less than two years will go to a provincially run prison such as the Calgary Correctional Centre.

### Appeals

In some cases, a decisions made in court can be appealed to a higher level court. Sometimes permission to appeal must be asked. The higher court may deny permission to appeal, uphold the original court’s decision or reverse the original court’s decision. In some cases, it will order a new trial.

The prosecution or the accused in a criminal case can appeal a decision made in court. Sometimes, it is only the sentence that is appealed and not the verdict (the guilty or not guilty decision).
Victims of Crime

Under the Criminal Code the victim’s needs and safety are important. A victim’s safety and needs are considered in situations such as: bail hearings, sentencing and during parole hearings. A victim’s identity may also be protected if necessary.

What is Restorative Justice?

“Restorative justice... is another way to respond to criminal acts. Restorative justice focuses on the wrong done to a person as well as on the wrong done to the community. It recognizes that crime is both a violation of relationships between specific people and an offence against everyone.

In restorative justice programs, the victim of the crime, the offender and, ideally, members of the community voluntarily participate in discussions. The goal is to restore the relationship, fix the damage that has been done, and prevent further crimes from occurring.

Restorative justice requires wrongdoers to recognize the harm they have caused, to accept responsibility for their actions and to be actively involved in improving the situation.”

**The above definition of restorative justice is obtained directly from the Department of Justice Website in July 2007 - http://www.justice.gc.ca/eng/dept-min/pub/just/08.html

“When my husband got arrested, I didn’t know anything [about what would happen]. I didn’t know where he would go.” (Family member)

After the arrest of her son, one mother spoke of the fear and frustration she felt:

“The police should notify the immediate family [of an arrest], even if they are adults. If I had not read the paper or talked to my friend, I wouldn’t have known what happened to him... I called the police station. They didn’t give much information. They told me he went to the Remand Centre and then I remember he said, ‘Have a nice day.’” (Family member)
The Calgary Remand Centre

12200 – 85th Street NW
Calgary, Alberta
Phone: (403)-695-2100

Many people are not familiar with the Calgary Remand Centre, what goes on there and why. Thinking of someone incarcerated in an unknown facility can create an immense amount of anxiety for family and friends.

The information contained in this section may change as program and policies change at the Calgary Remand Centre.

Population

The majority of inmates at the Calgary Remand Centre have been charged with a crime and are being held until they finish all court appearances. However, The Calgary Remand Centre also holds other individuals who are there for various reasons.

These include:

- Federally sentenced inmates awaiting transfer to a penitentiary
- Provincially sentenced inmates awaiting transfer to a prison
- Federally sentenced inmates that have violated their parole conditions
- Federally and provincially sentenced inmates who are coming to Calgary for court
- Immigration holds when an immigrant is facing possible deportation
- Individuals who have not paid their fines and are completing the fine options program
- Some sentenced individuals with mental health issues or a need for medical observation

Length of Stay

The length of time that a person will remain at the Calgary Remand Centre generally depends on how long it takes for all matters to be dealt with in court. If someone has been charged with a serious crime, court procedures can take a long time to complete.

Transfer to Other Locations

When the number of inmates is high at the Calgary Remand Centre, people can be moved to other Remand Centres in Medicine Hat and Red Deer, or to the Lethbridge Correctional Centre until their court date is closer.
**Classification**

When someone arrives at the Calgary Remand Centre, a Classification Worker will interview them. Classification is when someone is assessed to decide what kind of unit they should be placed in at the Remand Centre (medium security unit, maximum security unit, treatment unit etc...).

Classification workers will consider information like criminal history, mental and physical health, gender, risk factors, etc. A Placement Officer will then place them in a unit depending on the results of the assessment.

**Orientation**

The classification worker will give some basic information to each person arriving at the Calgary Remand Centre. Every person has access to an orientation manual in their unit, which they can read to become familiar with the rules and routines. An orientation video may be offered in the future. It is the inmate’s responsibility to share information with family members.

**Initial Contact with Your Significant Other**

The Solicitor General’s Website states the following (2007):

“Due to the Freedom of Information and Protection of Privacy Act (FOIP), the government cannot release information as to whether your family member is in a provincial correctional facility. It remains the responsibility of the person in custody to contact family members, if they choose. If you provide the family member’s name to the Adult Centre Operations Branch, and they are in provincial custody, we will advise them that you would like them to contact you.” (Alberta Solicitor General, http://www.solgen.gov.ab.ca/corrections/facilities_adult.aspx?id=2763)

If you need to contact someone in the Remand Centre, the Calgary John Howard Society may be able to help.

**Telephone Communication**

**Access to phones**

It is the responsibility of your loved one to phone you, if they choose. Community members cannot call inmates directly. There are telephones on every unit.

After arrival at Calgary Remand Centre, individuals can call their loved ones as soon as they are placed in a unit and have time out of their cell – usually within 24 hours.
Individuals are not restricted in who they can call unless a concern has been brought to Security’s attention. The Security Department has the ability to restrict an inmate from calling certain phone numbers for security reasons or if the inmate’s calls are unwanted. Anyone who receives unwanted phone calls from an inmate at the Calgary Remand Centre may call Security and ask that their number be blocked.

Those who receive calls from the Centre will be notified of where the call is coming from and will have a choice to take the call or not.

**Cell Phone Communication**

Some people have experienced difficulty receiving phone calls from the Calgary Remand Centre on their cell phone. The system at the Calgary Remand Centre is a Telus system and it is possible that other phone companies may not accept calls from this system. Family members who have encountered this problem suggest calling your phone company to enquire if there are any solutions.

**Visiting Someone at the Calgary Remand Centre**

**Approval**

Before receiving visits, inmates must fill out a “visitor card” with the names of all their intended visitors. A person may have a maximum of 10 people on their visitor card.

The completed visitor card should be handed in to “Security”, where security officers will review the list for approval. Once the visitor card is handed in, the visitor list can be reviewed and an approved list will be returned to the inmate. A security check on visitors can typically be completed within 24 hours. All visitors must be approved by security before visiting their loved one. It is your loved one’s responsibility to inform you that you have been approved.

**Visiting Hours**

People in custody at the Remand Centre typically have appointments with lawyers and other responsibilities that they are taking care of. If you would like to visit someone at the Calgary Remand Centre, you must phone on the day you plan to visit and arrange an evening or weekend visiting time.

Visits are half an hour in length and up to three approved visitors may visit during that half hour period. Children must be accompanied by a guardian.

**Visiting Area**

With the exception of professional visits (with lawyers for example), all visits are “no contact” visits at the Calgary Remand Centre. There will be a pane of glass between you and the person you are visiting and you will have to communicate through a phone.
Although the length of time spent at the Calgary Remand Centre varies greatly for each person, it is possible for some individuals to remain there for long periods of time. This can be emotionally difficult for family members on the outside and for the individual on the inside.

**Parking and Travel**

There is free visitor parking at the Calgary Remand Centre. Visitors can also take a city bus and then walk to the Remand Centre from the bus stop nearby.

**General Security Measures**

If you are visiting someone at the Calgary Remand Centre, go in through the main doors and check in at the security desk. Visitors are required to bring picture ID. All visitors must sign in. You will be asked to place all your personal items into a locker before you enter the secure area. Similar to airports, security measures are in place to prevent restricted items from entering the Centre. You might think about leaving any unneeded personal items, such as jewelry at home. You may not bring cell phones into the secure area.

**Mail**

All personal mail that comes into the Calgary Remand Centre is opened for security purposes. The Centre has to be cautious in preventing restricted items from entering the Centre.

The Calgary Remand Centre does not accept items through the mail that have been printed on a home printer such as computer printed pictures and letters. They will also restrict letters that have been saturated in any way by perfume or other substances.

Photos that have been professionally developed can be sent. Individuals are permitted 5 photos in their cell. Should an inmate have more than 5 photos, the additional photos will be stored and inmates can exchange these photos for the ones in their cell. Cards may also be sent through the mail.

**Health Care**

To address the general physical and mental health of the inmates, The Calgary Remand Centre has 24 hour nursing, 3 full time psychologists and a contracted psychiatrist. If family members have concerns about an inmate’s health they can bring them to the attention of staff at the Remand Centre.

**Programs**

Because most of the programs are dependent on volunteers, the programs at the Remand Centre can vary at any given time. As of November 2007 programs at the Remand Centre included:

Self- Help Film Night: On Friday nights, volunteers come into the centre to show self- help films on various issues. This will be followed by some discussion.
Calgary John Howard Society Adult Literacy Program: The program coordinator assists inmates to improve their literacy skills (reading, writing and understanding). Calgary John Howard Society Institutional Visitation Program: Responds to inmate requests for assistance such as release planning and accessing bank accounts for bail purposes. Services are tailored to meet individual needs.

GED (High School) Upgrading: The Calgary Remand Centre also provides GED texts, paper and pencils for anyone who would like to work on high school upgrading. Although inmates cannot write the GED test at the Centre, they can prepare for writing the test.

Library: Inmates can access books and magazines for free.

Recreation: When inmates are inside their cells, The Calgary Remand Centre can provide crosswords, word searches or other activities that will help people work in their cell.

When inmates are out of their cells, there is an outside courtyard and a weight room on each unit. Also, the Remand Centre employs recreation staff who brings the inmates down to the gym about once or twice a week.

Bible Studies: The Calgary Remand Centre has approximately 75 volunteers who host Bible study groups.

Chapel Services: One Protestant Chaplain and one Catholic Chaplain are available at the Remand Centre. Chapel Services are held Saturday and Sunday.

Aboriginal Programming: An Elder will meet one to one with individuals if needed. A group program is also offered where people meet with an Elder to discuss culture and spirituality, participate in ceremonies, watch a film or read something related to aboriginal culture.

**Women’s Programs at the Remand Centre**

The Bridges Program: Offered by Elizabeth Fry, this program is designed to meet the emotional and educational needs of women who are re-entering the workforce or returning to school (E-Fry website - http://www.elizabethfry.ab.ca/calgary/calprofr.htm).

Aventa: Aventa Addictions Treatment Centre provides services for women at the Calgary Remand Centre.

Safe Works: The goal of this program is to decrease the harm caused by substance abuse and other risky lifestyle choices through education and compassionate care (Calgary Health Region Website - http://www.calgaryhealthregion.ca/programs/harmreduction/safeworks.htm).
**Program Registration**

Anyone who would like to participate in a program must sign up on a “sign-up sheet” which is available in their unit. The list of interested participants will be reviewed by the Deputy Director of Programs. All program participants must first be granted approval before they can participate in a program.

**Property**

Individuals are not permitted any personal property in their cells. Upon arrival at the Centre, all personal items, including clothing, will be stored for them. Each person is given coveralls, underwear, and socks.

The only items allowed in the cells are items that have been bought by the inmate from the canteen or items that have been approved by security and given to the inmate.

Cards and letters can be mailed to someone at the Calgary Remand Centre; other items such as clothes, food, and games will not be accepted into the Centre.

**Money**

Some inmates may have money in a personal bank account, but accessing this money can be difficult once in the Remand Centre. This is especially true for those people who do not have support in the community.

The Calgary John Howard Society’s Institutional Visitation Program may be able to assist inmates with accessing money from their bank accounts in the community. Men and women can put in a request to see the Coordinator of this program, who visits the Calgary Remand Centre frequently.

The Calgary Remand Centre creates and manages a trust account (similar to a bank account) for every inmate. Family or friends can bring money to the Remand Centre to be deposited into someone’s account.

There is no limit to the amount of money an individual may have in their trust account. If you are bringing money for someone at the Calgary Remand Centre, please bring picture I.D. This allows Security to be aware of who is depositing money into an inmate’s account. When an inmate needs to pay for bail or other needs, they put in a request and the value is deducted from their account. Receipts are provided.

Money may also be brought in person to the Calgary John Howard Society. A receipt will be given and an agency worker will take the money to the Remand Centre to be deposited in an inmate’s account.
If someone does not live in Calgary and wishes to have funds deposited into an inmate’s account at the Calgary Remand Centre, they can go to any CIBC banking branch to transfer the money. The transfer must be sent:

In the Inmate’s name,

Care of (c/o) Calgary Remand Centre
Transit #0809
Canadian Imperial Bank of Commerce
70 Crowfoot Way NW
Calgary, Alberta T3E 4C8

Make sure to include all of the information listed above, or there could be a delay in sending the money. The money will likely take two or three days to arrive at the Remand Centre. Once the bank receives the notice to transfer the funds, they will prepare a money order for the Remand Centre. A courier picks up these money orders once each weekday at about 10:30am. Please note the fee for this service is currently $17.00.

Canteen

A canteen is available for inmates at the Calgary Remand Centre. People can buy junk food, personal hygiene items, noodle soup, sketch pads and a variety of other things. The money needed to buy canteen items is electronically withdrawn from the inmates trust account. A receipt will be given.

Financial Assistance

For those people who are in custody and who do not have money, The Calgary Remand Centre will assist as much as possible in helping them meet their needs. The Calgary Remand Centre can provide items such as hygiene products, paper, pens, sketch pads, envelopes, stamps and haircuts for those without money. Books, magazines and crosswords, etc are also provided through the inmate welfare fund.

Since reading glasses are not provided through the canteen, anyone who needs reading glasses will be provided with them. The Calgary Remand Centre does not provide eye exams or prescription glasses.

Safety Issues

Conflict

If conflict exists between two inmates, steps can be taken to ensure the safety of staff and inmates, including the separation of inmates.

Stress and Anxiety

It is generally more stressful for people in a remand centre than it is in a prison or penitentiary. Most inmates have newly entered an unfamiliar facility and may not know what is going to happen with their lives outside and while in custody.
At the Remand Centre, there is a constant shifting of population. There are frequent transfers, release and admissions of inmates. This creates challenges for both staff and inmates. Staff do not typically get a chance to know the inmates and the inmates do not usually get to know each other as they would in a prison or penitentiary.

**Food**

There is a set menu for every provincial prison in the province, including the Calgary Remand Centre. As a result, meals are basic but balanced and meet nutritional standards. Other snacks and food can be bought from the canteen.

**Smoking Ban**

Inmates and staff are not permitted to smoke at the Calgary Remand Centre. That includes in the outside courtyards.

**Effect of Time Spent at the Calgary Remand Centre on Sentencing**

During their period of incarceration in a Remand Centre, most men and women have been charged with a crime, but have not yet been found guilty in court. Because court proceedings can be lengthy, many people are incarcerated for long periods of time before a guilty verdict and sentence are handed down. Sentencing judges will often take this into consideration.

**After Sentencing**

**Provincial Sentence**

If an individual is sentenced to imprisonment for less than 2 years, they would go to a provincial prison to serve their sentence. After sentencing in court, that individual would return to the Calgary Remand Centre, where a Classification Worker would interview them and a security assessment would be done. After the assessments are complete, the person would be sent to a provincial prison.

**Federal Sentence**

If an individual is given a sentence of imprisonment for 2 years or more, they would serve their sentence in a federal penitentiary. After sentencing, those serving a federal sentence would also return to the Calgary Remand Centre. A Parole Officer would interview and assess the individual and place the individual at an appropriate institution or penitentiary. This is often referred to as “pen placement”.

It typically takes about two weeks for a person to be placed at an institution and to be moved there.
The Correctional Service of Canada – Helping Victims of Crime

CSC is responsible for offenders serving a sentence of two years or more. Under Canadian law, victims of crime have a right to receive certain information from CSC about the person who harmed them.

CSC’s Victim Services Program’s role is to provide services to registered victims who were harmed by an offender under CSC responsibility. These services include providing the information allowed under the law. However, this does not happen automatically. If you are a victim, you or someone you appoint to represent you must contact CSC to request this service. This process is commonly referred to as “registering”. There is no cost to registering.

CSC recognizes that being harmed by a family member adds an extra factor to consider when deciding whether or not to register. Registering as a victim has many benefits.

As a registered victim you:

• can make more informed choices and obtain a greater understanding of the correctional process;
• can receive the information that allows you greater piece of mind;
• have an opportunity to share information with CSC about the impact the crime has had on you, your family or your child;
• can address the needs and uphold the rights of a child victim by registering and receiving information on his or her behalf;
• may find that the information provided by Victim Services allows you to verify information you receive from the offender if you or another family member are in communication with the offender;
• may find that the information you receive can help you establish a safety plan (for example, if there is a restraining order in place);
• have the option to apply for assistance to travel to and attend National Parole Board hearings.

Are you eligible to register with CSC as a Victim of Crime?

The law allows CSC to register you as a victim if:

• you have been harmed (suffered loss or have been physically or emotionally hurt) as a result of someone committing a criminal offence. Even if the person who harmed you has not been prosecuted or convicted for that specific offence but is in federal custody (2 years or more) as a result of another conviction, if you have made a complaint to the police or Crown Attorney, you are entitled to receive information; or
• you are a spouse, conjugal partner, relative of, or person responsible for a victim who has died or is not able to act for himself or herself (e.g., the victim is ill or a child).
What information are you entitled to receive?

• Upon request, you shall be provided with the following:
• the offender’s name;
• the offence and the court which convicted the offender;
• the sentence commencement date and length of sentence;
• the offender’s eligibility and review dates for temporary absences, day parole and full parole. In addition, upon request, you may be provided the following information where, in the opinion of the Commissioner of the Correctional Service of Canada or the Chairperson of the National Parole Board, your interest in the disclosure clearly outweighs any invasion of the offender’s privacy that could result from the disclosure:
• the offender’s age;
• the location of the penitentiary where the sentence is being served;
• the date, if any, on which the offender is to be released on unescorted or escorted temporary absences, work release, parole or statutory release;
• the date of any National Parole Board hearing;
• any conditions attached to the offender’s temporary absence, work release, parole or statutory release;
• the offender’s destination when released on any temporary absence, work release, parole or statutory release and whether the offender will be in your vicinity while travelling to that destination;
• whether the offender is in custody and, if not, why not;
• whether or not the offender has appealed a National Parole Board decision and the result of the appeal.

You have a voice in the correctional process.

The Correctional Service of Canada welcomes any information you may have about safety concerns and the effect that the offence has had on you, your family or the community. You may choose to provide a victim statement, detailing information about the physical, emotional or financial impact the offence has had on you or any information you think is relevant.

Will the information you provide be shared with the offender?

Personal information about you, such as your name, address, telephone and facsimile numbers, is NOT shared with the offender. However, the law requires the Correctional Service of Canada to disclose to the offender any information that will be considered during the decision-making process, including information provided by a victim, or a summary of that information.
How is the information you provide used by the Correctional Service of Canada?

If you filed a Victim Impact Statement at sentencing, the Correctional Service of Canada is required by law to obtain a copy. In the absence of a Victim Impact Statement, a CSC Parole Officer may ask to complete a Community Assessment with you in order to obtain information that will assist the Correctional Service of Canada to address the offender’s level of risk. CSC uses information obtained from victims in the following ways:

- when making decisions on the institutional security level required to protect society;
- when making recommendations to the National Parole Board as to whether the offender should be granted a conditional release, such as parole, and what additional special conditions to impose on the release being considered;
- when making decisions as to whether the offender should be released on a temporary absence or a work release; and,
- when evaluating the offender’s overall risk of re-offending and programming needs.

How can you reach us?

If you would like to contact someone from the Correctional Services of Canada’s Victim Services Program, please call our toll-free number (1-866-806-2275) or visit our website at www.csc-scc.gc.ca/victims-victimes.
Incarceration

Many family members who experience the incarceration (imprisonment) of a loved one experience feelings of fear, anxiety, helplessness and isolation. In addition to the emotions that family members must cope with, there are financial and social impacts to deal with as well. Questions arise such as “How am I going to support my family?” “What am I going to tell my children?” “What am I going to say to friends or acquaintances?”

People understandably have concerns about what will happen when someone close them is incarcerated. There are many questions about federal penitentiaries and how they operate. Many people also want to know what role they can play while a family member or friend is incarcerated and as they re-enter their community.

The following section will help family members understand what to expect when someone is incarcerated in a federal penitentiary. Each federal penitentiary will have differences. However, all Canadian federal penitentiaries follow the same guidelines as written in Canada’s Corrections and Conditional Release Act. In this section, one Alberta medium security penitentiary has been use as an example.

For more information about how federal penitentiaries work, you can find the Corrections and Conditional Release Act, Regulations and Directives, on the Correctional Service of Canada Website at:

Due to the amount of information related to federal incarceration, this section does not include all details related to incarceration. It does not include information related to transfers from other institutions, immigration holds or inmates sentenced under the Youth Criminal Justice Act. The information mainly relates to male adults who are serving their sentence in a medium security institution within Alberta.

