



# 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.

*In memory of  
Matthew Wesley Veness  
July 7, 1983 - November 19, 2008*

*“When you remember me, it means that you have carried something of who I am with you, that I have left some mark of who I am on who you are. It means that you can summon me back to your mind even though countless years and miles may stand between us. It means that if we meet again, you will know me. It means that even after I die, you can still see my face and hear my voice and speak to me in your heart. For as long as that even after I die, you can still see my face and hear my voice and speak to me in your heart. For as long as you remember me, I am never entirely lost.”*

*Frederick Buechner*

This resource was created by the Caring for Families Project with support from Calgary Learns and Correctional Service of Canada, Victim Services.

The Caring for Families initiative is provided ongoing support by:

Calgary John Howard Society



<i>Background and Acknowledgements</i>	1
<i>Introduction</i>	2
<i>The Criminal Justice Process</i>	3
Detention Before Court	3
Criminal Trials	4
Sentencing	5
Appeals	5
Victims of Crime	6
What is Restorative Justice?	6
The Calgary Remand Centre	7
Population	7
Length of Stay	7
Transfer to Other Locations	7
Classification	8
Orientation	8
Initial Contact with Your Significant Other	8
Telephone Communication	9
Access to phones	9
Cost of Phone Calls	9
Cell Phone Communication	9
Visiting Someone at the Calgary Remand Centre	10
Approval	10
Visiting Hours	10
Visiting Area	10
Parking and Travel	10
General Security Measures	11
Mail	11
Health Care	11
Programs	11
Women's Programs at the Remand Centre	12
Program Registration	13
Property	13
Money	13
Canteen	14
Financial Assistance	14
Safety Issues	14
Conflict	14

Stress and Anxiety .....	15
Food .....	15
Smoking Ban .....	15
Effect of Time Spent at the Calgary Remand Centre on Sentencing .....	15
After Sentencing .....	15
Provincial Sentence .....	15
Federal Sentence .....	15
<i>The Correctional Service of Canada – Helping Victims of Crime</i> .....	16
Are you eligible to register with CSC as a Victim of Crime? .....	16
What information are you entitled to receive? .....	17
You have a voice in the correctional process. ....	17
Will the information you provide be shared with the offender? .....	17
How is the information you provide used by the Correctional Service of Canada? .....	18
<i>Incarceration</i> .....	18
Drumheller Institution (medium/minimum security) .....	19
General Description .....	20
Admissions and Discharge (otherwise known as “A & D”) .....	20
Property and Records .....	21
Sending Property .....	21
Inmate Property and Security .....	24
Value of Property .....	24
Things to Consider when Sending Property .....	24
Excess Property .....	26
Updating Cell Effects Card: Responsibilities .....	26
Health Care .....	27
Hours of Service .....	28
Services Offered .....	28
Medical Staff .....	28
Infectious Diseases .....	28
Access to Health Care Services .....	28
Health Care and Planning for Release .....	28
Orientation .....	29
Money and Wages .....	30
Savings Account .....	30
Current Account .....	30
Canteen .....	31
Hygiene Account .....	31
Wages .....	32

Programs .....	32
CORCAN Employment Program .....	33
Nutrition .....	34
Visitors and Correspondence (also called “V & C”) .....	34
Telephone Communication .....	34
Phone System .....	34
Approved Phone Lists .....	35
General Access to Phones: .....	35
Emergency Calls and Common Access Numbers .....	36
Money .....	36
Mail & Security .....	36
Visiting .....	38
Visiting Application and Information Form .....	38
Child Visitors .....	39
Waiting Period Before Visiting .....	39
Approval Process .....	39
Visiting Hours .....	40
Some Rules and Tips about Visiting Drumheller .....	40
Children’s Items .....	41
Smoking Ban .....	41
Re-Entry Restrictions .....	41
Visiting Area .....	41
Behaviour During Visits .....	41
Private Family Visits (“PFV’s” or “Trailer visits”) .....	42
Approval Process .....	42
Length & Number of Private Family Visits .....	43
Planning a Private Family Visit .....	43
Parking and Entering a Federal Institution .....	46
Security Measures .....	46
Expectations and Concerns .....	46
Attitude Makes a Difference .....	46
Restricted items .....	47
Drug Dogs .....	47
Other Security Procedures .....	48
IONSCAN .....	48
Ion Scanners: What will I be asked to do? .....	48
Detection by Security .....	48
IONSCAN “False” Alarms .....	49