Information Sources:

Unless otherwise indicated, the information provided in this section was obtained from Drumheller Institution’s Inmate Handbook (2007) and through interviews with Drumheller Institution staff members including: the Assistant Warden of Operations, the Correctional Manager, a Drug Dog Handler, the Visitors and Correspondence Supervisor, The Case Management Administrator, an Admissions and Discharge Officer and the Acting Chief of Health. Any information that was obtained through a different source will be clearly identified.

This information has been approved by the Deputy Warden at Drumheller Institution as of January 2008. Information is subject to change as policy and procedures change.
**General Description**

Drumheller Institution is a medium security institution with a 72 bed minimum security facility (Correctional Services Canada). Medium Security institutions put less focus on internal security and control than maximum security penitentiaries and more focus on programs.

There are currently four units in the Main Institution – unit 8, 9, 10 and 11. Units 9 and 11 are general population units while Units 8 and 10 are more specialized. Each unit is broken down into sections called ranges. There are approximately 25 inmates in each range.

Normally, individuals who are preparing for release and transition into the community would be placed in Unit 8. Unit 8 also includes an Aboriginal Healing Range. Individuals in this Unit are typically getting ready to move to the minimum security unit or back into the community.

Unit 10 includes ranges that act as Intensive Support Units and placement on these ranges is completely voluntary. The focus of this Unit is to support individuals to live drug and alcohol free. Those who do not want to commit to living drug and alcohol free, including voluntary urine testing, would be moved to another unit. Inmates who would like to be on a specialized unit must speak to their Parole Officer.

Drumheller Institution is managed by a Warden, a Deputy Warden, three Assistant Wardens and the Operational Manager of CORCAN (an employment program). The minimum security unit is managed by a Correctional Manager and a Manager of Assessment and Intervention, who work as a team.

**Admissions and Discharge (otherwise known as “A & D”)**

After someone has arrived at Drumheller Institution, he will proceed to the Admissions and Discharge (A & D) office. All inmates arriving at Drumheller Institution are thoroughly searched to ensure that they are not bringing contraband (restricted items) into the institution. They are provided with coveralls and any property that the individual brings into the institution will be put into a bag and put into storage.
Property and Records

An Admissions and Discharge Officer will enter all of an inmate’s property items into a computer to create a “personal property record” for the inmate. Any approved property that is later sent in by loved ones or purchased by the inmate will also be added to this personal property record.

This record will eventually be used to create a Cell Effects Card which outlines all the property that the inmate has in their cell. Both the “A & D” office and the inmate will have a copy of the Cell Effects Card.

Sending Property

Family or friends may send property to inmates at federal institutions during a restricted time period. Shortly after arriving at Drumheller Institution, all inmates will be informed of all the rules about property and how family members can send property. This information is also included in an inmate orientation manual, which all inmates receive.

It is up to each inmate to contact their loved ones and let them know the rules about sending personal property. However, the main guidelines are provided next.

Rules and Guidelines for Sending Property

Those people sending property are required to send all property in one shipment. The A & D office receives and handles all inmate property sent in from the outside. They will not accept property that is dropped off at the institution. Because there is a 30 day time limit for sending property, newly arrived inmates should act quickly to phone or write their family or friends.

Inmates are only allowed up to $1500 worth of property in their cell. There are also strict guidelines outlining what property is permitted in the institution and what is not permitted. The guidelines used at Drumheller Institutions are included on the next page. All penitentiaries must follow similar guidelines.

If the property that is sent is approved but worth more than $1500 limit, it will be put into storage for the inmate. Each inmate is allowed only 3 cubic feet of storage space. The value of the items in storage can be no more than $1000.

Every 6 months, inmates can exchange the items in their cell for the items in storage if they choose. As items are exchanged, an Admissions and Discharge Officer will adjust their Cell Effects Card to show the new property in their cell and the property in storage.

People who wish to send in property to an inmate have 30 days from the day of the person’s arrival at the institution. After this time period, the institution will not accept any more property for the inmate. Inmates who have been transferred from other institutions are not eligible to receive property.
DRUMHELLER INSTITUTION – MEDIUM SECURITY INSTITUTION
ADMISSIONS AND DISCHARGE
THIRTY (30) DAY EFFECTS APPROVAL LIST

- $1500.00 maximum cell effects.
- No effects dropped off at the Institution will be accepted.

IMPORTANT: Articles authorized under the authority of Commissioners Directive 566-12, will only be requested ONCE and received in ONE transaction within the designated 30 day period. THIS WILL BE STRICTLY ENFORCED NO EXCEPTIONS. Also, no toiletries, no tobacco, grooming aids (soap, shampoo, etc) writing material or any other canteen items allowed.
- Effects may be sent by mail, courier or bus. All effects MUST have a return address or it will not be accepted.
- All effects to be sent into the Institution by visitors that are on the Inmate’s Approved Visitor List.

The following is a list of allowed effects:

AUDIO-VISUAL EQUIPMENT

1. One piece stereo system (100 W. total permitted but no condenser microphones, microphones, short wave capability or detachable speakers permitted)
1. Walkman type radio/CD player (non-recording)
40. Audio cassettes, audio CDs or CD-ROM disks (combined)
No /CD-RW, CD-R-Write, MP3 Players, IPods, DVD or “burned” permitted (exception: NPB digital recordings on CD)
10. Video game cartridges/disco (as per CD 764)
1. Game system – Game Boy, PlayStation 1, Nintendo or any other game computer (console or hand-held) that does not have data or other communication capability and is available commercially on the market
1. TV converter
1. Cassette/CD cleaner (dry type)
1. Walkman type radio/cassette player (non-recording)
2. Headphones (no wireless and maximum 10” long)
1. TV with remote control (maximum 14” CRT type, with headphone jack)
1. coaxial cable (10’ maximum)
1. Typewriter (electric/manual)

NO POWER BARS (except as per CD 345)

CLOTHING

3. Sweat shirts – NO HOODIES
8. T-shirts/muscle shirts
2. Sweaters
10. Pairs of socks
1. Pair of suspenders
1. Coats
1. Bathrobe
2. Pairs of winter gloves or mitts
3. Jeans or casual pants (no camouflage/ no cargo pants)
4. Sweat pants
4. Shorts
3. Belts (no oversized buckle or studded)
10. Underwear
3. Ball caps
1. Pair of shoes (not runners, no steel inserts)
1. Pair of running shoes
2. Pairs of sandals
2. Pairs of slippers
4. Bandannas (non-gang related)

ELECTRICAL ITEMS

1. Electric razor
1. Clock radio/alarm clock
1. Desk fan (plastic only) 12” Maximum
1. Beard/moustache/nose trimmer
1. Hair dryer/blower (hand held, 1600 W maximum)
1. Reading lamp (non-halogen, 60 W maximum, CSA approved, no goose necked or weighted base)
1. Toothbrush (electric)
1. Clothing shaver
1. Hair Cutting Kit
SPORTS EQUIPMENT

2 Racquets in total (tennis, squash, badminton, racquet ball, ping pong or broom ball)
1 Weight belt
1 Set of lifting straps
1 Golf glove
1 Ball glove
1 Pair of bag gloves (no metal inserts)
1 Pair of cleats (non-metallic and no toe guard)
1 Jump rope
1 Pair of wrist supports/wraps
1 Handball glove
2 Sweat head bands
1 Batting glove
2 Pairs of weight gloves
2 Athletic supports
1 Aerobic stepper

JEWELLRY
(maximum value of $300 in addition to the $1500) No one article over $100
1 of each item only.
Bracelet, earrings (small loops or studs), wedding band, analogue watch, neck chain (6 mm maximum and without heavy pendants), low relief decorative ring

HEALTH AND PERSONAL CARE ITEMS

3 Combs
10 Disposable razors
2 Nail clippers
2 Sunglasses (non-mirrored only)
2 Hair brushes
1 Blunt end cuticle scissors
2 Tweezers

NOTE: Clothing items with offensive logos are not permitted
Inmates may NOT receive personal property with the exception of money or photographs after the initial 30 days.

MISCELLANEOUS ITEMS

Books and magazines (in accordance with CD #864) NO OFFENSIVE OR PORNOGRAPHIC MATERIAL
2 Tupperware type containers maximum 1 litre (2 x 500 ml), cooking ONLY
1 Scissors (blunt ends only and maximum 6" long depending on security level)
1 Mug (max. 12 ounces and non-ceramic)
1 Cigarette machine (hand held)
7 Photo albums with pictures
1 Stapler (non-electric)
Cassette tape holder and/or compact disc holder (maximum capacity if 40)
Assorted games and puzzles
Assorted books (as per CD 345)
1 Cigarette case
8 Batteries (single or rechargeable and charger)
20 Clothes hangers (plastic only)
1 Water bottle (maximum 12 ounces)
1 Hand held calculator with no communication capability
1 Toiletry bag
2 Picture frames (no glass) for tack board or desk top
Photographs (no Polaroid)
2 Floor mats/praying mats (18" x 30" maximum and as per CD 345)

MUSICAL INSTRUMENTS (one only)
Stringed instrument, wind instrument or keyboard (maximum of 1 meter in length and no amps)

NO PERISHABLES, AEROSOLS, FLAMMABLE OR HAZARDOUS MATERIALS.
NO CANTEEN ITEMS to be received from outside unless brought from another Federal Institution. Where items are issued or supplied by the CSC, individuals are not permitted to duplicate the items for personal or group use.

Original signed by Mike Hanly, Warden, Drumheller Institution, Nov. 14/07
**Inmate Property and Security**

When property arrives at Drumheller Institution, it is sent to “Stores”, a large warehouse, where it is inspected. In the case of electronics such as a TV, the TV is taken apart and searched. A drug dog is used to search the property for any presence of drugs or contraband (restricted items). The TV is put back together and a seal is put on it.

If the inmate later breaks the seal, the TV will be seized as contraband. It will be searched, resealed and held for a specific period of time, depending on the number of times a seal has been tampered with. An inmate can also be charged with a crime or an institutional offence depending on the situation.

**Value of Property**

All property will be assigned a dollar value when it arrives. The general rule is that the price in the community is the value that will be assigned to the item. Whenever possible, families are asked to leave the price tag on any items they send to the institution.

For certain items such as CDs and video games, standard values have been set, unless a price tag shows the price of purchase. CDs with no price tag will be entered on the property record at $20. Video games with no price tag are entered at $15. When other items do not include a price tag, the officers will estimate the value based on their experience.

Every inmate is shown the prices that are assigned to their property by an A & D Officer and given a chance to make changes. The value of items cannot be decreased, but inmates can request that the value of a property item be increased. Some individuals do not tell the actual higher price of an item to A & D. Many people are only concerned with having the maximum amount of property in their cell (within the $1500 limit).

However, the institution can pay inmates back if they are responsible for losing or damaging an inmate’s property. The inmate will only be paid back according to the price of the item on their property record.

**Things to Consider when Sending Property**

When considering what to send to a loved one, it is important for families to know that inmates are also provided with clothing and personal items by the institution.

Inmates with money in their institutional current account can also buy property from various catalogues up to the allowed $1500 limit. This is done through the A & D Administrative Support Clerk (also known as SCUDO orders). They can also purchase property items through a canteen.

On the next page is a list of clothing and personal items provided by Drumheller Institution. Other federal penitentiaries would provide similar or the same items to their inmates.
- 4 black socks - only issued once per year.
- 2 wool socks - winter issue only.
- 3 long sleeve shirts golf shirts - one-for-one exchanges required and will be tagged with offender name.
- 4 t-shirts - one-for-one exchanges required and will be tagged with offender name (exchanges will be monitored.)
- 3 blue jeans - one-for-one exchanges required and will be tagged with offender name (exchanged will be monitored.)
- 1 summer jacket that will be tagged with offender name.
- 1 winter parka (winter parka not issued in summer months) will be tagged with offender name.
- 1 pair wool gloves (winter only) once only per season.
- 1 insulated ball cap (winter only and on request at SIS - one only per season.)
- 2 L/S thermal tops (winter only no exchanges) and will be tagged with offender name.
- 2 thermal bottoms (winter only, no exchanges) and will be tagged with offender name.
- 1 pair shower sandals - as required.
- 3 pair of footwear per year - runners or a black suede shoe, issued every 4 months.

It is the responsibility of the offender to ensure that his clothing has nametags, that the nametags are clearly visible and if the tags are loose that he must bring his clothing back to SIS to have the nametags placed back on.

- 1 tube of 125ML toothpaste - must keep empty container, as it is a one-for-one exchange.
- 1 black pocket comb.
- 1 Williams Shaving Soap.
- 1 tooth brush (extra available in units.)
- 2 razors (extra razors are available in the laundry of each unit.)
- 1 deodorant (must keep empty container one-for one exchange) in unit.
- 1 pen (once only upon arrival.)
- 10 envelopes (once only upon arrival.)
- 1 5x8 pad of paper (once only upon arrival.)
- 1 soap dish - (once only upon arrival.)
- 1 bar Zest - more available in units.
- 1 hairbrush - issued once per 2-year period and must have one-for-one exchange.
- 1 shaving brush.
- 1 bleach kit (contains 1 bottle for each of water and bleach, instructions)
- Insoles are handed out upon request.

Work boots, snow suits and coveralls are issued to the "shop" rather than to the inmate. They are not allowed to be stored in the cell.
Excess Property

Family members may be asked or tempted to spend a lot of money sending property to an incarcerated family member. However, there are limits on the amount of property that an inmate can have. Even if 12 pairs of jeans are sent to an inmate, they will only be allowed to have 3.

Updating Cell Effects Card: Responsibilities

If a person purchases property or receives approved property through the institution, it is up to him to keep his personal property record and Cell Effects Card up to date by informing A and D about any changes or additions to his property.

When a person leaves Drumheller Institution, A & D will compare the property they have to the property listed on their Cell Effects Card. If someone has property that does not match their Cells Effects Card, it will be seized as contraband, unless the person can produce a receipt of purchase. Cell Effects Cards are also referred to when cells are searched.

For more information about sending property, what is already provided or what is restricted property for inmates at Drumheller Institution, call Drumheller Institution at (403) 823-5101 and ask for Admissions and Discharge.

Some family members are concerned that the incarcerated person may be unclear about information regarding their health and not able to explain this information to them. They wonder if doctors could obtain permission from their family member to share medical information.

It is important to remember that even if incarcerated individuals could give permission to share information with family members, medical staff cannot confirm a caller’s identity over the phone. Medical information is not given over the phone to anyone for this reason.
Health Care

Because doctors have to keep patient information private, medical staff at Drumheller Institution cannot give out information about a patient’s health to someone other than the patient. Family members have to speak directly to the person who is in jail if they have questions about their health or health care.

Commissioner’s Directive 800 describes the type of medical screening that must take place when an inmate arrives and is admitted to a federal institution. It says:

Within two (2) working days of initial reception, every inmate shall be given a nursing assessment and a referral to an appropriate clinician, if necessary. This nursing assessment shall, at a minimum, screen for:

- communicable (contagious) conditions;
- acute medical, mental or dental conditions;
- conditions requiring continuing treatment; and
- activity limitations.

Within 14 days of admission to the Correctional Service of Canada, each inmate shall be offered a thorough nursing assessment which shall include:

- inmate’s health status (present, historical and family);
- update of immunization status in accordance with the recommendations of the Canadian Immunization Guide;
- immunization for Hepatitis B;
- screening for tuberculosis in accordance with provincial regulations and practice if recent documented evidence of such testing is not available
- counselling regarding Human Immunodeficiency Disease (HIV) and offer screening for the infection;
- health education and promotion programs to meet the identified health needs of individual inmates and specific inmate groups; and
- referral to other health care professionals if deemed appropriate.

The findings of nursing assessments shall determine the requirements for treatment, hospitalization, special housing and/or program placement.
Hours of Service

Health Care is offered at Drumheller Institution from 7am to lock up time at 10:30pm. If someone has a medical emergency from 10:30pm to 7am, they would be taken to a medical facility in the community.

Services Offered

Health Care at Drumheller Institution is designed to meet the needs of the inmate population. Immunizations are an important part of health care. Drumheller Institution offers immunizations for Hepatitis A, B and C and specialized nursing care for HIV, Tuberculosis and Diabetes. Substance abuse treatment is also provided. Nurses are available twice a day for inmates who are experiencing minor medical issues.

Medical Staff

The Health Care Centre includes 12 nurses. Other medical professionals come in to the institution from the community to serve inmates at the Health Care Centre. This includes:

- 1 dentist (twice a week)
- 1 doctor (twice a week)
- 1 ophthalmologist, for eyes (once a month)
- 1 psychiatrist (twice month)
- 1 Infectious Diseases Specialist

Visits with these professionals are by scheduled appointment only. If inmates require services that are not provided by the Health Care Centre, services in the community can be arranged.

Infectious Diseases

Individuals are screened at Admissions for infectious diseases. If necessary, they are referred directly to the Infectious Diseases Specialist.

Access to Health Care Services

Health care access for inmates at Drumheller is similar or slightly better than access in the community. However, there is a long waiting list for the dentist. This is because there is a great need for emergency procedures. While the dentist would like to provide cleaning services, emergency procedures take priority.

Health Care and Planning for Release

The Correctional Service of Canada has provided a new service at some federal institutions to assist inmates who face significant health issues. A Discharge Planner coordinates medical services that an inmate may need upon release. This would include planning with a medical doctor, a halfway house and any other required professionals.

According to Commissioner’s Directive 712-4, inmates who are on prescribed medication are entitled to a 2 week supply upon release from a federal institution on day parole, full parole or statutory release.
The Correctional Services of Canada sets out standards for orientations at all federal institutions. Commissioner’s Directive 704-5 states:

Institutional Heads will ensure that the local orientation process is completed within two weeks of an offender’s arrival at a federal institution.

Upon arrival at a new institution, each offender will be provided with an orientation to the penitentiary/Healing Lodge. Topics to be presented in the orientation program will include:

a. health care services;
b. rules and regulations [about behaviour];
c. offender rights and responsibilities;
d. program opportunities;
e. security procedures;
f. case management process;
g. institutional operations;
h. finance;
i. visits, [mail and telephone contact];
j. the availability of and how to access spiritual, educational and employment counseling;
k. the availability of and how to access spiritual and cultural services;

and

l. Mother-Child Program where applicable.

At Drumheller Institution, an experienced inmate is also chosen to give advice and tips about the culture and norms within a jail (what a person should and shouldn’t do).
Money and Wages

All federal institutions in Canada must manage a trust fund (like a bank account with interest) for individuals who are incarcerated there. This trust fund includes a current account and a savings account. The objective of the Correctional Services of Canada is to encourage inmates to budget, so that money is available to make authorized purchases in the jail and also upon release. However, there are certain restrictions on the amount of money that can be used in the institution for security reasons (Commissioner’s Directive 860).

Inmates can be sent money from outside sources while incarcerated, however, the inmate must first submit a list of contacts, with correct addresses, for approval. Drumheller Institution will only accept money from the individuals listed on an inmate’s approved contact list. All approved money that is received from an outside source (i.e. a family member) will be deposited in an individual’s savings account.

Savings Account

A minimum of $80.00 has to be in an inmate’s savings account at all times. Direct withdrawals from savings accounts can only be made for specific purposes, with approval from the Warden (or another person assigned by the Warden). These purposes include:

- Legal Fees
- Sending money to Family
- Private Family Visits
- Correspondence, post secondary courses and related materials
- Christmas Canteen
- Repair of lost or damaged items in cases where the institution was responsible for the loss or damage and the person has received money from the Crown (the government).

Current Account

A person is more free to use his current account for daily or weekly purchases, but there is a limit on how much money can be in the current account.

Money can be transferred from an individual’s savings account into his current account up to 4 times per fiscal year (April to March). All money transferred in a year cannot total more than $500.

Inmates may make one additional withdrawal from their current account above and beyond their $500 per year limit for a “holiday canteen” purchase. This money must usually be spent between November 1st to December 31st. If an inmate’s religious holiday falls at a different time they may request approval from the Warden to purchase holiday canteen items at a different time (Commissioner’s Directive 890).
A person can use money in his current account to purchase:

- Canteen items
- Personal property
  (from provided catalogues for example)
- Hobby crafts

Or, use this money for:

- Transfers to his savings account
- Family assistance
- Community celebrations
- Charitable donations
- Compassionate considerations (such as a death in the family)

**Canteen**

Inmates can purchase junk food, hygiene items, playing cards, and other personal items from a canteen that is provided in the institution. Every two weeks, $90 is transferred from an inmate’s current account into their canteen account. If someone has less than 90 dollars in their current account, the rest of their current account will be transferred into their canteen account.

The money will stay in a person’s canteen account for two weeks to allow people to buy canteen items. At the end of two weeks, any remaining money will be transferred back into the person’s current account.

Instead of using paper money to buy items from the canteen, a computerized system is used. A person’s hand is scanned to identify who the purchaser is and the cost of the items ordered will automatically be withdrawn from the person’s canteen account. The inmate will receive a receipt indicating what was ordered and how much money remains in their canteen account. No more that $90 worth of canteen items can be kept in a person’s cell at any given time.

Most of the items offered by the canteen are very reasonably priced. The most expensive items that inmates can purchase from the canteen is tobacco products however, these items will not be offered beyond April, 2008.

**Hygiene Account**

Every inmate also has a hygiene account to buy personal hygiene items. The money in this account is held separately from other accounts. Each pay period (see section on wages below), four dollars will be added to a person’s hygiene account. This money is to buy personal items while incarcerated and it is not released to the individual once they are released.
Wages

The following information about wages is obtained from Commissioner’s Directives 730 and 860 and the Drumheller’s Inmate Handbook.

Inmates get some money for attending work, therapy, educational and training programs. The amount of pay of each inmate gets is based on their performance, attendance, attitude and motivation. Daily pay range for inmates who attend programs are as follows: $6.90, $6.35, $5.80, $5.25. Inmates who are employed in certain work areas, such as the CORCAN employment program, are eligible for a slight increase in pay.

Individuals who cannot attend programs for reasons beyond their control receive $2.50 per day. Inmates who refuse to attend programs receive $1 per day (or may have their pay suspended).

Wages are deposited into the inmate’s account every two weeks. 90% of an inmate’s income is placed in his current account up to $69 per pay period, while 10% is placed in his savings account. Money will be deducted from an inmate’s wages for contributions to the inmate welfare fund and to repay any debts to the Crown (government).

Pay that is earned above the top offender pay rate of $69 per pay period will have a 25% room and board charge deducted from it, up to a maximum of 5 dollars per weekday. A person’s participation in program assignments should be reviewed at least every 3 months to determine their pay level (for a newcomer that review can be extended for one more month).

Programs

The Correctional Service of Canada must offer several programs to help address the various issues that inmates face and to help them re-enter the community successfully. In fact, rehabilitation is one of the main purposes of Correctional Service of Canada (Corrections and Conditional Release Act, section 3 and 5).

In general, these programs focus on assisting people to:

- change negative values, attitudes and beliefs
- change negative behaviours
- manage negative emotions
- increase education and employment skills
- support spiritual development

Programs for women offenders, aboriginal people and other minority groups must also be offered by the Correctional Service of Canada.

Many specific programs are rated “Low Intensity”, “Moderate Intensity” or “High Intensity”. High Intensity programs would be longer (15 to 36 weeks with a minimum of 10 hours per week). Moderate Intensity programs would be run for shorter periods (5 to 25 weeks, at 5 to 15 hours per week). Low Intensity programs would require fewer hours per week (2 to 6 hours), but could last between 1 and 16 months.
After completing a program, a person may need help with maintaining the skills they learned. In this case, they would be referred to “Maintenance Program” (Standards for Correctional Programs, http://www.csc-scc.gc.ca/text/prgrm/st-eng.shtml#annex2). Maintenance programs are often offered in the community after release.

Individuals are placed in programs depending on their needs, abilities and sentence length. For example, those with a longer sentence may have to wait longer for programs than those with shorter sentences.

Program participation is important for all inmates. Although program participation is voluntary, inmates who refuse to participate in programs may have their pay reduced or temporarily stopped and they will have to spend more time in their cell. The person will also have difficulty obtaining support for day and full parole. When an inmate does not participate in programs, the issues that may have caused that individual to be incarcerated will likely continue.

There are several programs offered by the Correctional Service of Canada; however, not all programs are necessarily offered at every federal institution. Also, programs offered at any given institution can change from year to year. Inmates may be required to transfer to other institutions to complete these programs. These individuals would usually return to their original institution once the program is complete.

Substance abuse, violence prevention, living skills, sex offender and specialized aboriginal programming may be offered as well as educational upgrading, employment skills, psychological counselling and Chapel services.

**CORCAN Employment Program**

According to the Correctional Service of Canada Website, CORCAN is a major provider of employment skills and training within federal institutions. With shops operating in 38 institutions across Canada, CORCAN is also an important rehabilitation program.

CORCAN offers a realistic work environment in five business areas: Manufacturing, Textiles, Services and Supplies, Agribusiness and Construction. This helps inmates gain valuable work experience that they can then apply in the community.

For example, Drumheller Institution includes a CORCAN program focusing on manufacturing and vehicle body repair. The program includes metal, mattress, paint and welding shops, as well as van body repair. Other employment opportunities at Drumheller Institution include cleaning, maintenance, grounds keeping, peer counselling, committee membership, food services, distribution of inmate clothing and other jobs.

Federal inmates must apply for employment opportunities and jobs are assigned based on the ability, trust and responsibility of an inmate.
**Nutrition**

Inmates at Drumheller are provided meals at 7:00 am, 12:00 and 5:00 pm. The kitchen at Drumheller has about three weeks of different menus that they rotate throughout the year. Inmates are employed to assist with food preparation and serving meals. An inmate committee can suggest menu changes once a year. Similar eating schedules and work opportunities would also be available at all federal institutions.

**Visitors and Correspondence (also called “V & C”)**

The Visitors and Correspondence (V & C) department is involved with mail, inmate visits, and inmate phone lists (this is a list of approved people that the inmate can call from the institution). An orientation is provided to new inmates that includes information on all these topics.

*It is the inmate’s responsibility to contact friends or loved ones and share information with them. However, the basic guidelines will be provided in this section.*

**Telephone Communication**

Once a person first arrives at his cell, they may want to use the phone to let family or their lawyer know where they are. Although individuals have not been set up on the phone system at this point, the Officers on the Unit will usually allow one or more short phone calls. Inmates can usually contact their families within 48 hours of arrival at a Drumheller.

When making initial contact with family or other loved ones, inmates should try to gather the addresses of people they would like to call in the future. Correct addresses are needed by the V & C office to create an approved phone list at a later time.

**Phone System**

The phone system used by inmates at Drumheller Institution and many federal institutions is called a Millennium System. It only allows inmates to make collect calls – the person receiving the call has to agree to pay a fee for the call.

If you have agreed to be on a phone list but later change your mind, you can have your number removed from a phone list by calling the institution.
Approved Phone Lists

During an inmate’s orientation, each person is instructed on how to create a phone list by the V and C Supervisor. The inmate must fill out a form providing the names and accurate addresses for each person they would like permission to call. The list may have up to 40 personal numbers on it.

The form must then be handed in to the V and C office by the inmate. Each person on the list will be phoned by the V and C Supervisor to confirm that:

- The person agrees to accept phone calls from the inmate
- The person is able to receive collect calls

If there are people on the inmate’s phone list who cannot accept collect calls or who do not want to accept the calls, they will not be included on the inmates approved phone list. The inmate will be notified what phone numbers, if any, are denied, without providing specific reasons why (for the privacy of the community member).

If the people on the phone list agree to receive calls and can accept collect calls, the list is sent to the Case Management Administrator to make sure that contact between the inmate and those on the phone list is appropriate and allowed. After the list is approved, the inmate is assigned a Personal Identification Number (PIN). The PIN gives each person access to the phones numbers on their approved list, when using the phones on their unit. For their own privacy and the privacy of their loved ones, inmates are advised not to share their PIN with other people. If someone shares their PIN, it can result in their phone privileges being temporarily taken away.

A Personal Identification Number and approved phone list can take a few days to a couple of weeks to set up from the time someone arrives at a federal institution.

General Access to Phones:

Inmates may call those on their phone list as many times as they like, depending on the time they have available, the availability of the phones on their unit, and the costs that those receiving phone calls are willing to pay.

All calls are made in a common area and can be monitored by security, with the exception of legal and privileged calls.

In general, phones are turned on between 7:30am and 10:00pm (with some areas being shut off during work/program hours). Inmates can access the phones when they are allowed movement on their unit (when they are not locked in their cell).

Movement on a unit depends on the security level of the unit. The “transition” unit that houses inmates who are following their correctional plan and who will shortly be released, will allow more movement of inmates and therefore more access to phones.

Inmates are expected to be considerate of others as there are a limited number of phones on each unit. Calls are limited to 30 minutes and the phone will automatically be cut off after 30 minutes.
Emergency Calls and Common Access Numbers

In some cases, Parole Officers will allow direct calls (calls with no fees) in emergency situations. Direct calls can also be made to the common access numbers posted by each millennium phone. This list includes the Correctional Investigator, Inmate Affairs, the Privacy Commission and a 24 hour IPSO hotline.

The IPSO hotline allows inmates to make anonymous untraced calls to a recorder if they have information about the safety of an individual or the security of the institution.

Money

Certain people can send money to inmates at a federal institution. Money will only be accepted from someone who is on an inmate’s approved support list, phone list, visiting list etc...

All money that is mailed to Drumheller Institution from an approved contact is received by Visitors and Correspondence (V & C) and is immediately forwarded to the Finance Department to be deposited into the inmate’s account. Community members are asked NOT to send cash by mail and any deposits should be in the form of a money order or cheque with the senders name clearly identified.

Mail & Security

When mail arrives at Drumheller Institution, it is forwarded unopened to Visitors and Correspondence (V & C). The V & C officers open the mail and inspect it for contraband (restricted items) before forwarding it to the inmates.

Although V & C officers do not read mail, they will note any obscene content (like inappropriate pictures) or security related information that they observe (for example, gang information or symbols). Mail with obscene content will be sent back to the sender. If there is information that threatens the security of the institution in the mail, it will be sent to the Preventative Security Department. The officers must keep a written record stating why the mail did not get into the institution. Mail that is returned to the sender is accompanied by a letter indicating why it was returned.

If an inmate’s mail is held back, the inmate will be informed in writing and will be given an opportunity to appeal the decision, unless to do so would interfere with an investigation. If this is the case, they will be informed after the investigation is complete (Commissioner’s Directive 85 s. 9).

Inmates who cannot read or write are entitled to assistance with writing or reading mail (Commissioner’s Directive 85 s.4).
Date:

Dear:

Re: Inappropriate Mail Content

Within a secure Correctional Center, it is necessary to ensure that many seemingly harmless items are not received into the Institution. I am certain that you can appreciate our need to ensure that illicit drugs and other contraband items are into received into the Institution. It is for this reason that we have had to consider the following items as contraband, when arriving by mail:

- Stamps, stamped envelopes, envelopes, stickers, labels, return address labels
- Anything glued on (including cards)
- Revealing photos, photo albums, Polaroid photos that have been altered/tampered with
- Musical cards
- Address books, calendars, book markers, writing paper
- Novels, magazines
- Paperclips, staples, pins, etc.
- Feathers, dried flowers, etc.
- Jewellery
- Telephone calling cards, plastic cards
- Pencils, pens, sharp objects
- Excessive perfume, etc. saturation
- Sexually explicit material
- Scanned positive for an illegal substance
- Other
  - Construction paper
  - Paint (art work)
  - literature depicting gang related material (in letter or on envelope)

As one or more of the enclosed items are considered to be contraband, we have no choice but to return the entire mail contents to you.

In the case of no return address on the mail contents the items will be placed in the offender’s storage and this letter will be forwarded to the offender as well as one placed in the offender’s Admissions and Discharge File.

Yours truly,

Visits and Correspondence
Drumheller Institution

CC: Offender A & D file
Visiting

It is the responsibility of the inmate to mail a “Visiting Application and Information Form” to those people he would like to visit with. The forms are provided in each unit. Visiting and Correspondence officers can answer questions that the inmate may have.

Visiting Application and Information Form

Once someone receives a Visiting Application, it must be filled out completely and correctly before sending back to the Institution, at the address stamped at the top portion of the form.

The form states that leaving out important information or including false information can be used as a reason to permanently deny visiting privileges. Incomplete forms will be sent back to the person applying to visit.

The application must include two current photographs of the person applying, minimum size of 5cm x 3.5 cm. The person’s full face and shoulders must be included in the picture. These pictures can be taken at a photo booth at the mall or a friend can take the photograph. Make sure to read the back of the application and sign the bottom before you send it in. The back of the form includes important information about the laws and rules about visiting federal institutions, such as the laws against contraband (restricted items) and the definition of contraband.

The back of the form will also ask you to consent (give permission) and admit you are aware that:

- Correctional Service of Canada (CSC) has the sole right to decide who is suitable as an inmate’s visitor
- Visiting an inmate is dependent on the results of a criminal record check and that you give permission for CSC to use your name for such a check
- You have provided accurate information on the form and that providing false information or failing to update the institution about changed information may result in suspension of visiting privileges
- You agree to observe all the stated rules, regulations and policies and failure to do so may result in the suspension of visiting privileges
- You could be searched according to the Corrections and Conditional Release Act and the Regulations and that if you refuse to be searched, you may be denied access to the institution.
- You understand that your verbal, visual and phone communications with an inmate can be interrupted or monitored.
- Finally, the bottom of the visiting application also includes important information about the searching of children and/or their property. This part must also be signed if you intend to bring a child to visit
Child Visitors

If your child (under 18 years of age) would like to visit, a Child Safety Waiver form must also be submitted with your application. Children must always be accompanied by an adult.

If you are sending your child with another adult to visit someone at Drumheller Institution, you must hand write a letter that gives permission for the other adult to bring your child to the institution and to act as their guardian. Sign the letter and include telephone numbers where Security Officers can reach you.

Waiting Period Before Visiting

Understandably, many people want to know “how long before I can visit?” This generally depends on two factors: 1) the time it takes for an inmate to send the application out to potential visitors and 2) the time it takes for the potential visitors to send the application back to the institution.

Approval Process

Once a visitor application arrives back the institution, a criminal record check will be done on the individual who is applying and the information provided on the application will be reviewed to make sure it is correct.

If the visitor is approved, the V and C officers will inform the inmate that the visitor has been approved. It is up to your loved one to phone you and let you know that you are approved. After being approved, you can phone the institution to arrange a visit.

If the person applying is not approved, both the inmate and the person will be notified in a letter. The inmate will not be told why a person was not approved to visit. This is private information to the person applying.

If you have a criminal record for which you have received a pardon, you could still get permission to visit. It is important to fill out the visiting application truthfully. Trying to hide past history by filling out the form incorrectly is more likely to cause someone to be denied as visitor.

If a person has a current criminal record or outstanding fines, they will not be approved for visiting.

Visitors may only be on one inmate’s visitor list, unless there is a direct family relationship (for example, a mother may visit her two sons).
Visiting Hours

If you call Drumheller Institution and ask for Visitors and Correspondence, the officers will tell you the visiting hours, what you can and can’t bring to the visit and any other general information that you require. Some basic guidelines are provided here.

If you want to visit someone at Drumheller or another federal institution, and you have been approved to visit, **make an appointment** by calling the institution and asking for Visitors and Correspondence.

As of December 2008, visiting hours at Drumheller Institution were:

- Saturday, Sunday, Monday from 8:30am to 11:30am and 12:30pm to 3:15pm
- Tuesday and Wednesday there are no visits
- Thursday and Friday, visits are from 12:30pm to 3:15 pm and 5:45 pm to 8:45pm

Regular visits are not allowed during Statutory Holidays or during social events that include all inmates.

**Some Rules and Tips about Visiting Drumheller**

Every person over the age of 16 is required to show picture ID to the security officer when visiting. This is so that security officers can make sure that the person is approved to visit. The security officers will keep the ID until the person is ready to leave the institution.

People are very limited in what they can bring to a visit. Each visitor can bring in up to 10 dollars in change for the vending machine.

Pictures that you may want to bring in to the visit are typically allowed; however, they will be reviewed by the officers to make sure there are no sexual or obscene images. Negatives are not allowed to be brought into the visit.

Greeting cards for major holidays are generally allowed. Other greeting cards will likely not be permitted. Officers will also screen greeting cards for graphic or obscene content.

Books, including Bibles cannot be brought in by visitors. However, the V and C office does have a couple of Bibles that can be borrowed.

If you have been denied visiting privileges and you do not agree with the decision, the decision can be appealed. The letter that is sent to you from the institution will explain how to appeal.
**Children’s Items**

When children are visiting, diapers and bottles are allowed, but be aware that everything can and most likely will be searched. Car seats are provided in the visiting area and so are not allowed to be brought in at Drumheller. Different federal penitentiaries may restrict different children’s items depending on what they have available in their visiting area.

Extra items (aside from $10 dollars in change) are not guaranteed to be let in to the institution. This would especially apply if there are a large number of visitors entering. Security Officers may not have the time to review pictures, greeting cards and/or other items.

Keeping extra items to a minimum when visiting an institution will simplify your visit however, more items may be necessary, especially if you are bringing in children.

**Smoking Ban**

Smoking is not allowed anywhere on the grounds of a federal institution, including the visiting area.

**Re-Entry Restrictions**

Visitors should bring in everything they need for a visit. If you are visiting with someone, you will not be allowed to go back to your vehicle to quickly get something and then back into the institution. If you leave the institution, your visit will be considered ended, with the exception of leaving for the lunch hour.

**Visiting Area**

Visiting areas at federal institutions will have differences. At Drumheller Institution, there is a large room with table and chairs secured to the floor. There are some toys, but no distinct play area for children is provided. Two vending machines are provided for snacks.

Inmates that are rated as maximum-security or who are in segregation (separated from the general inmate population) will normally receive “no contact” visits. The inmate and their visitor will sit in a room, with a pane of glass that separates them. Communication is through a telephone on either side of the glass.

**Behaviour During Visits**

During your visit, avoid excessive or “inappropriate” contact. Frequent kissing, hugging or caressing, will not be permitted. Usually a hug and kiss at the beginning and end of your visit will be accepted. The visiting area is monitored directly by correctional officers. If behaviour of inmates or visitors is suspicious or considered to be inappropriate in a public place, it could cause the visit to be ended. If you are in doubt whether your actions will be acceptable, you can always ask.

Also, visitors could be denied a visit if their clothing is overly revealing or their clothing has slogans or pictures that are considered obscene.
**Private Family Visits ("PFV’s” or “Trailer visits”)**

When someone is incarcerated, family bonding and intimacy becomes difficult to maintain. Private Family Visits allow for family members to visit for two or three days in a private home-like environment with a loved one who is incarcerated.

**Private Family Visiting Units**

The PFV units resemble small mobile homes and are fully furnished. They include two bedrooms, a living room, a fully equipped kitchen/ dining area and a full bathroom. Families should expect basic, but clean accommodations.

There are four PFV units, at Drumheller’s main institution. Each unit includes a backyard area with a picnic table and BBQ. One unit has large play equipment, while others can be provided with toys. As with most federal institutions, the PFV units are somewhat separated from other buildings at the institution.

**Approval Process**

Inmates must apply for a PFV through their institutional Parole Officer. Also, all people who want to take part in a private family visit must first be approved.

After receiving a request for a PFV, Parole Officers will check whether there is any history of family violence. A PFV will not be granted if family members are at risk. Parole Officers will also check if there is a reason to believe the visitor may try to pass restricted items on to the inmate.

Typically, Parole Officers will request that a Community Assessment be done before making a decision about a PFV, if one has not already been done. As part of a Community Assessment, potential visitors of the inmate are interviewed and a report is written based on the information from the interview.

In order to be eligible for a PFV, the visitor has to have lived with the inmate for at least 6 months before he was incarcerated. If a relationship was formed after incarceration, an exception may be made if there is a pattern of regular visits for at least 1 year. All PFVs must also be reviewed by the Offender Management Review Board and approved by the Warden.

Because there is a lot of information to be gathered when reviewing a PFV application, inmates are advised to make their request 10 to 12 weeks before they would like to participate in a PFV.

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Before your visit, call the institution and ask for Visitors and Correspondence. Ask questions if you have concerns about what you can bring in or what to do during a visit. Perhaps you have prescription medication that you want to bring in and are not sure if it is allowed. Maybe you have questions about what you can bring in for your children.
Length and number of Private Family Visits

PFVs are usually 72 hours (3 days) and approved individuals are permitted 6 visits a year, (with a 12 month period, starting the after the first visit is approved). If the demand for PFVs is more than the units available, a waiting list will be created. Priority will be given to those travelling from out of province, families with special needs and families with young children.

Planning a Private Family Visit

Once loved ones have been approved for a PFV, the incarcerated person must request a PFV at the Visitors and Correspondence (V & C) office. He will receive information about PFVs and a consent form which he must return to the V and C office before a PFV will be booked.

The V & C office will arrange a PFV according to available dates and the family’s schedule. All participants will be sent information about the PFV outlining permitted and restricted items, as well as other expectations.

Families should be aware that inmates are counted several times a day, even if they are participating in a PFV. All adults who are participating in a PFV should be prepared to exit the private family visiting unit to be counted at certain times during the day and evening.