Suggestions for Visits to a Federal Institution .....	50
When Family Members Feel Pressured .....	50
Case Management in the Institution .....	52
Institutional Parole Officers .....	52
Immediate Needs Interview .....	52
Admission Interviews .....	52
Types of Conditional Release .....	52
Temporary Absences .....	52
Work Release .....	53
Parole .....	53
Correctional Plans .....	53
Preparation for Parole .....	54
Regional Psychiatric Centre (RPC) .....	55
General Information .....	55
Units .....	55
Health Care .....	56
Programs .....	56
Education .....	56
Wages .....	56
Segregation (isolation from other inmates) .....	56
Telephone Communication .....	57
Visiting .....	57
Security .....	57
Family Contact and Support .....	57
<i>Parole Officers and Conditional Release</i> .....	58
First Contact with Community Parole Officers .....	58
Preliminary Assessments .....	58
Community Assessments .....	59
How is a Community Assessment Prepared? .....	59
Suspicion .....	60
How is a Community Assessment Used? .....	60
What is Positive Support? .....	60
Parole and the Importance of Honesty .....	61
Conditional Release .....	61
Standard Conditions of “Conditional Release” .....	62
Parole and Statutory Release .....	62
Day Parole .....	62
*Accelerated Parole .....	63

Full Parole .....	63
Statutory Release .....	63
Exceptions .....	64
First Degree Murder .....	64
Second Degree Murder .....	64
<i>The Parole Board of Canada</i> .....	65
Review for Parole .....	65
Community Strategies .....	66
Parole Hearings .....	66
Cultural Hearings .....	68
Parole Violations .....	68
<i>Halfway Houses in Calgary</i> .....	69
Introduction .....	69
General Information about Halfway Houses .....	70
Transportation to and from Halfway Houses .....	70
General House Rules .....	70
Personal Property .....	70
Mail .....	70
Social and Family Life .....	70
Employment and Program Participation .....	71
Availability of Space .....	71
Bedford House .....	72
Accommodation .....	72
Medical and Treatment Needs .....	73
Meals .....	73
Telephone Communication .....	73
Visiting .....	73
7th Step Community Residential Centre .....	74
Accommodation .....	74
Intake and Orientation .....	74
House Rules .....	75
Meals .....	75
Programs and Services .....	76
Employment Services .....	76
Self- Help Groups: .....	76
Outreach Program: .....	76
Telephone Communication .....	76
Visiting .....	77



Berkana House .....	78
Accommodation .....	78
Meals .....	78
Visiting .....	78
Telephone Access .....	79
Transportation to Berkana .....	79
<i>Warrant Expiry</i> .....	80
Community Notification .....	80
Peace Bonds - Section 810 .....	80
Long Term Offender (LTO) Designation .....	81
Dangerous Offender Designation .....	81
The National Sex Offender Registry .....	81
<i>Support and Resources for Families</i> .....	82
Basic Needs - Social Assistance – Financial Support .....	82
Alberta Employment, Immigration and Industry (Social Services) .....	82
Inn From The Cold .....	83
Calgary Housing Company (Subsidized Housing) .....	83
Alberta Supports .....	83
Calgary Interfaith Food Bank .....	84
Calgary Interfaith Furniture .....	84
Salvation Army Community and Family Services (Thrift Stores) .....	84
Women in Need .....	84
Métis Calgary Family Services .....	85
Women’s Centre .....	85
Health .....	85
CUPS Community Health Centre .....	85
Alex Community Health Centre .....	85
Sheldon M. Chumir Health Centre .....	85
Addictions .....	86
Adult Addictions Services .....	86
Renfrew Recovery Centre .....	86
Elbow River Healing Lodge .....	86
Adult Aboriginal Mental Health .....	86
Aventa Addiction Treatment For Women .....	86
Counselling .....	87
Calgary Counselling Centre .....	87
Calgary Family Services .....	87
Catholic Family Services .....	87

Jewish Family Services .....	87
Distress Centre .....	87
Legal Services .....	88
Legal Aid Alberta – Calgary .....	88
Calgary Legal Guidance .....	88
Student Legal Assistance .....	88
Native Counselling Services of Alberta .....	88
Community Resource Centres .....	89
BowWest Community Resource Centre .....	89
Heart of the Northeast Community Solutions Resource Centre .....	89
Inner City Community Resource Centre .....	89
South East Calgary Community Resource Centre .....	89
North Central Community Resource Centre .....	89
North of McKnight Community Resource Centre .....	90
South West Communities Resource Centre .....	90
Sunrise Community Link .....	90
West Central Community Resource Centre .....	90
Organizations Providing Resources and Support .....	91
The Caring for Families Project .....	91
The Calgary John Howard Society .....	91
The Elizabeth Fry Society of Calgary .....	91
The Alberta Seventh Step Society .....	92
The Canadian Families and Corrections Network (CFCN) .....	92
Calgary Parole Office – Correctional Services of Canada .....	92
The Correctional Service of Canada – Victim Services Program .....	92
<i>Glossary of Terms and Acronyms</i> .....	93
<i>List of Acronyms &amp; Abbreviations</i> .....	96
<i>Directory of Federal Institutions by Region</i> .....	98
<i>Alberta Parole Offices</i> .....	104

## Background and Acknowledgements

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

- Calgary Remand Centre
- Drumheller Institution
- Calgary Parole
- Alberta Seventh Step Society
- The Calgary John Howard Society
- The Elizabeth Fry Society of Calgary

Special thanks to family and community members who were willing to share their experiences and time to 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.