The inmate will be given information about food, inmate counts, responsibilities for damages, cancellations and waiting lists that they can then share with their loved ones. Food has to be arranged for and purchased by the inmate before the Private Family Visit.

Remember, there is no smoking allowed in the PFV unit or in the backyard.
NOTICE TO VISITOR PARTICIPANTS

PRIVATE FAMILY VISITING PROGRAM - DRUMHELLER INSTITUTION

You will be taking part in a Private Family Visit in the near future. Please refrain from bringing excess baggage and unnecessary items. Should you arrive with items which are not permitted, you will be required to secure them at the Principal Entrance. If you are found to be concealing unauthorized items, you may be refused your visit. If you are found to be attempting to bring illegal substances (drugs) into the institution, you will be detained and turned over to the RCMP for further investigation. Bring only those items necessary for a visit of up to 72 hours.

The following items are permitted to be brought into the institution:

- Shampoo, conditioner, body oils, and assorted lotions. These will be poured into clear containers at V&C in front of staff before they can be brought into the institution.
- Clothing - 3 days worth
- Toiletries - toothbrush, hairbrush, comb, hair accessories, toothpaste, deodorant, minimal makeup and jewellery, razor, sealed contact lens supplies.
- Feminine hygiene products and diapers - must be in factory sealed packaging.
- Prescription medication - 3 days only. (No Advil, Tylenol, etc.)
- Blow dryer and curling iron
- Maximum of 3 books
- Sealed packages of cigarettes (The PFV units are non-smoking areas so smoking must be in the outside yard.)
- Infant's needs: sealed baby food jars and sealed medication
- 10 DVD's rented from the video store in Drumheller and accompanied by the receipt. (Pornographic or movies with extreme violence will not be permitted.)
The following items are not permitted

- Bar soap
- Bed linen and pillows
- Cooking utensils
- Sex aids and sex toys
- Medication other than that prescribed by a physician
- Towels
- Candles
- Wax or crayon pencils and felt pens
- Cassette tapes
- Aerosol cans
- Food of any description except for baby food in sealed containers
- Infant car carriers or seats
- Stuffed toys
- Any item in a glass bottle (including perfumes)
- Lighters or matches
- Anything alcohol based (hair sprays, etc.)

There is no passing of contraband between the visitor and the inmate. This will terminate all future PFV’s. What you take into the visit must come out with you.

Please refer any queries to the Visits and Correspondence office either in person at your next visit or by telephone at 403-820-6118.

For your information
Visits and Correspondence Staff
Parking and Entering a Federal Institution

Visitor parking is usually assigned somewhere in the main parking lot. Try not to linger too long in your vehicle or Correctional Officers may approach your vehicle to question you. An officer watches for visitors and will open the main gate when you approach or shortly after. Please see the following section on “Security Measures” for what to expect after you enter.

Security Measures

Expectations and Concerns

Thinking about visiting a penitentiary can cause anxiety, stress or even fear. Knowing what to expect when visiting can make people feel more comfortable. For security reasons, there are many rules that must be followed at federal institutions to prevent drugs and other restricted items from getting in.

Security Officers must maintain a generalized suspicion of everyone entering the institution in order to ensure the security of the institution is maintained. Staff and volunteers who enter the institution must also go through a security check. Drug detection technology and methods are only used on staff members if there is a strong reason and it must be approved by the Warden or someone who is acting for the Warden.

For some visitors, security procedures at federal institutions seem unclear. Visitors may notice differences from one visit to the next. This may be because the circumstances have changed (for example there may be more visitors assist), but it is also because different security officers may respond to visitors differently.

For some visitors, the experience of entering a federal institution feels intimidating, and for some, offensive. This can be especially true if family members are being asked to do something or are singled out when they don’t understand why.

Attitude Makes a Difference

Security officers are chosen for their experience, knowledge and professionalism. No one likes to be treated in a rude or disrespectful manner. That includes visitors and security staff. If a person shows some understanding for the security process that needs to take place and is polite when asking questions, the experience will undoubtedly be more positive.

If you are doing your best to be respectful but feel that you are being treated unjustly, write a letter to the institution, attention to the Warden.
Restricted items

Some of the more obvious restricted items at federal institutions would be drugs and weapons. However, the reason for some restricted items may not be as obvious to the average citizen. Most of the restricted items are restricted because they can and have been used to:

1) Hide or camouflage drugs  
2) Construct a weapon  
3) Construct a tool (that could be used to escape or to perform other illegal activity)  
4) Conduct illegal commerce within the jail  
5) Break institutional policy (which itself is in place for the safety of staff and inmates)

This is by no means a complete list, but each item on the list is in itself a risk and can also cause further risk to the inmates and staff. As discussed in the section called “Visiting”, there is very little that can be brought into the institution when visiting a someone and what is allowed in is often thoroughly checked.

Drug Dogs

For security purposes, federal institutions will often use highly trained dogs to detect the presence of illegal drugs on visitors and in inmate’s cells. The Correctional Service of Canada uses dogs with natural hunting and seeking instincts, which includes Labradors and Retrievers. Although the dogs are used to help detect drugs on a visitor, the dog is trained to make little or no contact with the visitor when checking them.

If the dog and handler are present when you visit, you will be asked to stand in a certain location. Visitors are to remain still while the dog circles the visitor, without touching them. Using his keen sense of smell, the dog will try to detect illegal substances. If the dog detects an illegal substance, he will not touch the visitor. Instead he will give his handler a signal that a substance has been detected. This method is called passive detection.

The dog is especially careful with children. Sometimes the dog will be excited about the search and will hurriedly move toward the visitor. This can make some adults or children nervous. This is not an aggressive gesture; it is simply excited to get to work. A parent can hold small children while the search occurs, if they prefer.

It may be tempting to pat the dog or call to him but visitors are asked not to touch or talk to the dog while he is working.

Some people have a fear of dogs; but unfortunately, the dog must search all visitors if he is on duty. If someone has a fear of dogs, a suggested strategy is for the visitor to close their eyes during the search. Because the dog makes little or no contact with the visitor, the search will be over before they know it’s begun.

If the dog detects drugs on a visitor, the person’s vehicle will likely be searched. This is because the scent of drugs on a visitor may suggest they have drugs in their vehicle. The institution must confirm that no drugs have been brought onto the grounds, as this may present a risk of those drugs getting into the institution. If the Drug Dog makes a positive signal for drugs, the visitors will also be interviewed by the Correctional Manager, Dog Handler and/or Security Intelligence Officer.
Other Security Procedures

If a visitor is searched by the Drug Dog with no problem or if the Drug Dog and his handler are not on duty, the visitor will be buzzed in through a main gate and enter through a main door. After entering through the main door visitors will have to report to the security desk. Below is a list of what visitors will typically experience after entering the institution:

- All visitors over the age of 16 will be asked to show picture ID.
- The visitor will be asked to sign in (and later sign out).
- The visitor will be asked to put all personal items, including cell phones, into a locker and will be given a key for the locker.
- A security officer will randomly swab the visitor’s hand or property for any traces of drugs (See the section called “IONSCAN” for details).
- Any items that may be approved to be brought into a visit such as pictures, greeting cards or diapers will be searched and if necessary put through an X-ray machine.
- Finally, the visitor will walk through a metal detector.

Once the visitor has completed all the needed security procedures, they will be directed to the visiting room. Before beginning the visit, visitors must check in at the Visitors and Correspondence office. The person being visited will enter through a separate door.

IONSCAN

A device called an “IONSCAN” or ion scanner is currently being used in federal penitentiaries. This technology is designed to detect minute amounts of drugs - microscopic residue that is not visible to the naked eye, on the hands, clothing or property of visitors to the institution.

Ion Scanners: What will I be asked to do?

Security Officers will randomly swab the visitor’s property or hand with a small piece of cloth. This cloth is placed onto the ion scanner. The ion scanner is not designed to register casual contact with substances, such as when someone may have unknowingly come into contact with minute amounts of drugs at a bar, casino etc... If no significant amount of illegal substance is detected, the scanner will read “pass” and the visitor will continue through the security process.

Detection by Security

While attempting to visit a loved one, some family members have been stopped by security officers. This may be due to a signal by the Drug Dog or an alarm by the ion scanner. There is no need to panic. This simply means the visitor has been identified by security as a possible risk.

The Correctional Manager and/or Security Intelligence Officer will interview the visitor – this interview is called a Threat Assessment Interview. This interview allows the staff member to get more information from the visitor before making a decision about what to do, if anything.
Visitors will have an opportunity to speak on their own behalf and present possible reasons why a restricted substance was detected. For example, a visitor might be taking a prescription medication that was detected by the ion scanner (See the section called “False Alarms” for more information). Although you might be nervous and embarrassed, be honest and simply answer the staff member’s questions.

The interview takes place in a small private room with a small table and two chairs. Depending on the results of the interview, one of the following actions will be taken:

- Allow a contact visit
- Allow a visit with more supervision
- Allow a no contact visit (with glass in between individuals)
- Refuse the visit and ask the person to leave
- Detain the visitor and phone police when criminal charges are possible.

In addition, if there are concerns raised about a visitor or inmate, the institution may impose a certain number of closely monitored visits or impose a certain number of no contact (glass) visits.

Although a voluntary strip search by a same sex officer is a legal option, this option seems to be rarely used and any strip search of a visitor would have to be approved by the Warden first.

If a person is detained for the police, they have a right to contact a lawyer and a phone and phone book will be provided for them. The person would be required to wait in the interview room with the door closed.

**IONSCAN “False” Alarms**

There has been some concern over the use of IONSCAN machines in federal institutions. Many people have experienced what they express as “false alarms” by the ion scanner. Family members have suggested that although they have no involvement with drugs, the ion scanner has alarmed and they had to be interviewed by a staff person.

The experience of being singled out and interviewed can be scary and humiliating for the family members involved. Family members can become anxious about visiting an institution and concerned about the consequences of more false alarms. Some family members prepare very carefully before visiting a federal institution to avoid false alarms by the ion scanner.

“They rub your hands and keys with something – I had traces of something on them. They interviewed me and it went on my record... One time I was wearing a watch that tested positive, they allowed me to put it in my locker... They told me if I tested positive again they would take away my visits... You feel guilty when you are not guilty. It’s embarrassing. I have nothing to do with drugs... It made me anxious, but now I wash everything before I go - my keys my money...I don’t wear a jacket unless it’s freezing cold.”

*(Family member after visiting Drumheller Institution)*
Suggestions for Visits to a Federal Institution

1. Keep in mind that the IONSCAN detects the presence of drugs, many of which are chemical based. Washing with plain soap and water before a visit is advisable. Avoid antibacterial hand sanitizers and cleaning wipes (Canadian Families and Corrections Network).

2. Personal hygiene items may present a risk. Avoid perfumes and lotions and limit make-up (Canadian Families and Corrections Network).

3. Keep in mind that paper money travels far distances and is used by hundreds of people before it gets to you. Wash with soap and water before a visit.

4. Medications (prescription and over-the-counter medication could also set off an ion scanner).

When Family Members Feel Pressured

An unfortunate reality is that some individuals experience pressure from a friend or family members inside a penitentiary. This may be pressure to bring drugs, money or other contraband into the institution. Even more worrisome is if outside individuals approach the friends or family members of inmates. These “requests” can cause fear about the safety of a friend or family member inside the penitentiary.

Family members who are experiencing these kinds of pressures do not have to handle them alone. Family members may be concerned that talking to security staff at a federal institution could put a loved one inside the penitentiary at risk or get them in further trouble. It is true that anyone found to be involved with drugs within an institution will face consequences, as this is against the law and institution policy. However, if a real threat to inmate is identified, steps are taken to try to manage that threat, including the possible removal of the person causing the threat or transfer to a higher security.

Anyone who feels threatened or pressured by someone outside the institution should tell police. Also, if security staff within the institution are aware of the pressure a visitor may be facing, they will likely be able to help. The Correctional Manager at Drumheller suggests:

“If a family member is getting pressure on the street, they should contact their local police because it’s criminal harassment. We have a department here that deals with police across Alberta and they have a very good rapport with [Alberta police]...Parents or children on the street shouldn’t sit on this stuff and let it build. They should contact somebody right away through [the Security Intelligence Officer] or myself and we would make sure it gets to the right contacts.”

If you discover that your loved one is in trouble or crisis you can inform the Case Management Administrator. Many inmates don’t trust institutional staff and so will not tell staff, even if they are in crisis.
Case Management in the Institution

Institutional Parole Officers

Each person that is incarcerated in a federal institution will be assigned an institutional Parole Officer. These Parole Officers gather information from the inmate, justice professionals, service providers and the community in order to assess the inmate and develop a program and treatment plan.

Immediate Needs Interview

Within 24 hours after arrival at the Drumheller Institution, an “Immediate Needs Interview” is conducted. This interview will help correctional staff be aware of the inmate’s needs that may impact how they are managed or kept safe within the institution.

Admission Interviews

In the Admission Interview, a Parole officer or Program Officer will:

- Confirm if the inmate needs an interpreter
- Confirm and add to the information already gathered about the inmate
- Make any necessary referrals to specialized areas for assessment (i.e. programs, psychology, health care)
- Explain eligibility for Private Family Visiting
- The Parole officer will also share more information with the inmate about:
  - His assigned case management team (usually a Parole Officer and a Correctional Officer II on his unit)
  - The Preliminary Assessment, if available
  - Approximate eligibility dates for parole (conditional release)

Types of Conditional Release

Temporary Absences

Escorted Temporary Absences (ETA) can be applied for at any time during a sentence. ETAs for compassionate reasons (such as funerals or a terminal illness of a family member) should be granted unless an ETA would present a risk to the public or the inmate (Commissioners Directive 710 s.3).

In general, an inmate can apply for an Unescorted Temporary Absence (UTA) after serving one half of the time before their full parole eligibility date, or 6 months, whichever is greater. Depending on the seriousness of the offence, some individuals would have to wait longer before being eligible (Corrections and Conditional Release Act s. 115).
Some inmates can only be granted Unescorted Temporary Absences by the National Parole Board (NPB). During the intake process, the Parole Officer will advise the inmate who has the authority to grant these types of absences (NPB or the Warden).

Inmates who are classified as maximum security and inmates who are being detained past their statutory release date are not eligible for UTAs (Commissioner’s Directive 710-3).

**Work Release**

Inmates who are eligible for Unescorted Temporary Absences are eligible for work release. This is a structured release for work or community service in the community and is supervised by a staff member or other authorized person (Commissioner’s Directive 710, s.3).

**Parole**

The majority of inmates serve part of their sentence in the community with support, supervision and conditions to follow. An important stage of gradual supervised release is parole. Please see the section called “Parole in Calgary” for more information.

**Correctional Plans**

As part of the Correctional Plan, a Parole Officer will assign specific programs to the individual, which will help him prepare for return to the community and help reduce the risk of re-offending.

Institutional Parole Officers complete several assessments and gather information in order to create a Correctional Plan. In general, Parole Officers gather information on an individual’s “static” and “dynamic” factors. A static factor refers to something that cannot change such as a person’s age or criminal history. Dynamic factors are things that can be changed. Institutional and community Parole Officers are concerned with 7 dynamic factors including:

1) Personal/emotional issues
2) Marital/Family issues
3) Sexual Abuse
4) Community Functioning
5) Employment
6) Attitude
7) Associates

For each individual, the dynamic factors will be assessed as “some” or “considerable”. If a dynamic factor is listed as “considerable”, an intervention will be considered needed. These interventions, including a list of required correctional programs, will be listed in the Correctional Plan. In many cases, a person will have to complete required programs before they get approval for parole.

After a Correctional Plan has been developed, the person will be assigned a new Parole Officer within his unit. The unit Parole Officer will support and monitor each inmate’s progress through their Correctional Plan, including the scheduling of programs needed.
Preparation for Parole

During incarceration, each inmate and their Parole Officer should be working together to decide when would be the best time to be seen by the National Parole Board (the organization that decides if people are granted parole).

The Parole Officer and the inmate should discuss any progress that has been made and the challenges that still exist before the inmate makes a decision to apply for parole. Although the National Parole Board is obligated to see inmates at their full parole eligibility date, inmates will only be reviewed for day parole if they choose to apply.

To prepare for parole eligibility dates, Parole Officers discuss their recommendations with inmates and often encourage those with very little criminal background to see the Parole Board as soon as possible.

Family Contact with institutional Parole Officers

There is very limited information that can be given to outside callers. If an urgent message needs to be communicated to an inmate, their Parole Officer can be notified and the message can be passed on. The choice to respond will rest completely with the inmate.

Although it may be frustrating that Parole Officers cannot share more information, inmates are encouraged to take responsibility for sharing information and speaking honestly with their family. The Parole Officer can only help to clarify information if the inmate asks for assistance.

If you are curious about a family member’s programs, release plan or transfer, the institutional parole officer will likely refer you to your family member to obtain that information. However, more information may be shared if the enquiring family member is clearly identified as a positive support in a release plan or Community Assessment. According to the Privacy Act, the inmate must give permission for the Parole Officer to share information with another person.
Regional Psychiatric Centre (RPC)

P.O. Box 9243
2520 Central Avenue
Saskatoon, Saskatchewan, S7K 3X5

Information Sources

Unless otherwise indicated, the information in this section was obtained by a clinical Social Worker at the Regional Psychiatric Centre.

General Information

The RPC is an institution that is both a federal penitentiary and as a psychiatric hospital. The institution is owned and staffed by the Correctional Service of Canada. The staff include a variety of professionals such as program officers, nurses, correctional officers, social workers and psychiatrists.

Federal inmates who are not responding to programming at their “regular” institution or who require more acute treatment can be transferred to the RPC. The RPC provides specialized treatment and programs for inmates with unique treatment needs.

In the past, most transferred inmates completed a program or received specific treatment at the RPC, before returning to their original institution. However, the RPC is now a primary mental health resource centre for federally incarcerated individuals, meaning that patients could spend a majority of their sentence there while they continue to address their correctional programming needs.

Units

The RPC is a 200 bed facility with 5 units. A new medical unit and a pathways program opened in 2008. The new medical unit can provide supervised medical care to up to 12 inmates. With a maximum of 100 inmates, the Bow unit is the largest unit at the RPC. Its focus is on general wellness, core programming and mental health.

Other units may focus on sexual offender treatment, abusive behaviours, aboriginal programming, psychiatric rehabilitation or be specialized according to gender (as with the female unit).
Health Care

Aside from an inmate’s general treatment plan, inmates also have access to health care services. Nurses can screen inmates for medical problems and make referrals to a clinic as necessary. Inmates have typically been brought to a medical facility in the community for special needs such as X-rays and also when medical issues arise at night. The new medical unit will mean that more inmates can be treated within the RPC.

Programs

Program participation varies in each unit, depending on the ability of inmates. However, staff encourage patients to get actively involved. Some patients/inmates are expected to participate in a meaningful program for an average of two and a half hours per day and meaningful activity for an average of 32 hours per week. These activities could involve daily hygiene, housekeeping, unit duty, chapel, group work, homework, off unit work or school.

Education

The RPC employs 2 full time and one part time teacher and offers instruction in grades 1 through to high school. The learning resource centre is a valuable resource to inmates who wish to improve their skills and further their education.

Wages

As with all federal institutions, inmates are paid a small daily wage if they attend programs or are involved in meaningful work.

Segregation (isolation from other inmates)

Those inmates who are separated from the general population (segregated) will not have access to some of the privileges given to other inmates and may have restrictions on their personal property. Those in segregation are also usually limited in the contact they have with others, which can increase the helplessness that family members feel.

There are two reasons why inmates at the RPC would be isolated from other inmates, usually in a monitored empty cell.

1. Administrative Segregation: The patient is considered to be a threat to self, others or the security of the institution.

2. Direct Observation IPC: Inmates who are at risk of hurting themselves or committing suicide are also isolated from other inmates. In this case, they would be closely monitored in “Intensive Psychiatric Care” (IPC).

Segregation in Intensive Psychiatric Care is by psychiatrist referral only. Administrative Segregation is according to the decision of an institutional parole officer, case management team and/or correctional managers.
**Telephone Communication**

Similarly to all federal institutions, outside individuals cannot phone their loved ones at the RPC. Inmates must get approval to call certain individuals by submitting the names and phone numbers of the people they wish to call. These individuals will be contacted by a parole officer or social worker to confirm they are willing to accept calls from the patient.

Like other federal institutions, inmates can only make collect calls. As a result, anyone who would like to receive calls from an inmate at the RPC must also be able to accept collect calls.

**Visiting**

Visits are allowed at the RPC, after the required approval process has been completed. Family members or friends must first complete and mail in a visitor application form (which should be sent to them by the person they wish to visit), along with two recent photographs. Once approved, all visitors must make an appointment.