## 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.

Note that nobody should interfere with an arrest. It is OK to ask questions such as, why the arrest is being made, where the accused is being taken, and or if they will be released. The arresting officer is not obliged to answer, however they may do so in certain circumstances.

## 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 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 lose 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.

Depending on the situation, families may not be able to get information about a family member from their family member’s lawyer. This is because of a professional code of conduct that requires lawyers to keep their client’s information private. A lawyer can only give out information to others with their client’s permission (The Law Society of Alberta, (<http://www.lawsocietyalberta.com/resources/codeProfConduct.cfm>)).

## 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 their 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 decision 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 a theory of justice that emphasizes repairing the harm caused by criminal behaviour. It is best accomplished through cooperative processes that include all stakeholders. This can lead to transformation of people, relationships and communities.

<http://restorativejustice.org/restorative-justice/about-restorative-justice/tutorial-intro-to-restorative-justice/>

"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, Edmonton, Peace River 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, protective custody, 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 can request 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 (2016):

Due to the Freedom of Information and Protection of Privacy Act (FOIPP), 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, we will advise your family member that you would like them to contact you. Information concerning young offenders is confidential under the Freedom of Information and Privacy Act (FOIPP) and the Youth Criminal Justice Act, and cannot be released to the general public. Legal guardians are notified upon the admission of all young offenders to a young offender facility. If you are a legal guardian, you may contact the young offender facility where you think your child may be in custody and leave your name and contact information. To contact a Corrections Canada facility located in Alberta, please call 780-472-6052.

<https://www.solgps.alberta.ca/Lists/Common%20Questions/DispForm.aspx?ID=30&Source=https%3A%2F%2Fwww%2Esolgps%2Ealberta%2Eca%2FLists%2FCommon%2520Questions%2FCommunity%5FCorrections%2Easpx&ContentTypeId=0x0100BB3AA7B65D6316499B0F520F16A0C45A>

If you need to contact someone in the Calgary 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.

### **Cost of Phone Calls**

All inmate calls to a lawyer are free. Prior to sentencing, inmates have three free local calls per day. Inmates can make local and long distance collect calls or to call direct, money can be deposited into their phone account.

### **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 Telemate system and it is possible that some 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.

Collect calls cannot be made to cell phones. The cell phone owner can set up a credit card account to receive collect calls or deposit money to the inmate's phone account for direct calling.

## ***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.

Call the Calgary Remand Centre and ask for Security if you have questions about mail, visiting or telephone communication.

### **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 to arrange an evening visiting time. Visit appointments are first come first serve, so call early. Weekend and holiday visits are booked the last business day before the weekend or holiday.

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 inmate, 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. Items cannot have marker, crayon, gel pen, sparkles, glue or stickers.

Photos that have been professionally developed can be sent. Individuals are permitted photos in their cell. Should an inmate be sent more than 5 photos at one time, the additional photos will be stored in the inmate's locked up property. Cards may also be sent through the mail, but are restricted if they contain sound, glitter, stickers, etc.

Any letters, cards or pictures that do not pass security inspection are placed in the inmate's property until their release from the institution. The inmate receives a security notice if an item is declined.

## 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 January 2015, programs at the Remand Centre included:

Calgary John Howard Society (CJHS) Prison Services Program: Responds to inmate requests for assistance related to addressing issues that may have led to their incarceration. Housing, employment, literacy, obtaining identification, counseling and family connections are some of the areas discussed. Services are tailored to meet individual needs. Inmates are invited to follow up with caseworkers at the Main Office once they are released to discuss how CJHS can support them further.

CJHS Literacy Program: A literacy facilitator from the Calgary John Howard Society offers 1:1 tutoring for non-credit literacy learning up to a grade 9 level. People can work on reading, writing, math, career and education planning, problem solving, and other essential skills. High school is not offered at Remand but inmates can request GED books for self-study.

The TKO program (Treatment, Knowledge, Opportunity) has been offered at Remand for the past few years. It is a 10 week program for approximately 35 inmates at a time. Inmates have to apply to get in to the program. It includes classes on addictions, literacy and essential skills, parenting, men's health, cooking and computer literacy. CJHS Literacy Program provides the instruction on literacy and essential skills. It is not a permanent program but has been running for 3 years and it is hoped that the funding will stay in place to keep it going.

If you have any questions about the programs offered at the Calgary Remand Centre, please contact the Deputy Director of Programs at the Remand Centre.

Library: Inmates can access books for free.

Recreation: The Calgary Remand Centre can provide crosswords, word searches or other activities that will help people work in their cell. The Calgary Remand Centre has some games available for use. Puzzle books, playing cards, cribbage boards, pens, paper, envelopes and stamps can be purchased through the canteen or through the Inmate Welfare Fund.

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 volunteers who provide spiritual guidance to inmates. Chaplain Services can provide Bible studies for individual study.

Chapel Services: One Protestant Chaplain and one Catholic Chaplain are available at the Remand Centre. Chapel Services are held on different days for each unit.

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.

Bow Valley College also facilitates various programs. Inmates have to apply to these and there are signup sheets on each unit.

### ***Women's Programs at the Remand Centre***

---

Elizabeth Fry Society: U.N.L.O.C.K. Functional Skills Program is focused on the enhancement of functional skills to enrich personal development. During incarceration women are provided with support to manage incarceration constructively, and to develop a release plan.

The Elizabeth Fry Society of Calgary offers assistance to women with bail needs of less than \$500 for lesser crimes.

Upon release the Elizabeth Fry Society caseworkers assist women in intensified case management supports to address core issues behind incarceration in order to increase their opportunity for stabilization within our community.

## ***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, socks and shoes.

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.

Money can also be deposited at any other Remand Centre in the province and at most larger courthouse centres.

## ***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, postage paid 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 them through the Deputy Director of Programs. 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, releases 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 Parole Board of Canada 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 Parole Board of Canada, 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 Parole Board of Canada 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 Parole Board of Canada 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 Parole Board of Canada 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](http://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 to 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 used 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:

<http://www.csc-scc.gc.ca>

## Drumheller Institution (medium/minimum security)

---

P.O. Box 3000 Drumheller, Alberta T0J 0Y0

Phone: (403)-823-5101



**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.

Because of privacy issues, no staff member at Drumheller Institution can disclose to an outside person whether or not an individual is incarcerated there. If you phone Drumheller institution they can give you general information about things like visiting, property, security, etc., but they cannot tell you whether your family member is there. The choice and responsibility to contact family members and loved ones rests solely with each individual inmate.

## ***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 ( <b>100 W.</b> 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)<br><b>No /CD-RW, CD-R-Write, MP3 Players, IPODS, DVD or "burned" permitted (exception: NPB digital recordings on CD)</b>                          |
| 10 | Video game cartridges/discs (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 – <b>NO HOODIES</b>                      |
| 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) <b>12"</b> 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.

**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

## 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)

## **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:

- a. communicable (contagious) conditions;
- b. acute medical, mental or dental conditions;
- c. conditions requiring continuing treatment; and
- d. 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:

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



## Orientation

---

The Correctional Services of Canada sets out standards for orientations at all federal institutions. Commissioner's Directive 710-4 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. rules and regulations about behavior
- b. program participation
- c. Court ordered obligations
- d. health care services, including psychological services and mental health services
- e. suicide awareness and prevention workshop
- f. inmate rights and responsibilities
- g. the Mission Statement of CSC
- h. adaptation to the penitentiary environment
- i. availability of educational and vocational counseling
- j. availability of spiritual and ethno-cultural services
- k. role of Elders/Spiritual Advisors, Aboriginal Liaison Officers, Aboriginal Community Development Officers, Pathways Units (if relevant) and culturally-relevant programs and services within the Continuum of Care, excluding CCCs
- l. program opportunities, visits and correspondence, work placement and finance
- m. the Mother-Child Program where applicable
- n. security levels of institutions, procedures, operations, and fire safety
- o. case management process, including policy and procedures on temporary absences, work releases, [sections 81 and 84](#) of the CCRA, conditional release, and function of the Parole Board of Canada (including information regarding Elder/cultural assisted hearings and/or community assisted hearings)
- p. access to information procedures
- q. offender grievance process ([CD 081 – Offender Complaints and Grievances](#))
- r. function of the Office of the Correctional Investigator
- s. [\*Canadian Charter of Rights and Freedoms\*](http://laws-lois.justice.gc.ca/eng/Const/page-15.html) (<http://laws-lois.justice.gc.ca/eng/Const/page-15.html>)
- t. [\*Corrections and Conditional Release Act\*](#)
- u. Institutional Inmate Handbook.

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 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 \$750.

Inmates may make one additional withdrawal from their current account above and beyond their \$750 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 than \$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 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. Deductions of 22% apply for food and accommodation costs. Inmates who have other sources of income instead of or in addition to Inmate Pay, contribute 30% of their income to food and accommodation.

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, minus deductions, is placed in his current account up to \$69 per pay period, while 10% is placed in his savings account. In addition to food and accommodation deductions, 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).

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” (<http://www.csc-scc.gc.ca/correctional-process/002001-2010-eng.shtml>). 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 4:00 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. Money is deposited onto a phone card once a month on a specific date. Local calls cost \$1.50 for 30 minutes and long distance calls are billed at \$0.10 per minute. Inmates are also able to make collect calls where the receiver of the call pays for the cost. In those cases, long distance calls are billed at \$0.30 for each minute.

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.

If there are people on the inmate's phone list who do not want to accept the calls, they will not be included on the inmate's 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 phone 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 SIO hotline.

The SIO 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 sender's name clearly identified. It is important to note that personal cheques can be held for 30 working days to ensure that funds are available in the account. Money orders and certified cheques are not subject to a hold period; however are subject to a processing time of 5 working days prior to deposit into the inmate's account.

## 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).



Correctional Service  
Canada

Service correctionnel  
Canada

Prairie Region

Region du Prairie

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 not 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

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 Applications are also available online at: <http://www.csc-scc.gc.ca/forms/index-eng.shtml> (English) or <http://www.csc-scc.gc.ca/formulaires/index-fra.shtml> (French).