Visits are directly observed by Correctional Officers either in an indoor visiting area (with tables and chairs) or at a table in an outside courtyard. The process for visits at the RPC is very similar to other federal institutions. Private Family Visits can also be arranged at the RPC.

The Private Family Visiting facilities can also be used by patients for “quiet time sessions”, as a break from their unit. The application process is the same as for other federal institutions – inmates need to speak with their Parole Officer. The inmate will also need the support of the treatment and case management teams. Few inmates currently make use of Private Family Visits at the RPC.

**Security**

All visitors to the RPC should expect to experience similar security procedures to all federal institutions, including drug detection measures. Visitors are not permitted to bring anything into the visit.

**Family Contact and Support**

Social workers at the RPC cannot contact family members without the patient’s written consent, unless there is a specific risk. Inmates are strongly encouraged to speak to their family members about their offences, progress and risk areas.

Ideally, if an inmate shares information with his or her family, the social worker can then try to get consent to discuss the issue with the family member. This “triangle of communication” can allow the supportive family member to be more aware of their loved one’s progress and to provide them with informed support.

When supporting an individual at the RPC, family members often need support themselves. This is also true if their loved one is re-entering the family. Family members should consider using community support services to assist them.
Parole Officers and Conditional Release

Each person who is given a federal sentence (2 years or more of imprisonment) will be assigned a Parole Officer in jail and in the community when they are released, unless they are released at the end of their sentence. Parole officers that work in the community are often called “community” Parole Officers and they supervise people on day parole, full parole and statutory release. The main focus of a community Parole Officer is to assist people to safely and successfully re-enter the community after being in jail and to monitor their progress until the end of their sentence.

First Contact with Community Parole Officers

When someone receives a federal sentence (jail for 2 years or more) in the Calgary area, they would go to the Calgary Remand Centre before being transferred to a federal institution. There, they will be interviewed by a community Parole Officer. The Parole Officer will assess them to determine their security rating (maximum, medium, minimum security) and decide which federal institution would best suit their needs.

After the parole officer has decided which institution would be the most appropriate, he or she would contact the institution to find out if they can accept the person. Once an institution accepts the individual, the Parole Officer will conduct a Preliminary Assessment of the person while they wait to be transferred to the federal institution.

Preliminary Assessments

Parole Officers will do a Preliminary Assessment of a person waiting to be transferred to a federal jail. They will gather basic information from the person about their health and security requirements to decide which jail will best meet their needs. The person will also be given information about the Correctional Service of Canada.

The Corrections and Conditional Release Act says that there must be a delay of 15 days after a federal sentence is given before a person can be transferred to a federal institution. An exception can be made if the sentenced person agrees to be transferred earlier. This is to allow time to file an appeal or to get personal affairs in order.

During a Preliminary Assessment, the names and contact information of any family or close friends will be collected to prepare for a Community Assessment, which will be completed after they are transferred to an institution.
Community Assessments

In a Community Assessment, a community Parole Officer gathers information that will help to identify a person’s supports and the available resources in the community. It will also help Parole Officers understand a person’s community life and background.

The Community Assessment is said to be one of the most important documents in an “offender’s” file during their incarceration and when they are conditionally released.

How is a Community Assessment Prepared?

To prepare for a Community Assessment, an inmate will be asked where they plan to live after release. They will also be asked to identify any significant people in their life (usually family or a close friend). A community Parole Officer will meet with appropriate people identified by the inmate and conduct an interview with them.

By meeting with an inmate’s family or close friends, the community Parole Officer can identify whether the inmate has positive support in the community. The Parole Officer also has a chance to better understand the inmate’s needs. During the interview, family or close friends may be asked to share their own personal thoughts about the person who is incarcerated. The interview will cover areas such as employment, education, relationships, health and addictions. This information, together with other official sources of information, will help to create the Community Assessment.

Not all people feel prepared to support someone who is incarcerated or serving a sentence in the community. Be honest about your own needs and feelings during a Community Assessment. As one community Parole Officer suggests:

“It’s better to simply say, I can’t handle this right now”, than to put yourself in a position that you may not be comfortable with.
Suspicion

Some people may feel hesitant to share information during a Community Assessment interview, for fear the information will be used against them or a loved one in jail.

One Parole Officer comments:

“People are very cautious with their information. They think that it will reflect negatively on them or [the person in jail] and that’s just not the case... [the Community Assessment is] information gathering to see what the problem areas are so we can address them while they are incarcerated or we can plan to address them on their release.”

How is a Community Assessment Used?

A Community Assessment will be used when decisions are made about:

- Communication and visiting rights in the institution
- Private Family Visits in the institution
- Information sharing
- Contact with members of the community
- Approval for Parole
- Release planning, including where the person will live on full parole or statutory release

What is Positive Support?

Many people serving federal sentences do not have anyone significant in their life that can support them. There are also individuals who only have negative supports in their lives (people who support them to continue negative behaviours).

If you care about someone who is incarcerated, but do not care for their criminal behaviour, you may already be providing “positive support” to that person. In short, positive support means supporting someone to live a safe, positive and healthy life.

From the point of view of parole, a “positive” support person encourages an individual to attend needed programs and to follow the conditions of their release. A positive support person would also work with Parole Officers to identify and respond to concerning behaviour displayed by the individual.

If a family member or significant other is identified in a Community Assessment as being a positive support, they may be more involved in an inmate’s release plans.
Providing “positive” support during someone’s sentence is not always easy. Positive support may require family or friends to:

- Discuss a person’s “warning signs” with Parole Officers
- Honestly disclose negative or illegal behaviour to Parole Officers

### Parole and the Importance of Honesty

For some family members, talking about someone’s negative behaviour to their Parole Officer is difficult and can feel like a betrayal. As a close friend or family member, you may feel the need to protect them from further legal consequences.

However, there may be unintended consequences if a family member or friend does not openly talk to the Parole Officer about negative behaviour they have observed. It could, for example, decrease a person’s ability to have contact with a person on parole.

Confronting someone’s negative behaviour can be difficult. However, it is a Parole Officer’s job to help. One community Parole Officer made this observation when talking about the importance of honest communication during parole:

“[Some family members and friends] don’t recognize that if you [address a problem early], if [Parole Officers] actually have the ability to stop the problem before it starts and gets out of control, that person can stay in the community and we can address the problem in the community, as opposed to sending someone back to the Remand Centre [for violating their parole conditions].”

Unlike acquaintances or even professionals, close family or friends are often best able to spot the “warning signs” of negative behaviour. This is one of the reasons why some friends and family are seen as so important in assisting a person with rehabilitation and being successful in the community.

### Conditional Release

Conditional release is the gradual, supported and supervised release of someone who is serving a sentence of incarceration. It allows approved individuals to serve the rest of their sentence in the community under specific conditions. Long term studies have shown that people who are released gradually under supported and supervised conditions have a better chance of successfully re-joining the community without committing further crimes (National Parole Board Website, 2007, http://www.npbcnlc.gc.ca/infocntr/parolec/pdefine.htm#defining1).
**Standard Conditions of “Conditional Release”**

People who are approved for conditional release are given conditions (rules) they have to follow. Standard conditions are:

- on release, travel directly to the place of residence, as set out in the release certificate, and report to the parole supervisor immediately and thereafter as instructed by the parole supervisor;
- remain at all times in Canada, within territorial boundaries prescribed by the parole supervisor;
- obey the law and keep the peace;
- inform the parole supervisor immediately if arrested or questioned by the police;
- always carry the release certificate and the identity card provided by the releasing authority and produce them on request for identification to any peace or parole officer;
- report to the police if and as instructed by the parole supervisor;
- advise the parole supervisor of the address of residence on release and thereafter report immediately any change in address of residence, any change in occupation, including employment, vocational or educational training, and volunteer work;
- any change in the family, domestic, or financial situation, and any change that may reasonably be expected to affect the offender’s ability to comply with the conditions of parole or statutory release;
- not to own, possess, or have the control of any weapon, as defined in the Criminal Code, except as authorized by the parole supervisor.

**Additional and/or Special Conditions may also be imposed.**

Common examples of conditional release are day parole, full parole and statutory release.

**Parole and Statutory Release**

**Day Parole**

Individuals who are released on day parole would have conditions to follow and would return to a halfway house at the end of each day. Although there are exceptions, people can generally apply for day parole 6 months before their full parole eligibility date or after 6 months, whichever is greater (Corrections and Conditional Release Act s. 119.1).

Please note that parole “eligibility” dates do not refer to the dates that someone will be automatically released. Although one may be “eligible” for parole on a certain date, several requirements have to be met in order for parole to be granted by the National Parole Board.
*Accelerated Parole*

An inmate who meets the criteria for Accelerated Parole is automatically scheduled for day parole review after 1/6 of their sentence or 6 months whichever is greater (Corrections and Conditional Release Act, s. 119.1). If day parole is granted, the inmate would be given full parole after serving 1/3 of their sentence - unless there is good reason to believe the person will commit a crime involving violence before the end of their sentence (National Parole Board Website, 2007, http://www.npb-cnlc.gc.ca/infocntr/parolec/pparole.htm).

Only those who are serving a first sentence for a non violent crime or certain drug related offences are eligible for Accelerated Parole (National Parole Board, 2007, http://www.npb-cnlc.gc.ca/infocntr/parolec/pparole.htm).

*Full Parole*

If granted full parole, an individual will live in the community with conditions to follow, including reporting to a parole officer and the police. He or she may live in a halfway house if deemed necessary. A person is generally eligible for full parole after he or she has served 1/3 of the sentence or 7 years, whichever is less (Corrections and Conditional Release Act sec 120).

*Statutory Release*

Currently by law, most people are entitled to be released from jail after serving 2/3 of their sentence, unless it is believed that they will likely commit:

- an offence causing death or serious harm to another person;
- a sexual offence involving a child; or
- a serious drug offence before the end of their sentence.

If so, a person can be detained in jail past 2/3 of their sentence. The law requires detention orders to be reviewed annually (National Parole Board Website, 2007, http://www.npb-cnlc.gc.ca/infocntr/parolec/ptypee.htm#types3).

Individuals on Statutory Release would report to their assigned community Parole Officer and have conditions they have to follow. Special conditions can also be imposed by the National Parole Board, including a condition to live in a halfway house.

Statutory Release does not apply to inmates serving life or labelled “Dangerous Offenders” by the courts. By law, those designated by the courts as being “Dangerous Offenders” are eligible for day parole after 7 years (National Parole Board website, 2007 http://www.npb-cnlc.gc.ca/infocntr/myths_reality_e.htm).
Exceptions

Eligibility dates for day and full parole are different for those people serving a life sentence for murder.

First Degree Murder

Those people serving a life sentence for 1st degree murder are not eligible for parole for 25 years. However, after 15 years an individual can apply for a court review to have their parole eligibility date reduced. Eligibility for unescorted temporary absences and day parole is three years before their full parole eligibility date (National Parole Board website, 2007, http://www.npb-nlc.gc.ca/infocntr/parolec/pparole.htm#parole1).

Second Degree Murder

For those people serving a life sentence for 2nd degree murder, the judge will set a parole eligibility date between 10 and 25 years. If a person’s parole eligibility date is more than 15 years, they can also apply to have their eligibility date reduced after serving 15 years. Day parole and temporary absence eligibility is 3 years before their full parole eligibility date (National Parole Board website, 2007, http://www.npb-lc.gc.ca/infocntr/parolec/pparole.htm#parole1).

If granted parole, those serving life sentences will remain on parole for life.
The National Parole Board

Although their titles may be deceiving, “Parole Officers” are not employees of the National Parole Board. They are employees of the Correctional Service of Canada.

The National Parole Board is an independent agency within the Ministry of Public Safety Canada. It is made up of Canadian citizens who are appointed to their roles (National Parole Board Website, 2007, http://www.npb-cnls.gc.ca/about/overw_e.htm).

Board members are responsible for granting or denying day and full parole for federally (and sometimes provincially) sentenced men and women. They also have the authority to suspend or cancel day or full parole if someone is not following their conditions in the community. In addition, the National Parole Board can detain certain individuals in jail until the end of their sentence (National Parole Board Website, 2007, http://www.npb-cnls.gc.ca/about/overw_e.htm).

Review for Parole

Institution and community Parole Officers are responsible for gathering all the needed information and reports for the National Parole Board to review; this includes Community Assessments and Community Strategy reports which are created by a community Parole officer. This process begins before a person’s parole eligibility date. A Parole Hearing will be scheduled 6 months after an application for parole is made. The inmate asking for parole may want to use this 6 months to finish up any programming that is required and to reflect on any positive change they have demonstrated during their sentence.

An inmate may waive his or her right to a specific parole review, or postpone it to a later time at any time before the review takes place (Commissioner’s Directive 712, s.1).

Every inmate should discuss the timing of their parole applications with their assigned Parole Officer in the institution. Some people do not feel ready to apply for day parole at the time of their eligibility; in other cases, the institutional Parole Officer may not recommend applying for parole at that time.
Community Strategies

In preparation for a person’s Parole Hearing and possible release, a community Parole Officer will complete a “Community Strategy”. A Community Strategy is a supervision plan that considers a person’s risk factors and needs. It outlines the resources in the community that can potentially meet the individual’s needs and manage any risk the individual may present to the community.

Depending on where a person wants to be released, a community Parole Officer in that area will complete a Community Strategy including what programming the person would be expected to take and whether or not further psychological counselling would be required. The Parole Officer would also indicate if there is a halfway house in the area that is able to accept the person as a resident. If there are no suitable halfway houses in the chosen area, other areas may be explored.

Parole Hearings

Many decisions regarding parole are made at a Parole Hearing. Parole Hearings are held in the institution where a person is incarcerated. During Parole Hearing, two or sometimes three National Parole Board members will review all the information related to an inmate and make a decision whether to grant or deny parole.

In preparation for a Parole Hearing, community and institutional Parole Officers will gather all available information related to an individual and will submit this to the National Parole Board along with their recommendations to grant or to deny parole. The inmate will receive all of the information that the Parole Board will be using to make its decision before the parole hearing.

A Parole Hearing allows an individual to represent him or herself in person to the National Parole Board. They may also have a support person assist them at the Parole Hearing.

The assistant may be asked questions or they can present information on the inmate’s behalf. An inmate must put in a request to have an assistant at a Hearing and a security clearance on the assistant must be done in advance (National Parole Board Website, 2007, http://www.npb-cnlc.gc.ca/infocntr/parolec/pbhe.htm#board3).

The Parole Hearing participants will include the Parole Board members, the inmate, their institutional Parole Officer, an assistant or assistants (if any), and the victim (if they choose to attend). Victims may read a prepared statement to the Board as part of the Parole Hearing.

Generally, the National Parole Board will only grant somebody parole if he or she does not pose an undue risk to society and if it is thought that parole will help them return to the community successfully.
According to the National Parole Board’s Website, the Parole Board will first assess the risk the inmate could present to the community by reviewing:

- the offence;
- criminal history;
- social problems, such as alcohol or drug use and family violence;
- mental status, especially if it affects the likelihood of future crime;
- performance on earlier releases, if any;
- information about the offender’s relationships and employment;
- psychological or psychiatric reports, in some cases;
- opinions from professionals and others such as aboriginal elders, judges, police, and other information that indicates whether release would present an undue risk to society; and,
- Information from victims.

After making this initial assessment, the Parole Board will consider specific factors such as:

- the inmate’s behaviour in the institution;
- information from the inmate that indicates evidence of change, insight into criminal behaviour and management of risk factors;
- benefits and skills obtained from programs that the inmate may have taken, such as substance abuse counselling, life skills, native spiritual guidance and elder counselling, literacy training, employment, social and cultural programs, and programs that help offenders deal with family violence issues;
- appropriate treatment for any disorder diagnosed by a professional; and
- The inmate’s release plan.

After all the information and recommendations have been reviewed and after the hearing has taken place, the Parole Board will make a decision whether to grant or deny parole.


The inmate will be informed of the Parole Board’s decision immediately following the hearing.
**Cultural Hearings**

“Cultural Hearings” are available to aboriginal people and are facilitated by an “Aboriginal Cultural Advisor” (possibly an Elder). Anyone who is following an aboriginal way of life can request a Cultural Hearing for their parole review (Commissioner’s Directive 712).

**Parole Violations**

If a person is released on parole or statutory release and the conditions of release are violated, various consequences can occur. Depending on the seriousness of the violation,

- privileges may be reduced and restrictions increased;
- parole may be suspended – the person would be detained at the Calgary Remand Centre awaiting a review;
- parole or statutory release may be revoked (taken away) and the person would be returned to a federal institution to finish their sentence.

If someone’s parole is suspended and they are being held in the Calgary Remand Centre, the Parole Officer who had been supervising the person in the community would be responsible for interviewing them there. Once a suspension warrant is issued, a Parole Officer has 14 days to decide if they want to withdraw the suspension, in which case the individual would return to the community.

If the Parole Officer does not withdraw the suspension, they must complete a post-suspension report with a recommendation to the National Parole Board. The recommendation may be to cancel the suspension (allow parole but perhaps with new conditions), or they may recommend that the parole be revoked (taken away), in which case the individual would be returned to custody to finish their sentence. In these instances, future release eligibility dates would be recalculated because once a suspension warrant is issued, time serving virtually stops until the matter is completely dealt with.

Individuals will have an opportunity for a “Suspension Hearing” with the National Parole Board to state their case as to why they do not think they should have to return to custody. Alternatively, they may instead request a “paper decision” where the suspension report and file information would be reviewed by the Parole Board and a final decision would be made in the individual’s absence.

When an individual requests a paper decision from the Parole Board, the resulting decision will most often be quicker than awaiting a scheduled hearing. This process however, does not allow an individual to speak directly to the Parole Board members.
Halfway Houses in Calgary

Unless otherwise indicated, the information in this section was obtained from staff at Bedford House, Berkana House and the Alberta Seventh Step Society.

Introduction

A halfway house is a community based residential facility for men or women who have been conditionally released from a federal institution (paroled) and are serving part of their federal sentence in the community under rules and supervision (John Howard Society of Alberta, “Halfway House” 2001). All individuals granted Day Parole would normally live in a halfway house or similar facility.

All halfway houses provide 24 hours supervision and general support to their residents (JHSA, 2001). However halfway houses may differ in the specific programs or services they provide, as well as in the type of population they serve. A halfway house will often have a specific focus and will accept as residents only those men or women whose needs match this focus. For example, halfway houses may focus on issues such as addiction services, mental health treatment or employment.

All the halfway houses in Calgary have the right to accept, deny or defer (postpone) any client who is referred to them by an institutional Parole Officer. Information related to all men and women preparing for release is kept on a computer system called the “Offender Management System”. Employees from all of the halfway houses in Calgary regularly come together to review the information provided on this system and to decide what halfway house (if any) would be most appropriate for people who will soon to be released. This group of halfway house employees is part of The Offender Management Review Board.

All halfway houses share a common role: to assist individuals who are released from jail to re-join their community and live a crime free life. For this reason, most people who are released from a federal institution will live in a halfway house while attending programs, finding a job, going to work, going to school or receiving treatment (JHSA, 2001).
General Information about Halfway Houses

Transportation to and from Halfway Houses

When someone is released from a federal institution, they may or may not be escorted to a halfway house by a Correctional Services of Canada officer, depending on their security risk. Those who are not escorted will travel to Calgary by Greyhound Bus and make their way to the halfway house by public transit or taxi. A family member can also drive their loved one to the halfway house.

Once a person has arrived at a halfway house bus tickets can usually be provided until the person finds employment. Residents may need to travel by bus or C-Train to programs or to meet their Parole Officer.

General House Rules

All halfway houses have house rules including restrictions against alcohol, drugs, weapons and pornography. Residents are required to follow curfews and to “be of good behaviour”.

Residents must also follow a strict process when leaving a halfway house. For example, staff must be made aware of where each resident is travelling to, for what purpose and when they plan to return. If necessary, staff may follow up to make sure someone is where they are supposed to be. If someone returns to the house having used alcohol or drugs, there are a number of consequences that may occur.

Personal Property

Residents are allowed personal property in a halfway house; however, there are restrictions as to the size and amount of property.

Mail

Most mail is collected by staff and then forwarded unopened to the appropriate resident. If there is a strong concern about mail contents, the resident may be asked to open the mail in front of staff.

Social and Family Life

Depending on what is approved by their Parole Officer and the trust a person has earned, certain residents can get day or weekend passes away from a halfway house. However, passes are a privilege rather than a right (a privilege can be given or taken away depending on attitude and behaviour). Residents may only travel out of town to visit family if their Parole Officer approves it.
Employment and Program Participation

People who are conditionally released from jail and living in a halfway house are eventually given more freedom to find employment in the community. However, in some halfway houses, attending treatment and/or programs may take priority.