### 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. If using the online form, the completed form can be sent to your incarcerated family member, along with other correspondence. V & C officers will remove the form from the envelope containing the correspondence and process it. Using this method allows your family member to know that the form was received and is being processed.

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. It is easy to miss the question on page two regarding what identification document you will be bringing to the visit. Whenever possible, it is preferable to bring a driver’s license or provincial identification card.

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 visiting application is good for two years, after which another application must be completed to continue visiting. 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. Generally, once the institution has received the application, it will be processed within 30 days.

## 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 Visits 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 Visits and Correspondence.

As of January 2015, visiting hours at Drumheller Institution were:

- Thursday to Monday from 8:30am to 11:30am and 12:30pm to 3:00pm
- Tuesday and Wednesday there are no visits
- A visitor can only visit on 2 days within one week and only on either Saturday or Sunday, not both weekend days.

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. People without identification will not be permitted to visit.

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. Visitors will require their ID and may also have a locker key for items that could not be brought in.

Cash to be deposited into the inmate's account can be presented at the V&C window.

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.

A number of board games, cards, and crib boards can also be borrowed for use during the visit.

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.

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. You will need to know your license plate number to sign in. Make sure you have this before entering the institution.

## 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 toys for children to use. Two vending machines are provided for snacks and drinks. These are located outside the visiting area.

Inmates that are rated as maximum-security and some who are in segregation (separated from the general inmate population) may 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, as well as handholding during the 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 (e.g., excessive cleavage) or their clothing has slogans or pictures that are considered obscene. No hoodies, shorts or tank tops are permitted at Drumheller Institution. All jackets are to be removed and left on a hanger outside the visiting area.

## 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 Visit 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 small yard with a picnic table and BBQ. Two units have large play equipment, while others have a few toys. As with most federal institutions, the PFV units are somewhat separated from other buildings at the institution.

Before your visit, call the institution and ask for Visits 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.

### 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. At this time, applications for PFVs are provided to the family member.

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.

### *Length & Number of Private Family Visits*

PFVs are usually 72 hours (3 days) and approved individuals are permitted one visit every other month for a total of 6 visits a year. 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.

It is important to remember that during a Private Family Visit, visitors must spend a few days in a limited amount of space with their loved one who is incarcerated. Because there is no way to leave the home area or yard, some people find the experience stressful. Also, leaving at the end of the Private Family Visit can also be difficult.

### *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

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 the RCMP for further investigation. Bring only those items necessary for a visit of 72 hours.

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

- 1 deodorant, clear or sealed, contact lens supplies, toothbrush, comb, brush
- Clothing – 3 days worth
- Clear container of lubricant and protection/birth control items
- Feminine hygiene products and diapers – must be in factory sealed packaging.
- Prescription medication – 3 days only. \*\* Narcotic medications will be locked at the Principle Entrance and the visitor will be escorted there to take the medication and escorted back to PFV on a schedule determined by V & C staff ahead of time. (No Advil, Tylenol, etc.)
- Blow dryer, curling iron, and hair straightener
- Infant's needs: sealed baby food jars and sealed medication, sealed diapers, (baby shampoo in clear bottle, baby cream, baby wipes)
- 5 DVD's no burned DVD's. **(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.)
- Cigarettes or Tobacco
- Make-up
- Books, Magazines
- Anything else deemed contraband by V&C staff
- No food of any kind is allowed to leave the PFV.

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.**

## *Parking and Entering a Federal Institution*

Visitor parking is clearly marked and is usually separate from staff parking. Try not to linger too long in your vehicle or Correctional Officers may approach your vehicle to question you. Do not arrive too early ahead of visit time or you will likely be turned back. About five minutes prior is usually acceptable. 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 to 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.

### *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. Using his keen sense of smell, the dog will try to detect illegal substances. Be prepared for the dog to sniff you, sometimes making contact. 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 may make 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 sign-in form requests vehicle license plate number.
- 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. Whenever possible, it is best to leave all personal belongings in your vehicle.
- 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 money, baby bottle, or diapers will be searched and if necessary put through an X-ray machine. An officer will x-ray your shoes and jacket.
- 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. There, they will sign in again, provide ID and ask for any games/playing cards they want for the visit. 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 Risk 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 (i.e. sit near V&C staff office where you can be observed more closely)
- 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.

If you experience a false positive on an IONSCAN you can:

- Keep a written record of what happened
- Write a letter to Visitors and Correspondence Review Board or to Preventative Security
- Send a copy to the Warden and to Preventive Security (Canadian Families and Corrections Network)

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).
5. Unintended contact with substances on clothing is also possible. Wear only freshly laundered clothing, even if it is brand new.
6. Take precautions when travelling in a taxi or rented car.

### *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, and 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 Parole Board of Canada (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) Substance Abuse
- 4) Community Functioning
- 5) Employment
- 6) Attitude
- 7) Associates

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.

For each individual, the dynamic factors will be assessed as "none", "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.