Halfway House residents get a food allowance from the Correctional Service of Canada until they are employed. People residing in a halfway house facility are not eligible for Social Assistance.

Residents who are considered “unemployable” may receive a small Federal Allowance. However, this allowance must be approved by the Correctional Service of Canada.

Availability of Space

Family members should know that space at halfway houses is not always available. If someone has been granted day parole, they may have to wait in the institution (possibly in the minimum security unit) until space becomes available.

There are four Halfway Houses in Calgary, also called Community Residential Facilities. There are also other organizations that provide beds for those being released from jail, but they are not specifically halfway houses. These facilities include: The Salvation Army - Centre of Hope, Aventa Addiction Treatment Foundation for Women, and Fresh Start Recovery Centre.

The Halfway Houses (Community Residential Centres) in Calgary include:

- Bedford House
- The Alberta Seventh Step Society
- Berkana House
- Robert’s House

Normally, halfway house staff cannot share information with a resident’s family members or friends about their activity or other personal information. Families would have to speak directly to their family member or the person’s Parole Officer, and only if they are on an approved “support list”.

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Bedford House

615 – 13th Avenue SE,
Calgary, Alberta  T2G 1C4
Phone: (403)-232-638

Bedford House is a Calgary halfway house that accommodates people with clinical treatment needs or people who may have trouble re-adjusting to life in the community after spending a long time in custody.

Individuals most suited to Bedford House are those that have started to address their major risk factors through programs in the institution. Individuals must also have basic insight into their crime related issues and be motivated to address those issues (Calgary John Howard Society Website, 2007).

Accommodation

Bedford House has 8 apartments that residents share, with a total of 21 federal beds. The apartments technically have 1 or 2 bedrooms. However, part of the common living space in each apartment has been converted to an additional bedroom. As a result, the one bedroom apartments accommodate 2 men and the 2 bedroom apartments accommodate 3 men.

In addition to the bedrooms, each apartment includes a kitchen, bathroom and a living room. Bedford House is currently an apartment style facility with two floors of apartments, a main floor and a basement.

The main floor includes a common living area, offices, a staff kitchen and bathroom and a board room. The basement houses the laundry facilities and a meeting room.

Medical and Treatment Needs

One nurse and one psychiatrist visits Bedford House once a week or as needed. Bedford House staff members are trained to administer most medications except methadone, which has to be accessed by residents at a pharmacy. All medications at Bedford House are locked in a secure location.

Meals

Residents are responsible for cooking their own meals in their own kitchens. As part of release planning, the Correctional Service of Canada provides $50 per week for groceries.

Staff will ensure that residents are eating regularly and will provide help with cooking skills if necessary.
**Telephone Communication**

There are telephones in each apartment. Residents cannot phone long distance.

**Visiting**

Family or close friends who wish to visit a resident at Bedford House must bring Picture ID. A visitor is subject to a criminal record check if there is concern about their contact with a resident. Visiting may take place in the resident’s apartment, except if the visitor is a victim of the resident’s crime. In that case, a supervised visit will be arranged in the common area.

For safety reasons, all visitors to Bedford House must be 18 years old or older. Exceptions may be made with older children if a guardian who is not the resident accompanies the child. No child is permitted to be alone with a resident.

In general, visiting hours at Bedford House are:

- 4pm to 11pm on weekdays
- 9am to 12am on weekends

Bedford staff may restrict visiting hours if visiting would unfairly disturb other residents. For example, if a resident’s roommate is working early and trying to sleep, staff may not allow a visit at that time.
The Alberta Seventh Step Society, otherwise known as “Seventh Step”, runs a Calgary halfway house focusing on self-improvement and employment. The halfway house does not have the ability to accommodate individuals with clinical treatment needs (medication requirements) as there are no clinical staff on duty.

Seventh Step offers several voluntary programs to help the residents re-enter the community successfully. They also offer a 7-step process that is meant to help individuals make personal positive changes.

Seventh Step houses men who have been conditionally released from a federal institution on day parole, full parole and statutory release, as well as some provincial offenders. The population can change from week to week. The average stay of residents is 6 months to 1 year.

**Accommodation**

Seventh Step is a four-story residential facility. The basement, 2nd floor and 3rd floor include dorm style, shared and single rooms that can accommodate up to 41 residents. Shared but private bathrooms and showers are also provided. The fourth floor includes a small sitting area with a TV. The main floor includes offices, a staff bathroom, and a common dining area with a TV, a resource room in which family visits may occur, and a full industrial kitchen. Coin laundry facilities are available for the residents.

**Intake and Orientation**

During the first 48 hours of arrival, residents are not permitted to leave the facility. This allows each resident to get oriented to the facility and to begin making a plan for the time he is at the house.

An outreach worker will orient new residents to the facility and the surrounding area including available services. He will also inform new residents on how to use public transit, open a bank account, obtain Alberta Health Care insurance and obtain identification.
**House Rules**

Seventh Step uses a Level System where privileges are earned depending on effort, attitude and behaviour. There are 3 levels in the system, as well as an orientation period when residents are “non status”. Residents can become eligible for late and overnight passes depending the level they have achieved. There are 4 levels that residents can move through:

- **NR Status**: When residents first arrive they will be considered “non status”. All non status residents will have a 5:30pm curfew.

- **Level 1**: Curfew is extended until 9:00pm. Residents are granted two late passes per week, which allow them to be out of the halfway house until 11:00pm.

- **Level 2**: Curfew is extended until 10:00pm. Residents can apply for overnight passes. If approved, they may be granted 2 weekend passes per month. On alternating weekends they will be permitted one overnight pass (on Saturday) and a late pass on Sunday (11:00pm curfew). Weekend passes begin at 6:00pm Friday and end at 11:59pm Sunday night.

- **Level 3**: Curfew is extended to 11:00pm. Residents are granted weekend passes from 6:00pm Friday evening until 11:59pm Sunday night. There are absolutely no extensions on weekend passes.

The level system gives all residents motivation to live responsibly. However, if a resident is not abiding by house rules or following his Correctional Plan, he can be faced with the consequence of a reduction in privileges. If it becomes serious, a person may not be able to stay at Seventh Step.

Exceptions to curfews and passes can sometimes be made where residents would like to visit with family members or other close relations.

All residents have a responsibility and requirement to maintain the cleanliness of their living space and the house as a whole.

Depending on their level, residents must also pay into a trust fund in the amount of 25, 50 or 75 dollars per month. This money is then released to them at the end of their stay.

There is no smoking in the house; however smoking is permitted in an outdoor covered area at the back of the house.

**Meals**

Seventh Step employs a full time cook who provides breakfast, lunch and dinner for residents daily. Every effort is made to meet the needs of residents who require special diets and residents may make a bag lunch to take to work. A resident will need prior approval to have a visitor stay for supper.
**Programs and Services**

The Alberta Seventh Step Society offers programs and services within the halfway house and also in the community. Programs focus on addictions awareness, budgeting and financial management, career development and health and wellness.

**Employment Services:**

Outreach workers and caseworkers can help residents with resume writing and connect them with appropriate resources in the community.

**Self- Help Groups:**

The Alberta Seventh Step society has been offering self help groups in the community and in the institutions for approximately 35 years. These Seventh Step “Core Groups” are currently offered at Drumheller and Bowden Institutions as well as in the community.

Through peer support and personal commitment, the Seventh Step process assists group members to achieve a productive and crime-free lifestyle. Members must be sponsored by a current member and be willing to commit to the Seventh Step philosophy.

**Outreach Program:**

An outreach worker is available to support each resident in meeting their goals and objectives.

**Telephone Communication**

A common phone is provided for all residents on the main floor. The phone is equipped with an answering machine, which allows employers or other callers to leave a message. Residents will record messages on a board posted near the phone. A pay phone is also available in the basement.
### Visiting

On the main floor, a small “quiet room” includes a computer, small couches, books, resources and colouring books. This room allows residents to visit with their children and/or spouse in a semi-private environment. No visiting is allowed in a resident’s bedroom.

When visiting someone for the first time, visitors will be asked to provide their driver’s licence to be photocopied, as well as their name and phone number. All visitors under the age of 18 must be accompanied by a legal guardian who is not the resident.

Visiting Hours:

- **Weekdays:** 6:30 to 11pm
- **Weekends and Holidays:** 2pm-4:00pm

If a visitor is coming from out of town, staff can allow more flexibility in the visiting hours. Residents must communicate any requests they have to staff members.

In order for a resident to visit with a member of the community, they must be approved as a positive support person by a Parole Community Assessment.

Family members should know that the resident’s contact with members of the community can also be restricted by parole conditions.
Berkana House

11419 – 8th Street SW
Calgary Alberta
T2W 2N4
Phone: (403)-640-8911

Berkana House is a halfway house for women on day parole, full parole and statutory release. Berkana House staff work with the Calgary Parole Women’s Unit and other organizations to support the residents to re-join their community after a period of time in jail, as well as provide supervision while women complete their sentence.

Berkana House is based on a strong belief that jail cannot help women get over an addiction and is very supportive of women to address any addiction issues they may have while remaining in the community.

Accommodation

Berkana House includes 4 one bedroom apartments and 2 two bedroom apartments that each have their own kitchen and bathroom.

Meals

Residents at Berkana cook for themselves in their apartments and receive a weekly food allowance until they have income.

Visiting

At Berkana House, family contact and relationships are seen as very important. Visitors must sign in at the office and provide picture ID if old enough to have it. Visits can take place in the resident’s apartment. In some cases, children and female relatives can stay overnight in a resident’s apartment for a family visit.
Visiting hours:

Weekdays, 5-10pm, Fridays, 5-11pm
Saturday, noon - 11pm
Sunday, noon - 10pm

Some exceptions can be made for visits during the day on weekdays.

Telephone Access

The apartments at Berkana have their own telephones. Long distance phone calls can be made in the office or common area.

Programs

Residents are usually referred to any needed programs in the community.

Transportation to Berkana

Berkana House staff will pick residents up from a bus station or airport. Staff also visit the institutions to give out information about Berkana and to visit women in the jails. If possible, they will drive women who are being released and staying at Berkana House back with them after visiting the jails.

Roberts House

2621 – 15th Street SW
Calgary, Alberta
T2T 3Z8
Phone: (403)297-1737

Roberts House is a program offered together with the Correctional Service of Canada. It is designed for persons who are on parole and who have a mental health diagnosis. Twenty four hour support and monitoring is provided for up to 10 residents. Referrals are made directly to the program by Correctional Services Canada, Calgary District Parole.
Warrant Expiry

Warrant Expiry means the end of a person’s sentence. All government support and supervision will stop after a person has completed their sentence as handed down by the courts. Those who have been labeled a dangerous offender by the courts and those serving a life sentence will not have a Warrant Expiry date. These types of sentences last for a person’s entire life, whether they are serving that sentence in a penitentiary or in the community (Public Safety Canada, 2008, http://www.publicsafety.gc.ca/prg/cor/tls/wed-eng.aspx).

Many people may be living in the community on Statutory Release at the time of their Warrant Expiry. They should discuss any available community resources with their assigned Parole Officer well before their Warrant Expiry Date.

In the minority of cases, an individual may be detained in jail until the end of their sentence. This is because they were considered at risk of committing a serious crime before the end of their sentence. Their primary worker inside the institution will counsel them before the end of their sentence on the possibility of negative community response and ways to successfully rejoin the community. The primary worker will also consult with the institutional or regional Chaplain and make any necessary referrals to community supports (Commissioners Directive 712 s.4).

If a person has been detained in jail until the end of their sentence and the Correctional Service of Canada has reason to believe that the person will present a risk to society when they are released, they may forward an information package about the individual to parole and police officers in the area where the individual plans to live (if known). The person being released will receive a copy of the information package, if one is sent out.

Community Notification

The Police may notify the local community that a “dangerous” person is being released if they feel it is necessary (Commissioners Directive 712 s.4).

Peace Bonds - Section 810

Long Term Offender (LTO) Designation

An LTO designation means that a person can be required to follow conditions and be supervised up to 10 years after their sentence is over. LTO designation can be ordered by the court at sentencing for those individuals who have committed a “serious personal injury offence” where the evidence shows that they are likely to re-offend. The most common use of LTO designation is for offences that are sexual in nature. However, it is also used in other cases. In order for a LTO designation to be ordered, the evidence must also show that the person’s behaviour can be effectively managed in the community through intensive supervision (Public Safety Canada, 2008, http://www.publicsafety.gc.ca/prg/cor/tls/lto-eng.aspx).

The National Parole Board may impose special conditions (including a condition to live in a halfway house) if absolutely necessary for the protection of the community and the reintegration of the “offender” (Corrections and Conditional Release Act, s. 134.1).

A breach of a long term supervision order is considered an indictable offence and is punishable by up to 10 years in prison (Public Safety Canada, 2008, http://www.publicsafety.gc.ca/prg/cor/tls/lto-eng.aspx).

Dangerous Offender Designation

Dangerous Offender designation is intended to protect the community from people who are considered to be the most dangerous violent and sexual offenders. A person can be labelled a Dangerous Offender at sentencing if there is a high risk that they will re-offend. If given Dangerous Offender designation, a person will be sentenced to imprisonment for an indefinite (unlimited) amount of time. Specifically, until the person no longer presents a risk to the community (Public Safety Canada, 2008, http://www.publicsafety.gc.ca/prg/cor/tls/dod-eng.aspx).
The National Sex Offender Registry

The National Sex Offender Registry is a computer database that contains information about people who have been convicted certain sexual offences. It requires those who have committed certain sexual offences to register their information once per year or within 15 days of changing their personal information.

The database is run by the RCMP and is intended to assist them in investigating crime by giving them instant access to information about all the registered sex offenders in a certain geographic area. Information in the registry includes where a person currently lives, recent photos, a description of any identifying features and other personal information.

Depending on the nature of the crime, an individual may be required to register with the National Sex Offender Registry for 10 or 20 years, or for their lifetime. Individuals can apply for a court review of the need to register at 5, 10 or 20 years depending on how long they are required to register. The information in the Sex Offender Registry is kept there permanently except in the case of a pardon or acquittal (Public Safety Canada, 2008, http://www.publicsafety.gc.ca/prg/cor/tls/soir-eng.aspx)

Most individuals will not face extra obligations after Warrant Expiry. The hope is that people will have the tools and abilities to re-enter the community as a productive, contributing community members.
Support and Resources for Families

Basic Needs - Social Assistance – Financial Support

Alberta Employment, Immigration and Industry (Social Services)

Families may be able to access income related support or help with other basic needs and/or employment related support or training. After hours service for emergency basic needs is also available

Social Service Offices in Calgary:

Calgary South/Central – Downtown
Address: 1021 - 10th Ave SW
Phone: 403-297-2094

Calgary North
Address: 1816 Crowchild Trail NW
Phone: 403-297-7200

Calgary South (Fisher Park)
#100, 6712 Fisher St. SE
Phone: 403-297-2020

Calgary East (Radisson)
Address: 525 - 28th St. SE
Phone: 403-297-1907

AISH(Assured Income for the Severely Handicapped)
Address: #500, 1520 - 4th St. SW
Phone: 403-297-8511

After Hours Emergency Social Assistance: Weekends and after 4:30pm
Phone: 1-866-644-5135
**Inn From The Cold**

Temporary overnight shelter; priority given to families. Provides shelter, hot dinner, breakfast and bag lunches.
Address: #106, 110 - 11th Ave. S.E.
Phone: 403-263-8384
Website: www.innfromthecold.org

**Calgary Housing Company (Subsidized Housing)**

Provides subsidized and affordable housing for low-income households.

Address: 1701 Centre Street North
Phone: 403-221-9100

**Homeless and Eviction Prevention Fund**

Provides short-term assistance to prevent Albertans from becoming homeless and to help individuals and families stabilize their shelter arrangements. Can assist with rent and damage deposits; apply in person at any of the four social service offices in Calgary as listed on previous page or by phone.
Phone: 1-866-644-5135

**Calgary Rent Bank (through Momentum)**

The Calgary Rent Bank assists people with loans to help with costs related to housing such as rental arrears, damage deposit, or utility arrears and deposits. Must meet various criteria.
Address: # 16, 2936 Radcliffe Drive SE
Phone: 403-272-9310

**Red Cross Community Housing Support Program**

Provides one time assistance to low-income families and individuals who are currently homeless or who are at risk of becoming homeless. Will assist with rent, damage deposit or utilities.
Address: 1305 – 11th Ave SW
Phone: 403- 541-6119
**Calgary Interfaith Food Bank**

Can provide food hampers up to 6 times per year. Self referrals preferred; after three hampers must be referred by a community agency.
Address: 5000 - 11th St. SE
Phone: 403-253-2055
Website: www.calgaryfoodbank.com

**Calgary Interfaith Furniture**

Can provide furniture and household items; people can work for furniture or have items donated but would need referral through a community agency.
Address: 635 - 35th Ave NE
Phone: 403-276-3173

**Salvation Army Community and Family Services (Thrift Stores)**

Can provide clothing and household items through local Thrift Stores – vouchers given depending on circumstances.
Phone: 403-220-0432

**Women in Need**

Can provide basic needs through Free Goods Referral Program and Thrift Stores and family support through their Family Resource Centre.

Address: #1, 3525 - 26th Ave SE
Phone: 403-255-5102
Website: www.womeninneed.net

**Métis Calgary Family Services**

Can provide a balanced holistic spectrum of services to Aboriginal children and families.

Address: 19 Erinwoods Dr. SE
Phone: 403-240-4642
Women’s Centre

Provides a safe place to access any type of help needed; peer support, drop-in services, and programming defined by client need. Legal advice is provided by appointment.
Address: 646 - 1st Ave NE
Phone: 403-264-1155
Website: www.womens-centre.org

Health

CUPS Community Health Centre

Provision of health care, education and social services for low income individuals and families.
Address: 128 – 7th Ave SE
Phone: 403-221-8780
Website: www.cupshealthcentre.com

Alex Community Health Centre

Provides a wide spectrum of health services, basic needs and counselling to low income and homeless individuals and families.
Address: Suite 101, 1318 Centre St. North
Phone: 403-266-2622
Website: www.thealex.ca

Sheldon M. Chumir Health Centre

Provides 24 hour urgent care health and mental health services.
Address: 1213 - 4th St. SW
Phone Health Link for more info: 403-943-5465
Website: www.calgaryhealthregion.ca
Addictions

Alcohol and Drug Abuse Commission (AADAC)

Adult Counselling and Prevention Services; individual and group counselling and programs. For quick access to addiction treatment, individuals can drop in at AADAC Monday through Friday at 1:00 pm. for general intake and assessment.
Address: Second Floor, 1177 – 11th Ave SW
Phone: 403-297-3071
AADAC Help Line (24 hours toll free): 1-866-332-2322

Renfrew Recovery Centre

Provides residential detoxification service for individuals with addictions (3-5 days); voluntary admissions to attend intake between 8:15 a.m. and 8:30 a.m. daily.
Address: 1611 Remington Rd NE
Phone: 403-297-3337

Elbow River Healing Lodge

Provides increased access to safe and culturally appropriate primary health and mental health care.
Address: Suite 216, 906 - 8th Ave SW
Phone: 403-781-3200

Aventa Addiction Treatment For Women

Provides residential, outpatient and day treatment options for women with addiction issues.
Address: 610 – 25th Ave SW
Phone: 403-245-9050
Counselling

**Calgary Counselling Centre**

Through subsidized counselling and group programs, the centre helps individuals, families, couples, children, men and women resolve emotional and social problems.
Address: Suite 200, 940 - 6th Ave SW
Phone: 403-265-4980 (Reception)
For counselling call: 403-691-5991
Website: www.calgarycounselling.com

**Calgary Family Services**

Provides a broad spectrum of subsidized services designed to enhance family relationships; easy access to support counsellors and caregivers who work with families in their own homes, schools and neighbourhoods.
Address: #300, 906 - 8th Ave SW
Phone: 403-269-9888
Website: www.calgaryfamilyservices.org

**Catholic Family Services**

Provides subsidized counselling for individuals, couples and families
Address: #250, 707 - 10th Ave SW
Phone: 403-233-2360
Website: www.cfs-ab.org

**Jewish Family Services**

Provides subsidized counselling services to any individuals or families in need.
Address: #420, 5920 - 1A St. SW
Phone: 403-287-3510
Website: www.jfsc.org
**Distress Centre**

Provides crisis support, information and referral services 24 hours a day, 7 days a week. Professional and free face-to-face counselling is also available to assist people in stabilizing and where possible resolving the crisis situation.
Address: #300, 1010 - 8th Ave SW
Phone: 403-266-1605
Website: www.distresscentre.com

**Legal Services**

**Legal Aid Alberta – Calgary**

Provides affordable legal assistance for those who qualify financially.
Address: #1800, 639 - 5th Avenue SW
Phone: 403-297-2260
Website: www.legalaid.ab.ca

**Calgary Legal Guidance**

Volunteer lawyers provide legal advice and legal clinics; they will not represent in court. Social Benefits Advocacy Program also assists with applications and/or appeals concerning Social Assistance, AISH, EI, CPP or WCB.
Address: #100, 840 - 7th Ave SW
Phone: 403-234-9266
Website: www.clg.ab.ca

**Student Legal Assistance**

Free legal assistance to those who are unable to afford legal services.
Address: 3310 Murray Fraser Hall, University of Calgary, 2500 University Dr. NW
Phone: 403-220-6637
Website: www.sla.ucalgary.ca
Native Counselling Services of Alberta

Legal information and assistance to aboriginal adults and youth who are involved with the criminal justice system; will provide support, information, and attend court.
Address: #206, 2915 - 21st St. NE
Phone: 403-237-7850
Website: www.ncsa.ca

Community Resource Centres

Community Resource Centres can help families with a variety of needs and issues either on location or by connecting families with other community services, organizations and groups. Visitors to these centres can get help directly or through referrals with respect to issues such as basic needs, health, family issues, or counselling. Most services are tailored to meet individual needs.