## 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 Parole Board of Canada (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 Parole Board of Canada 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:*

The information in this section was originally obtained by a clinical Social Worker at the Regional Psychiatric Centre. Further updates were based on an updated inmate handbook provided by the Institution.



## 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 includes a variety of professionals such as psychiatrists, nurses, psychologists, social workers, occupational and recreational therapists, aboriginal programmers, a pharmacist, and program development officers.

Federal inmates who are not responding to programming at their parent 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 8 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 three reasons why inmates at the RPC would be isolated from other inmates, usually in a monitored empty cell.

1. The Patient has acted, attempted to act or intends to act in a manner that jeopardizes the security of the Institution or the safety of any person, and that his or her continued presence in the general patient population would jeopardize the security of the Institution or the safety of any person.
2. The continued presence of the patient in the general patient population would interfere with the investigation of a criminal or serious disciplinary offence;
3. The patient would be in danger in the general patient population and the patient does not request segregation.

Administrative Segregation shall only occur when there are reasonable grounds to believe one or more of the above conditions exist, and the Institutional Head is satisfied that there is no reasonable alternative to Administrative Segregation.

## ***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.

## ***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. Visitors who were approved at another institution, will not need to reapply to visit at RPC.

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 (Parole Board of Canada Website, 2016, <http://www.csc-scc.gc.ca/parole/002007-0003-eng.shtml>)

## ***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 Parole Board of Canada.



## ***\*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 (This program has recently been reinstated to address current inmates who were sentenced under this program and then will be cancelled).

Only those who are serving a first sentence for a non-violent crime or certain drug related offences are eligible for Accelerated Parole (Parole Board of Canada, 2007, <http://www.npb-cnrc.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.

(Parole Board of Canada Website, 2016, <http://www.pbc-clcc.gc.ca/infocntr/factsh/release-eng.shtml>)

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 Parole Board of Canada, 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 (Parole Board of Canada website, 2007 [http://www.npb-cnrc.gc.ca/infocntr/myths\\_reality\\_e.htm](http://www.npb-cnrc.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 (Parole Board of Canada website, 2007, <http://pbc-clcc.gc.ca/infocntr/parolec/2011-08-02/intro-eng.shtml>).

### **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 (Parole Board of Canada website, 2007, <http://pbc-clcc.gc.ca/infocntr/parolec/2011-08-02/intro-eng.shtml>).

**If granted parole, those serving life sentences will remain on parole for life.**

## The Parole Board of Canada

---

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

The Parole Board of Canada is an independent agency within the Ministry of Public Safety Canada. It is made up of Canadian citizens who are appointed to their roles (Parole Board of Canada Website, 2016, <http://pbc-clcc.gc.ca/index-eng.shtml> )

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 Parole Board of Canada can detain certain individuals in jail until the end of their sentence (Parole Board of Canada Website, 2016, <http://pbc-clcc.gc.ca/index-eng.shtml>)

## Review for Parole

---

Institution and community Parole Officers are responsible for gathering all the needed information and reports for the Parole Board of Canada 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 Parole Board of Canada 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 Parole Board of Canada 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 Parole Board of Canada. Many times, this is now done by teleconference instead of in person. 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. (Parole Board of Canada Website, 2015, <http://pbc-clcc.gc.ca/index-eng.shtml> ).

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 Parole Board of Canada 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 Parole Board of Canada'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.

(Parole Board of Canada Website, 2015, <http://pbc-clcc.gc.ca/index-eng.shtml> ) 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 returned to a federal institution to await a revocation hearing;
- parole or statutory release may be revoked (taken away) and the person would remain at a federal institution to finish their sentence or until conditional release is once again granted.

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 Parole Board of Canada. 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 “Revocation Hearing” with the Parole Board of Canada 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

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”.

## Bedford House

2404-50 St SE,

Calgary, Alberta T2B 1M7

Phone: (403)-232-6388

Bedford House is a Calgary halfway house that accommodates men with clinical treatment needs or men 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)

### *Accommodations*

---

Bedford House has a total of 22 Correctional Services Canada beds. The house has two floors with 3 full individual bathroom facilities on the second floor and an additional powder room. The first floor has 2 full individual bathrooms and an additional powder room for all residents to use. Each floor also has a common living area with television and seating. Basic cable is provided.

There is a table which may be used by all residents for dining or activities such as cards and board games. This is located on the main floor by the communal kitchen.

Each of the 22 beds has an individually contained room with refrigerator enabling each resident to house their own food. Each resident is provided with their own dishes, cutlery and glassware, bedding and towel.

The kitchen has multiple microwaves and coffee makers and has two stoves. All cooking utensils, pots and pans are provided. Cooking facilities are communal, all cooking takes place in the communal kitchen. Each resident is expected to clean up after himself.

The main floor includes offices, a staff kitchen and bathroom and a board room. The basement houses the laundry facilities, a small storage area for use by Bedford House residents, a powder room and a food bank area that has two large chest freezers and two refrigerators along with dry food storage. This may be freely accessed by residents. The food bank is not guaranteed, however; Bedford staff does work with the Interfaith Food bank to help supplement and provide from what is available to Bedford residents.