Aboriginal Resource Centre

Address: #201, 1603 - 10th Ave SW
Phone: 403-204-0083

BowWest Community Resource Centre

For residents of Bowness, Greenwood, Greenwood Village, Dalhousie, Montgomery, Ranchlands, Silver Springs, Varsity and surrounding areas.
Address: 7904 - 43rd Ave NW (Bowness Community Association)
Phone: 403-216-5348
Website: www.bowwest.com

Heart of the Northeast Community Solutions Resource Centre

For residents in Monterey Park, Pineridge, Rundle, Temple, Whitehorn and Vista Heights.
Address: 2623 - 56th St. NE (Aspen Family and Community Network Society)
Phone: 403-293-5467
**Inner City Community Resource Centre**

Address: #309, 906 - 8th Ave SW (Calgary Family Services)
Phone: 403-269-9888
Website: www.innercitycrc.com

**Millican Ogden Community Association Family Resource Centre**

For residents of Milligan-Ogden, Riverbend and other south east communities.
Address: 2734 - 76th Ave SE
Phone: 403-720-3322

**North Central Community Resource Centre**

For residents of Beddington Heights, Greenview, Highland Park, Highwood, Huntington Hills, MacEwan, Mount Pleasant, North Haven, Sandstone Valley, Thorncliffe and Tuxedo Park.
Address: 520 - 78th Ave NW (Huntington Hills Community Association)
Phone: 403-275-6666
North of McKnight Community Resource Centre
For residents of Falconridge, Castleridge, Coral Springs, Martindale, Saddleridge and Taradale.
Address: 95 Falshire Dr. NE (lower level of Falconridge/Castleridge Community Centre)
Phone: 403-293-0424

**Southwest Communities Resource Centre**

For residents of Bayview, Bel Aire, Braeside, Canyon Meadows, Cedarbrae, Chinook Park, Eagle Ridge, Haysboro, Kelvin Grove, Kingsland, Mayfair, Meadowlark, Oakridge, Palliser, Pump Hill, Southland, Windsor Park, Woodbine and Woodlands.

Address: #42, 2580 Southland Dr. SW
Phone: 403-238-9222
Sunrise Community Link


Address: 2nd Floor, 3509 - 17th Ave SE
Phone: 403-204-8280

West Central Community Resource Centre


Address: 3507A – 17th Ave SW
Phone: 403-543-0555

Organizations Providing Resources and Support

The Caring for Families Project

The Caring for Families Project hosts a monthly support and education group for the families and significant others of those who are incarcerated. The Caring for Families Project also made this resource available with funding from Calgary Learns.

The Caring For Families Project is supported by four key organizations: Calgary John Howard Society, Alberta Seventh Step Society, Mennonite Central Committee of Alberta, and the Elizabeth Fry Society. Representatives from each of these local organizations provide resource support to the Project and facilitate the educational and peer support opportunities for participants.

For more information please call:

Sandy at the Calgary John Howard Society: 403-543-7821 or
Moira at the Mennonite Central Committee: 403-275-6935

Website Address: www.caringforfamilies.ca
The Calgary John Howard Society

An array of services including direct assistance, information and/or referrals for individuals and their families who have had, or are at risk of having criminal justice system involvement. Services tailored to meet individual needs.

Address: 917 – 9th Ave SE

Phone: 403-266-4566

Website: www.calgaryjohnhoward.org

The Elizabeth Fry Society of Calgary

Provides individual and/or group support primarily for women involved in the criminal justice system.

Address: #600, 1509 Centre Street South, Calgary, AB

Telephone: 403-294-0737

Toll Free: 877-398-3656

Website: www.elizabethfrycalgary.ca

The Mennonite Central Committee Alberta

Providing services to those who are or have been incarcerated and their families.

Address: #210, 2946 – 32nd St NE

Phone: 403-275-6935

Website: www.mcc.org/alberta

The Alberta Seventh Step Society

Assortment of services; an ex-offender based self-help organization working to promote a safe environment through accountability, accessibility and acceptance.

Address: 1820 – 27th Ave SW

Phone: 403-228-7778

Website: www.albertaseventhstep.com
The Canadian Families and Corrections Network (CFCN)

CFCN is a charitable organization that is involved in “Building stronger and safer communities by assisting families affected by criminal behavior, incarceration and community reintegration.” It provides information and support to families by providing an informative website, hosting community forums and workshops and providing support services.

For more information:

Call toll free: 1-888-371-2326

Email: cfcn@sympatico.ca

Website: www.cfcn-rcafd.org

Calgary Parole Office – Correctional Services of Canada

Calgary community parole officers work out of this location, and can provide information and support as needed. A duty officer is also available who can provide general information regarding community corrections.

For more information:

Call: 403-292-5505

Website: www.csc-scc.gc.ca

The Correctional Service of Canada – Victim Services Program

CSC’s Victim Services Program’s role is to provide services to registered victims who were harmed by an offender under CSC responsibility. These services include providing the information allowed under the law. However, this does not happen automatically. If you are a victim, you or someone you appoint to represent you must contact CSC to request this service. This process is commonly referred to as “registering”. There is no cost to registering.

For More Information:

Call toll free: 1-866-806-2275

Website: www.csc-scc.gc.ca/victims-victimes
Glossary of Terms and Acronyms

**Accelerated Parole Review (APR)** - the Corrections and Conditional Release Act (CCRA) introduced accelerated parole reviews which require some federal offenders who are serving their first term in a penitentiary to be released on full parole after they have served one-third of their sentence. These offenders must be released on full parole unless the National Parole Board determines that the offender is likely to commit an offence involving violence before the end of the sentence. APR applies only where the offender is serving a first penitentiary sentence for a nonviolent offence; or the offender is serving the sentence for a drug offence for which the judge did not set parole eligibility at one-half of the sentence (www.npb-cnlc.gc.ca).

**Admissions and Discharge (A&D)** - the department in a prison that handles the intake and release of prisoners and manages the movement of inmates’ personal possessions in and out of the prison. Staff in this area routinely searches possessions for contraband (that is, weapons, drugs, or any items prisoners are not allowed to have inside the prison).

**Bail** - cash, property or written guarantee of appearance in court, to answer to a charge when formally accused of an offence.

**Bridge Ministries** - a program run through Mennonite Central Committee which offers Community Chaplain support to ex-offenders in the Calgary community.

**Calgary Correctional Centre (CCC)** - also known as Spy Hill, it is a provincial institution accommodating inmates serving less than a two year term of incarceration.

**Canadian Police Information Centre (CPIC)** - a computerized information system to provide all Canadian law enforcement agencies with information on crimes and offenders. CPIC is operated by the RCMP under the stewardship of National Police Services, on behalf of the Canadian law enforcement community.

**Case Management** - a basic means by which all sentences are managed; it involves classification, providing direction and support, risk assessment and monitoring of each inmate throughout his/her sentence. The process is designed to ensure that all relevant information about individual offenders is coordinated and focused, to produce a clear understanding of a case at any given time during a sentence (www.csc-scc.gc.ca).

**Chaplain** - a person who offers spiritual and religious support in a community or institutional setting, generally across denominational and religious lines. CSC has a long history of providing chaplaincy service in the institution and is increasing the presence of chaplains in the community to assist ex-offenders reintegrating in the community.

**Community Assessment (CA)** - A document designed to request and record relevant contacts and information in the community, based on field investigations by a parole officer or private agency under contract (www.csc-scc.gc.ca). Typically they are done to determine suitability and feasibility of an offender’s release plan or to confirm support for private family visits. Those interviewed for community assessments may include family members, friends, halfway house staff, and employers.

**Community Residential Facility (CRF)** - a halfway house; a privately operated or government contracted residential facility providing supervision and residential support for those on conditional release (usually day parole).
**Concurrent Sentence** - two or more sentences served at the same time; the length of time to be served is determined by the longest sentence.

**Conditional Release** - the early release of an offender to the community based on specific terms and conditions as outlined by the National Parole Board.

**Consecutive Sentence** - two or more sentences which must be served separately and independently meaning they must follow after one another.

**Contraband** - the term covering any item that is not allowed inside a prison. It typically includes drugs, weapons, alcohol, cell phones, pagers, and glass or metal containers or utensils. Depending on the institution, it could also include coins, keys, playing cards, pens, and food.

**CORCAN** - a part of CSC that provides employment and training for inmates. It may include upholstery, metalworking, painting, welding, printing, garment manufacturing or other vocational trades depending on the institution. CORCAN bids for jobs and operates much like any other business except that it has a mandate not only to earn income but to train and employ inmates thereby giving them something productive to do with their time and help them develop marketable skills they can use upon release.

**Correctional Investigator** - a “prison ombudsman”; a Commissioner who is appointed by Privy Council on the recommendation of the Solicitor General of Canada to investigate complaints and report upon problems of inmates in federal institutions.

**Correctional Officer (CO)** – officers within the institution whose responsibilities include general security (patrol duty, counting and escorting offenders, searching for contraband, and emergency response); assisting offenders, observing behavior and interacting in a meaningful way; working with Case Management Officers to set up and implement correctional plans.

**Correctional Plan** - an action plan that provides the basis for program involvement and release planning, and establishes a base from which to measure progress. It also outlines a risk management strategy while an offender is on conditional release in the community (www.csc-scc.gc.ca). This plan typically includes specific programming goals that will reduce risk and assist with successful reintegration.

**Correctional Services Canada (CSC)** - the federal government agency responsible for administering sentences of two years or more. CSC is part of the Ministry of Public Safety and Emergency Preparedness.

**Corrections and Conditional Release Act (CCRA)** – This Act governs the operations of both the Correctional Service of Canada (CSC) and the National Parole Board (NPB). The Act is divided into three parts: Part I concerns matters pertaining to the custodial portion of the sentence; Part II deals with aspects of conditional release under the jurisdiction of the NPB; and Part III governs the Office of the Correctional Investigator (www.csc-scc.gc.ca).

**Criminogenic Factors** – factors contributing to criminal behavior.

**Dangerous Offender (DO)** - a person deemed a dangerous offender if a court/parole board decides he or she would pose a serious threat to society if released. Once someone has been designated as a dangerous offender by the court, he/she has an indeterminate sentence and is held in custody until the DO designation is removed.

**Day Parole (DP)** - an early conditional release usually granted before full parole to help transition to the community. The offender resides in a halfway house but is able pursue employment and/or education endeavors in the community.
Edmonton Institution (EI) - sometimes referred to as EIFM, Edmonton Institution for Men or “the max”). It is the primary maximum security prison in the prairie region, which includes Manitoba, Saskatchewan, and Alberta.

Edmonton Institution for Women (EIFW) - the primary prison in the prairie region for women serving federal sentences. This prison handles women at all levels of security (minimum, medium, and maximum).

Eligibility Date - the date at which in inmate has completed that portion of his/her sentence which must be served before he/she may be considered eligible for day parole, full parole or temporary absence passes.

Escorted Temporary Absence (ETA) - a supervised temporary release in which an offender, either individually or as a member of a group, leaves the institution accompanied by one or several escorting officers. This type of pass is typically granted to attend programs, medical appointments or visit family.

Faint Hope - a provision for the possibility of parole for inmates who have served at least 15 years of a life sentence. Even if someone has been sentenced to life-25, that person has the opportunity to apply to a judge for permission to apply for early parole. If the judge agrees there is reasonable chance of success without risk to the community, the judge will appoint a jury from the community where the crime occurred to hear the application. If the jury approves the application unanimously, the jury then decides, by a two-thirds majority, the number of years by which parole eligibility should be reduced. The prisoner can then apply to the National Parole board for a hearing, after which parole may or may not be granted. This does not apply to those convicted of multiple murders. (www.justice.gc.ca).

Federal Sentence - a term of incarceration of two years or more.

Full Parole (FP) – a form of early conditional release granted at the discretion of the National Parole Board. The offender is placed under supervision and is required to abide by conditions designed to reduce the risk of re-offending and to foster their reintegration into the community. Under full parole, the person does not have to return nightly to an institution, but must report regularly to a parole supervisor and to the police (www.csc-scc.gc.ca).

General Population - the population in a prison excluding those in segregation or protective custody.

Grade Equivalency Diploma (GED) – sometimes called a General Education Diploma; an alternative to obtaining a high school diploma.

Halfway House - a transitional residence for inmates who are released into the community but who will benefit from additional supervision and support to help them reintegrate. Typically, prisoners in halfway houses hold down jobs or participate in educational programs during the day and spend the night at the halfway house. Halfway houses are either operated by CSC directly or by community agencies which are under contract with CSC.

Indeterminate Sentence - a sentence with no fixed end time. Typically, this applies to someone who is designated a dangerous offender (see dangerous offender).

Inmate Welfare Committee (IWC) - comprised of a select group of inmates, the Committee is responsible for the recommendation of disbursements from the Inmate Welfare Fund based on the collective need or will of a majority of the inmate population and as approved by the Institutional Head or his/her delegate.
**Inmate Welfare Fund (IWF)** – a fund typically meant to provide for education, social, cultural and recreational activities and/or amenities for inmates and/or to make donations to recognized charitable organizations and causes as approved by the Institutional Head or his/her delegate. Revenue for the Fund is typically derived from inmate pay deductions, canteen profits, interest on the Fund’s cash balance, receipt of gifts authorized by the Institutional Head and fund-raising activities carried out by inmates as authorized by the Institutional Head.

**Institutionalization** - refers to the condition resulting from adapting to life in an institution. Forms of dependence are often characterized by the need for rigid routine and different norms of interpersonal behaviour.

**Institutions** - those facilities designed to accommodate offenders sentenced to a term of incarceration. There are generally three security levels related to federal institutions:

- **maximum security** - accommodates offenders who pose a serious risk to staff, other offenders and the community. The perimeter of a maximum security institution is well defined, highly secure and controlled. Offender movement and association are strictly regulated and directly supervised.

- **medium security** - accommodates offenders who pose a risk to the safety of the community. The perimeter of a medium security institution is well-defined, secure, and controlled. Offender movement and association are regulated and generally supervised.

- **minimum security** - accommodates offenders who pose a limited risk to the safety of the community. The perimeter of a minimum security institution is defined but not directly controlled. Offender movement and association within the institution are regulated under minimal supervision.

**Internal Preventive Security Office (IPSO)** – that part of institution operations that handle security clearance applications for volunteers and other visitors as well as assessing present and future security risks to the institution.

**Ion Scanner** - an electronic device used to prevent illegal drugs from coming into institutions. A visitor may be subjected to an ion scan at the discretion of institutional staff. Note that a positive reading on the ion scanner doesn’t mean the person is accused of carrying illegal drugs nor that a person will be refused admission to the prison. The procedure is typically for a supervisor to come and speak with the person who tests positive in order to assess, based on that person’s history with the institution and the purpose of the visit, whether there would be a risk in allowing admission to that person.

**Life Sentence** - a sentence with no warrant expiry date imposed for the duration of a person’s life. Life sentences generally carry a minimum number of years which must be served before an inmate becomes eligible for early release. For example, a conviction for first degree murder carries a mandatory sentence of 25 years before parole eligibility, while a conviction for second degree murder imposes a minimum sentence of 10 but not more than 25 years before parole eligibility. If someone serving a life sentence is released early they will remain on parole for the duration of his/her life (www.justice.gc.ca).

**Lifer** - a person who is serving a life sentence.

**Life-10, Life-12, Life-15, Life-25** - shorthand reference to a life sentence and the minimum years of incarceration required before parole eligibility.

**Living Units** - the areas of an institution in which inmates are housed.
Living Unit Officer - an officer of CSC charged with the responsibility of managing and maintaining the safe and secure custody of inmates in an institution.

Long Term Supervision Order (LTSO) - the designation of the order applying to individuals convicted of a “serious personal injury offence” who, on the evidence, are likely to re-offend. Offenders who can be managed through a regular sentence, along with a specific period of federal supervision in the community, can be designated a long term offender that can result in a term of supervision after release of up to 10 years after an offender’s release.

Maximum Security - a security rating given an institution (a “max”) or a particular area of an institution where inmates who are deemed to be a serious risk to others are housed. Life in the “max” is highly structured; there is minimal freedom of movement within the institution and inmates are rarely allowed outside the institution except for medical care that is not available inside. Since security is the overriding focus, minimal or no programs may be offered.

Maximum Security Unit (MSU) - a designated unit in an institution providing a maximum security rating.

Medium Security – a security rating of an institution where inmates live in daily contact with many other inmates, sometimes numbering in the hundreds, depending on the size of the institution. They may also have access to a variety of programs, again depending on the institution.

Minimum Security - the minimal security rating an institution may have. Typically inmates who have demonstrated a significant degree of personal responsibility, nonviolent behavior and who are transitioning to the community may be placed in such an institution. Inmate activities are closely monitored but considerable freedom of movement is offered. In some cases, inmates may work in the community during the day on temporary absence and spend their nights at the institution.

Mennonite Central Committee (MCC) - a faith based organization that provides chaplain and program support to inmates and those on conditional release in the community.

M2W2 – a program run by MCC that coordinates monthly visits for volunteers to meet with and provide support to federally sentenced offenders in Bowden, Drumheller and Edmonton Institutions.


National Parole Board (NPB) - an administrative tribunal that has exclusive jurisdiction and absolute discretion to grant, deny or revoke conditional release for inmates in both federal and provincial institutions, except those cases under the jurisdiction of provincial parole boards. Only Ontario, Quebec, and B.C. have provincial parole boards. NPB is part of the Ministry of Public Safety and Emergency Preparedness, which also includes the RCMP (Royal Canadian Mounted Police), CSIS (Canadian Security and Intelligence Service, and CSC (Correctional Services Canada).

Offender Management System (OMS) - a computerized case file management system used by the Correctional Service of Canada, the National Parole Board, and other criminal justice partners, to manage information on federal offenders throughout their sentences.

Offender Substance Abuse Pre-release Program (OSAPP) - a program designed to teaches skills to help reduce the likelihood of an offender abusing drugs or alcohol after leaving a federal institution.
**Pardon** - a decision made by the National Parole Board to keep a person’s criminal record separate from the criminal records of people who have not received a pardon. Information in these records cannot be disclosed without permission from the Solicitor General of Canada. Although convicted of a criminal offence, those who have served their sentence and have proven to be responsible citizens may apply for a pardon after specified time periods. The National Parole Board has exclusive authority to issue, grant, deny or revoke a pardon for convictions under federal acts or regulations.

**Parole** - a form of early conditional release from an institution. Men and women released on parole continue to serve their sentences in the community under certain conditions laid down by the National Parole Board. All parolees are under the supervision of a parole officer and may be returned to prison if they commit another offense or fail to abide by the conditions of parole.

**Parole Eligibility Date (PED)** - the date on which an inmate first becomes eligible for parole. For inmates serving sentences other than life imprisonment, a minimum of one-third or seven years of their sentence must be served (whichever is greater) before becoming eligible. Those inmates serving life sentences for murder must serve between ten and twenty-five years before parole eligibility.

**Parole Officer (PO)** - officers assigned to work with federal inmates inside the institution as well with conditionally released offenders in the community. In the institution, they are essentially responsible for assessing inmate needs, monitoring and supporting an individual’s progress within the institutional setting, and ensuring adherence to individual correctional plans in preparation for release. They are also responsible for making recommendations concerning offender transfers, temporary absences and conditional releases. In the community, parole officers are the assigned workers whose responsibility it is to supervise conditionally released offenders to ensure adherence to release conditions and to provide assistance with respect to reintegration issues.

**Penitentiary** - the traditional and legal name for a federal penal institution.

**Private Family Visit (PFV)** - sometimes called a trailer visit; inmates can apply for special visits to spend time with their spouse and/or other family members once they are eligible (typically after six months at an institution). A single overnight or several nights may be applied for and scheduled; private and self sufficient living quarters are located on institutional grounds and often have a small play area for children and/or courtyard so people may spend time outdoors as well. For security reasons, inmates are still expected to come out of the living unit at various intervals for count.

**Probation** - a court order imposed which allows the offender to remain in the community under the supervision of a probation officer. The offender must adhere to the specified conditions as outlined in the probation order.

**Protective Custody (PC)** - a segregated unit of cells that afford special protection to inmates who are at risk of harm from other inmates. An inmate can request to be placed in protective custody for their own safety. Typically, the reasons for being in protective custody are: threats by other inmates due to the nature of one’s offence or for being an informant or suspected informant. It may also be in relation to potential gang activity or having a co-accused(s) and/or incompatibles housed in the same institution.

**Provincial Sentence** - a sentence of incarceration of less than two years.

**Recidivist** - an offender who re-offends.
**Relapse Prevention** - a strategy intended to manage behaviour patterns to avoid relapse.

**Release Certificate** - a document provided to all offenders on early conditional release; it gives them legal authorization to be in the community subject to the terms and conditions imposed by the National Parole Board for the period of time specified on the certificate. This certificate must be carried on their person at all times.

**Remand Centre** - a provincial facility which holds those in custody who are awaiting trial, court appearances, bail hearings or those in default of fines.

**Restorative Justice** - a view of justice that is based on the principal that harm can be addressed and individuals/community “restored” to a more normal state after a crime by involving everyone who was affected - the victim, the offender, and the community; offenders need to understand the consequences of their actions and have the opportunity to take responsibility to make things right.

**Regional Psychiatric Centre (RPC)** - a forensic psychiatric inpatient facility operated by the Correctional Service of Canada. The Centre provides assessment, intensive programming, treatment for mental disorders, and 24-hour medical care to individuals from the federal and provincial justice systems.

**Risk Factors** - factors understood to play a significant role in relation to offending behavior.

**Scheduled Offence** - an offence contained in Schedule I or Schedule II of the Corrections and Conditional Release Act. If an offence is included in a schedule and the offender meets certain criteria, CSC may refer the case to the National Parole Board for detention to warrant expiry date.

**Segregation (SEG)** - confinement to an area of an institution to separate an inmate from the general population in order to maintain the security of the institution.

**Special Handling Unit (SHU)** - a super maximum security unit for housing particularly difficult or dangerous inmates.

**Statutory Release (SR)** - sometimes called stat release; the requirement that federally sentenced offenders serve the final third of their sentence in the community, under supervision and under conditions of release similar to those imposed on offenders released on full parole. Offenders serving life or indeterminate sentences are not eligible. If detained beyond a statutory release date, an annual review must be conducted to determine if an inmate is ready for release. The annual reviews continue until the sentence expires (warrant expiry date), at which time Correctional Service Canada must release the offender and has no further jurisdiction over him/her.

**Temporary Absence (TA)** - a type of temporary pass granted for an inmate to be absent from an institution for medical, humanitarian or rehabilitative reasons. Temporary absences may be granted in the form of escorted or unescorted passes.

**Unescorted Temporary Absence (UTA)** - a special permission pass that allows an offender to be absent from the institution for a period of time without a staff escort; usually granted an inmate for medical, humanitarian or rehabilitative reasons.
Unlawfully at Large (UAL) - a term used when the whereabouts of an offender on conditional release in the community is unknown.

Visitation and Correspondence (V&C) - the area of an institution responsible for all arrangements related to visits from family members, friends, and other visitors. They are also responsible for ensuring security in relation to incoming and outgoing mail.

Warrant Expiry Date (WED) - refers to the expiry date of the original warrant; the date of the end of the sentence. This is the last day that the CSC has jurisdiction over an offender.

Work Release - a structured program of transitional release established for a specified period of time involving work or community service outside the institution.
**List of Acronyms & Abbreviations**

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<td>FP</td>
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<td>IPO</td>
<td>Institutional Parole Officer (used to be Case Management Officer Institution-CMOI)</td>
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<td>ISO</td>
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<td>IWC</td>
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<td>JHS</td>
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<td>OSAPP</td>
<td>Offender Substance Abuse Pre-Release Program</td>
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<td>PC</td>
<td>Protective Custody</td>
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<td>PED</td>
<td>Parole Eligibility Date</td>
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<td>PFV</td>
<td>Private Family Visit (trailer visit)</td>
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<td>RPC</td>
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<td>SEG</td>
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<td>SHU</td>
<td>Special Handling Unit or Super Maximum Unit</td>
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<td>SR</td>
<td>Statutory Release</td>
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### Atlantic Region

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<th>Address</th>
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<tbody>
<tr>
<td>Atlantic Institution (Max)</td>
<td>13175 Route 8, Renous, New Brunswick</td>
<td>(506) 623-4000</td>
<td>(506) 623-4017</td>
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<tr>
<td>Dorchester Penitentiary (Med)</td>
<td>4902 Main Street, Dorchester, New Brunswick</td>
<td>(506) 379-2471</td>
<td>(506) 379-4200</td>
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<tr>
<td>Nova Institution for Women (Multi)</td>
<td>180 James Street, Truro, Nova Scotia</td>
<td>(902) 897-1750</td>
<td>(902) 897-1788</td>
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### Quebec Region

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<tbody>
<tr>
<td>Archambault Institution (Med)</td>
<td>242 Montée Gagnon, Sainte-Anne-des-Plaines, Quebec</td>
<td>(450) 478-5960</td>
<td>(450) 478-7655</td>
</tr>
<tr>
<td>Cowansville Institution (Med)</td>
<td>400 Fordyce Avenue, Cowansville, Quebec</td>
<td>(450) 263-3073</td>
<td>(450) 263-0325</td>
</tr>
<tr>
<td>Donnacoma Institution (Max)</td>
<td>1537 Highway 138, Donnacoma, Quebec</td>
<td>(418) 285-2455</td>
<td>(418) 285-2027</td>
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<tr>
<td>Drummond Institution (Med)</td>
<td>2025 Jean-de-Brébeuf Blvd, Drummondville, Quebec</td>
<td>(819) 477-5112</td>
<td>(819) 477-9893</td>
</tr>
<tr>
<td>Federal Training Centre (Min)</td>
<td>6099 Lévesque Boulevard east, Laval, Quebec</td>
<td>(450) 661-7786</td>
<td>(450) 661-9485</td>
</tr>
<tr>
<td>Joliette Institution (Multi)</td>
<td>400 Marsolais Street, Joliette, Quebec</td>
<td>(450) 752-5257</td>
<td>(450) 752-1765</td>
</tr>
<tr>
<td>La Macaza Institution (Med)</td>
<td>321 Chemin de l'Aéroport, La Macaza, Quebec</td>
<td>(819) 275-2315</td>
<td>(819) 275-3079</td>
</tr>
<tr>
<td>Leclerc Institution (Med)</td>
<td>400 Montée Saint-François, Laval, Quebec</td>
<td>(450) 664-1320</td>
<td>(450) 664-6719</td>
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### Montée Saint-François Institution (Min)
600 Montée Saint-François  
Laval, Quebec  
H7C 1S5  
(450) 661-9620  Fax: (450) 661-7449

### Port-Cartier Institution (Max)
Chemin de l'Aéroport  
PO Box 7070  
Port-Cartier, Quebec  
G5B 2W2  
(418) 766-7070  Fax: (418) 766-6258

### Regional Mental Health Centre (Multi)
242 Montée Gagnon  
Sainte-Anne-des-Plaines, Québec  
J0N 1H0  
450-478-5960  Fax: 450-478-0035

### Regional Reception Centre (Max)
246 Montée Gagnon  
Sainte-Anne-des-Plaines, Quebec  
J0N 1H0  
(450) 478-5933  Fax: (450) 478-7077

### Sainte-Anne-des-Plaines Institution (Min)
244 Montée Gagnon  
Sainte-Anne-des-Plaines, Quebec  
J0N 1H0  
(450) 478-5933  Fax: (450) 478-7077

### Ontario Region

<table>
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<tr>
<th>Institution</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
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</table>
| Bath Institution (Med)                           | 5775 Bath Rd.  
PO Box 1500  
Bath, Ontario  
K0H 1G0  
(613) 351-8346  Fax: (613) 351-8039   |                 |                  |
| Beaver Creek Institution (Min)                   | PO Box 1240  
Gravenhurst, Ontario  
P1P 1W9  
(705) 687-6641  Fax: (705) 687-5010   |                 |                  |
| Collins Bay Institution (Med)                    | 1455 Bath Road  
PO Box 190  
Kingston, Ontario  
K7L 4V9  
(613) 545-8598  Fax: (613) 536-6117   |                 |                  |
| Fenbrook Institution (Med)                       | 2000 Beaver Creek Drive  
P.O. Box 5000  
Gravenhurst, Ontario  
P1P 1Y2  
(705) 687-1895  Fax: (705) 687-1896   |                 |                  |
| Frontenac Institution (Min)                      | 1455 Bath Road  
PO Box 7500  
Kingston, Ontario  
K7L 5E6  
(613) 536-6000  Fax: (613) 545-8823   |                 |                  |
| Grand Valley Institution for Women (Multi)       | 1575 Homer Watson Blvd.  
Kitchener, Ontario  
N2P 2C5  
(519) 894-2011  Fax: (519) 894-5434   |                 |                  |
| Isabel McNeil House                              | 525 King Street West  
Kingston, Ontario  
K7L 2X9  
(613) 545-8845  Fax: (613) 547-7724   |                 |                  |
| Joyceville Institution (Med)                     | Highway 15  
PO Box 880  
Kingston, Ontario  
K7L 4X9  
(613) 536-6400  Fax: (613) 536-6433   |                 |                  |
| Kingston Penitentiary (Max)                      | 560 King Street West  
PO Box 22  
Kingston, Ontario  
K7L 4V7  
(613) 545-8460  Fax: (613) 545-8826   |                 |                  |
<table>
<thead>
<tr>
<th>Institution</th>
<th>Address 1</th>
<th>Address 2</th>
<th>City, Province</th>
<th>Postal Code</th>
<th>Phone</th>
<th>Fax</th>
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<tbody>
<tr>
<td>Millhaven Institution (Max)</td>
<td>Highway 33</td>
<td>PO Box 280</td>
<td>Bath, Ontario</td>
<td>K0H 1G0</td>
<td>(613) 351-8000</td>
<td>(613) 351-8136</td>
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<tr>
<td>Pittsburgh Institution (Min)</td>
<td>Highway 15, No. 3766</td>
<td>PO Box 4510</td>
<td>Kingston, Ontario</td>
<td>K7L 5E5</td>
<td>(613) 536-4046 (Main Security)</td>
<td>(613) 536-6389 (General Office)</td>
</tr>
<tr>
<td>Regional Treatment Centre (Max)</td>
<td>560 King Street West</td>
<td>PO Box 22</td>
<td>Kingston, Ontario</td>
<td>K7L 4V7</td>
<td>(613) 536-6900</td>
<td>(613) 536-4115</td>
</tr>
<tr>
<td>Warkworth Institution (Med)</td>
<td>County Road #29</td>
<td>PO Box 760</td>
<td>Campbelford, Ontario</td>
<td>K0L 1L0</td>
<td>(705) 924-2210</td>
<td>(705) 924-3351</td>
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<tr>
<td>Regional Psychiatric Centre (Prairies) (Multi-level)</td>
<td>2520 Central Avenue North</td>
<td>PO Box 9243</td>
<td>Saskatoon, Saskatchewan</td>
<td>S7K 3X5</td>
<td>(306) 975-5400</td>
<td>(306) 975-6024</td>
</tr>
<tr>
<td>Riverbend Institution (Min)</td>
<td>15th Street West</td>
<td>PO Box 850</td>
<td>Prince Albert, Saskatchewan</td>
<td>S6V 5S4</td>
<td>(306) 765-8200</td>
<td>(306) 765-8220</td>
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**Prairie Region**

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<tr>
<th>Institution</th>
<th>Address 1</th>
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<th>City, Province</th>
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<tr>
<td>Bowden Institution (Med/Min)</td>
<td>Highway #2</td>
<td>PO Box 6000</td>
<td>Innisfail, Alberta</td>
<td>T4G 1V1</td>
<td>(403) 227-3391</td>
<td>(403) 227-6022</td>
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<tr>
<td>Drumheller Institution (Med/Min)</td>
<td>Highway #9</td>
<td>PO Box 3000</td>
<td>Drumheller, Alberta</td>
<td>T0J 0Y0</td>
<td>(403) 823-5101</td>
<td>(403) 823-8666</td>
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<tr>
<td>Edmonton Institution (Max)</td>
<td>21611 Meridian Street</td>
<td>PO Box 2290</td>
<td>Edmonton, Alberta</td>
<td>T5J 3H7</td>
<td>(780) 472-6052</td>
<td>(780) 495-7826</td>
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<tr>
<td>Edmonton Institution for Women (Multi-level)</td>
<td>11151-178th Street</td>
<td>PO Box 1500</td>
<td>Hobbema, Alberta</td>
<td>T0C 1N0</td>
<td>(780) 495-4104</td>
<td>(780) 495-3588</td>
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<tr>
<td>Grande Cache Institution (Min)</td>
<td>Hoppe Avenue</td>
<td>Bag 4000</td>
<td>Grande Cache, Alberta</td>
<td>TOE 0Y0</td>
<td>(780) 827-4200</td>
<td>(780) 827-2984</td>
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<tr>
<td>Grierson Centre (Min)</td>
<td>9530 – 101 st Avenue (Basement)</td>
<td>Edmonton, Alberta</td>
<td>Edmonton, Alberta</td>
<td>T5H 0B3</td>
<td>(780) 495-2157</td>
<td>(780) 495-4755</td>
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<tr>
<td>Okimaw Ohci Healing Lodge (Med/Min)</td>
<td>PO Box 1929</td>
<td>Maple Creek, Saskatchewan</td>
<td>Maple Creek, Saskatchewan</td>
<td>SON 1N0</td>
<td>(306) 662-4700</td>
<td>(306) 662-3555</td>
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<tr>
<td>Pê Sâkâstêw Centre (Min)</td>
<td>Highway #2A</td>
<td>P.O. Box 1500</td>
<td>Hobbema, Alberta</td>
<td>T0C 1N0</td>
<td>Tel: (780) 585-4104</td>
<td>Fax: (780) 585-3588</td>
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<tr>
<td>Regional Psychiatric Centre (Prairies) (Multi-level)</td>
<td>2520 Central Avenue North</td>
<td>PO Box 9243</td>
<td>Saskatoon, Saskatchewan</td>
<td>S7K 3X5</td>
<td>(306) 975-5400</td>
<td>(306) 975-6024</td>
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<tr>
<td>Riverbend Institution (Min)</td>
<td>15th Street West</td>
<td>PO Box 850</td>
<td>Prince Albert, Saskatchewan</td>
<td>S6V 5S4</td>
<td>(306) 765-8200</td>
<td>(306) 765-8220</td>
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<tr>
<td>Rockwood Institution (Min)</td>
<td>Highway #7, PO Box 72, Stony Mountain, Manitoba R0C 3A0</td>
<td>(204) 344-3435</td>
<td>(204) 344-7107</td>
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<tr>
<td>Stony Mountain Institution (Med)</td>
<td>Highway #7, PO Box 4500, Winnipeg, Manitoba R3C 3W8</td>
<td>(204) 344-5111</td>
<td>(204) 344-7100</td>
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<tr>
<td>Saskatchewan Penitentiary (Med /Max)</td>
<td>15th Street West, PO Box 160, Prince Albert, Saskatchewan S6V 5R6</td>
<td>(306) 765-8000</td>
<td>(306) 765-8073</td>
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<tr>
<td>Willow Cree Healing Lodge (Min)</td>
<td>PO Box 520, Duck Lake, Saskatchewan S0K 1J0</td>
<td>(306) 467-1200</td>
<td>(306) 467-1210</td>
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<tr>
<td>Stony Mountain Institution (Min)</td>
<td>Highway #7, PO Box 72, Stony Mountain, Manitoba R0C 3A0</td>
<td>(204) 344-3435</td>
<td>(204) 344-7107</td>
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<tr>
<td>Stony Mountain Institution (Med)</td>
<td>Highway #7, PO Box 4500, Winnipeg, Manitoba R3C 3W8</td>
<td>(204) 344-5111</td>
<td>(204) 344-7100</td>
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<tr>
<td>Saskatchewan Penitentiary (Med /Max)</td>
<td>15th Street West, PO Box 160, Prince Albert, Saskatchewan S6V 5R6</td>
<td>(306) 765-8000</td>
<td>(306) 765-8073</td>
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<tr>
<td>Willow Cree Healing Lodge (Min)</td>
<td>PO Box 520, Duck Lake, Saskatchewan S0K 1J0</td>
<td>(306) 467-1200</td>
<td>(306) 467-1210</td>
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<td>Pacific Region</td>
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<tr>
<td>Pacific Institution/Regional Treatment Centre</td>
<td>33344 King Road, PO Box 3000, Abbotsford, British Columbia V2S 4P4</td>
<td>Tel.: (604) 870-7700, Fax: (604) 870-7746</td>
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<tr>
<td>Kent Institution (Max)</td>
<td>4732 Cemetery Road, PO Box 1500, Agassiz, British Columbia V0M 1A0</td>
<td>Tel.: (604) 796-2121, Fax: (604) 796-4500</td>
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<tr>
<td>Matsqui Institution (Med)</td>
<td>33344 King Road, PO Box 2500, Abbotsford, British Columbia V2S 4P3</td>
<td>Tel.: (604) 859-4841, Fax: (604) 850-8228</td>
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<td>Mountain Institution (Med)</td>
<td>4732 Cemetery Road, PO Box 1600, Agassiz, British Columbia V0M 1A0</td>
<td>Tel.: (604) 796-2231, Fax: (604) 796-1450</td>
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<tr>
<td>Mission Institution (Med)</td>
<td>8751 Stave Lake Street, PO Box 60, Mission, British Columbia V2V 4L8</td>
<td>Tel.: (604) 826-1231, Fax: (604) 820-5801</td>
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<tr>
<td>William Head Institution (Min)</td>
<td>6000 William Head Road, Victoria, British Columbia V9C 0B5</td>
<td>Tel.: (250) 391-7000, Fax: (250) 391-7005</td>
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<tr>
<td>Kwikwêxwelhp Healing Village (Min)</td>
<td>Harrison Mills, British Columbia (Off Morris Valley Road) V0M 1L0</td>
<td>Tel.: (604) 796-1650, Fax: (604) 796-8431</td>
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<tr>
<td>Ferndale Institution (Min)</td>
<td>33737 Dewdney Trunk Road, PO Box 50, Mission, British Columbia V2V 4L8</td>
<td>Tel.: (604) 820-5720, Fax: (604) 820-5730</td>
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<tr>
<td>Fraser Valley Institution for Women (Multi)</td>
<td>33344 King Road, Abbotsford, British Columbia V2S 6J5</td>
<td>Tel.: (604) 851-6000, Fax: (604) 851-6039</td>
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</table>
Alberta Parole Offices

Calgary Area Parole Office
Suite 311, 510 – 12th Avenue SW Calgary, AB, T2R 0X5
Phone: (403) 292-5505    Fax: (403) 292-5510

Edmonton Area Parole Office
9530 – 101st Avenue, 2nd Floor, Edmonton, AB, T5H 0B3
Phone: (780) 495-4900    Fax: (780) 495-4975

Grand Prairie Parole Office
PO Box 23250, Grande Prairie, AB, T8V 7G7
Phone: (780) 539-2355    Fax: (780) 814-6867

Lethbridge Parole Office
#303, 410 – 7th Street South Lethbridge, AB, T1J 2G6
Phone: (403) 382-4782    Fax: (403) 382-4781

Medicine Hat Parole Office
Suite 203, 770 – 6th Street Southwest Medicine Hat, AB, T1A 8H2
Phone: (403) 528-3099    Fax: (403) 292-5510

Red Deer Parole Office
4805 – 48th Avenue Red Deer, AB, T4N 3T2
Phone: (403) 340-4276    Fax: (403) 340-4277

Wetaskiwin Parole Satellite Office
9530 – 101st Avenue Edmonton, AB, T5H 0B3
Phone: (780) 352-4921    Fax: (780) 495-4975