Bedford House does have a DVD player in the common area on the first floor and a resident DVD library where residents are free to borrow movies. Bedford House also has a resident computer in the common area that provides all residents access to do job searches and to write or update resumes.

The common area on the first floor also houses the pop and candy machines and the water cooler.

Residents are assigned chores to assist in maintaining the cleanliness of the building.

## ***Medical and Treatment Needs***

---

Residents are supported in using community medical resources. Calgary Parole has on staff a Nurse and Psychiatrist.

## ***Meals***

---

Residents are responsible for cooking their own meals in the common kitchen. Residents receive a food gift card and they do their own shopping, staff can offer support in this area if it is needed.

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

## ***Telephone Communication***

---

There is a telephone in the common area on the first floor. Residents cannot phone long distance. Residents can have their own cell phones.

## ***Visiting***

---

Family or close friends who wish to visit a resident at Bedford House must bring government issued Picture ID, and must be 18 years or older. A visitor is subject to a criminal record check if there is concern about their contact with a resident. The resident is responsible for their guest. Visiting may take place in the resident's room. A visitor will be asked to leave if there is any suspicion of drug or alcohol use, and if their behavior is inappropriate.

In general, visiting hours at Bedford House are:

- 4pm to 11pm on weekdays
- 12 noon to 11 pm on weekends

Bedford staff may restrict visiting hours if visiting would unfairly disturb other residents.

## 7th Step Community Residential Centre

---

1824 – 27th Avenue SW,  
Calgary, Alberta  
T2T 1H1  
Phone: (403)-245-6661

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.

Residents are encouraged to visit with their families during orientation and family members are welcome to visit the halfway house.

## ***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.

Calgary Parole offers the Employment and Employability Program (EEP) - A counsellor can work one on one with individuals to help them seek and find employment. The EEP program includes a database of a number of possible job opportunities. Residents can be referred by Seventh Step staff.

### ***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.

## 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, 2015, <http://www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/protctn-gnst-hgh-rsk-ffndrs/wrrnt-xpr-dt-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 custody 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

---

The Police can use apply to courts to impose a peace bond on the person who is finished their sentence. Under section 810 of the Criminal Code, a peace bond requires a person to follow rules and conditions for the safety of the public (Public Safety Canada, 2008, <http://www.publicsafety.gc.ca/prg/cor/tls/wed-eng.aspx>).

## 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, 2015, <http://www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/protctn-gnst-hgh-rsk-ffndrs/lng-trm-ffndr-dsgntn-eng.aspx>)

The Parole Board of Canada 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, 2015, <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, 2015, <http://www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/protctn-gnst-hgh-rsk-ffndrs/dngrs-ffndr-dsgntn-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, 2015, <http://www.publicsafety.gc.ca/cnt/cntrng-crm/crrctns/protctn-gnst-hgh-rsk-ffndrs/ntnl-sx-ffndr-rgstr-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

##### **Alberta Human Services (Alberta Works/Alberta Supports) 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](http://www.innfromthecold.org)

## ***Calgary Housing Company (Subsidized Housing)***

---

Provides subsidized and affordable housing for low-income households.

### **East Office**

Marlborough Mall Professional Building

320, 433 Marlborough Way NE

Calgary, AB T2A 5H5

### **South Office**

Glenmore & Centre Shopping Centre

#18, 6624 Centre St. SE

Calgary, AB T2H 0C6

### **West Office**

Ground Floor Braithwaite Boyle Centre

1701 Centre St. NW

Calgary, AB T2E 8A4

Phone: 587-390-1200

## ***Alberta Supports***

---

Central Referral Service for Social Supports in Alberta. Can refer to services for:

- [Seniors](#)
- [Employment & Training](#)
- [Persons with Disabilities](#)
- [Lower Income](#)
- [Children & Youth](#)

- [Abuse & Bullying](#)
- [Homeless](#)
- [Making Life Decisions](#)

Phone: 1-877-644-9992

### ***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](http://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 (e.g., baby items) through local Thrift Stores – vouchers given depending on circumstances.

Phone: 403-220-0432

### ***Women in Need Society***

---

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

(Head Office)

Phone: 403-255-5102

Website: [www.womeninneed.net](http://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: 39 - 4 Street NE

Phone: 403-264-1155

Website: <http://www.womenscentrecalgary.org/>

## **Health**

---

### ***CUPS Community Health Centre***

---

Provision of health care, education and social services for low income individuals and families.

Address: 1001 – 10th Ave SW

Phone: 403-221-8780

Website: [www.cupscalgary.com](http://www.cupscalgary.com)

### ***Alex Community Health Centre***

---

Provides a wide spectrum of health services, basic needs and counselling to low income and homeless individuals and families. Require referral.

Address: Suite 101, 1318 Centre St. North

Phone: 403-266-2622

Website: [www.thealex.ca](http://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: <http://www.albertahealthservices.ca/info/facility.aspx?id=1018406>

## Addictions

---

### *Adult Addictions Services*

---

Adult Counseling and Prevention Services; individual and group counselling and programs. For quick access to addiction treatment, individuals can drop in at Adult Addictions Services Monday through Friday at 12:45 PM for general intake and assessment.

Address: Second Floor, 1177 – 11th Ave SW

Phone: 403-297-3071

Adult Addictions Services Help Line (24 hours toll free):  
1-866-332-2322

### *Renfrew Recovery Centre*

---

Provides residential detoxification service for individuals with addictions (5-8 days); voluntary admissions to attend intake between 8:00 a.m. and 10:30 a.m. daily. To be admitted, persons must be in building by 8:00 a.m.

Address: 1611 Remington Rd NE

Phone: 403-297-3337

### *Elbow River Healing Lodge*

---

Provides increased access to safe and culturally appropriate primary health care. Assists with housing and food bank referrals.

Address: 7<sup>th</sup> floor, 1213 4 Street SW

Phone: 403-955-6600

### *Adult Aboriginal Mental Health*

---

Mental Health care and psychiatrist.  
Phone: 403-955-6645

### *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

Website: [www.avena.org](http://www.avena.org)

## Counselling

---



## ***Calgary Counselling Centre***

---

Through subsidized (sliding scale) 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](http://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: #200, 1000 - 8th Ave SW

Phone: 403-269-9888

Website: [www.calgaryfamilyservices.org](http://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](http://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](http://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.

Address: #300, 1010 - 8th Ave SW

Phone: 403-266-1605 or 403-266-1601 Crisis Line: 403-266-4357

Website: [www.distresscentre.com](http://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](http://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, CPP.

Address: #100, 840 - 7th Ave SW

Phone: 403-234-9266

Website: [www.clg.ab.ca](http://www.clg.ab.ca)

## ***Student Legal Assistance***

---

Free legal assistance to those who are unable to afford legal services.

Address: 3390 Murray Fraser Hall, University of Calgary, 2500 University Dr. NW

Phone: 403-220-6637

Website: [www.slacalgary.ca](http://www.slacalgary.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: 2<sup>nd</sup> floor, 614 – 6 Avenue SW

Phone: 403-237-7850

Website: [www.ncsa.ca](http://www.ncsa.ca)

## **Community Resource Centers**

---

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.

### ***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](http://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: #200, 1000 – 8th Ave SW (Carya)

Phone: 403-269-9888

Website: [www.caryacalgary.ca](http://www.caryacalgary.ca)

### ***Southeast Calgary Community Resource Centre***

---

For residents of southeast communities south of Peigan Tr.

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, North Hill, MacEwan, Mount Pleasant, North Haven, Sandstone Valley, Thorncliffe and Tuxedo Park.

Address: 520 - 78th Ave NW (Huntington Hills Community Association)

Phone: 403-275-6666 ext. 232 or 241

### ***North of McKnight Community Resource Centre***

---

For residents of Falconridge, Castleridge, Coral Springs, Martindale, Saddleridge, Taradale, and Skyview Ranch.

Address: 95 Falshire Dr. NE (lower level of Falconridge/Castleridge Community Centre)

Phone: 403-293-0424

### ***South West 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 (all areas west of MacLeod Tr. and south of Glenmore Tr.)

Address: #42, 2580 Southland Dr. SW

Phone: 403-238-9222

### ***Sunrise Community Link***

---

For residents of Abbeydale, Albert Park/Radisson Heights, Applewood, Belfast, Chateau Estates, Dover, Erin Woods, Forest Heights, Forest Lawn, Hubalta, Marlborough, Marlborough Park, Mayland Heights/Vista Heights, Meridan/Franklin Business Park, Penbrooke Meadows, Red Carpet and Southview.

Address: 3303 - 17th Ave SE Phone:

403-204-8280

### ***West Central Community Resource Centre***

---

For residents of Aspen Ridge, Christie Park, Coach Hill, Cougar Ridge, Discovery Ridge, East Springbank, Glamorgan, Glenbrooke, Glendale, Killarney/Glengarry, Lincoln Park/Rutland Park, Patterson, Rosscarrock, Richmond Hill, Shaganappi, Signal Hill, Springbank Hill, Spruce Cliff, Strathcona Park, West Springs, Westgate and Wildwood.

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 the Calgary John Howard Society, and a representative provides 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: 403-266-4566 or

Website: <https://www.calgaryjohnhoward.org/AdultServices/CFF.html>

---

### ***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](http://www.calgaryjohnhoward.org)

---

### ***The Elizabeth Fry Society of Calgary***

---

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

Provides help with the immigration process.

Address: 1731 10 Avenue SW, Calgary, AB

Telephone: 403- 294-0737

Website: [www.elizabethfrycalgary.ca](http://www.elizabethfrycalgary.ca)

---

### ***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](http://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: [national@cfcn-rcafd.org](mailto:national@cfcn-rcafd.org) Website:  
[www.cfcn-rcafd.org](http://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

Address: 101- 225 Manning Rd. NE

Website: [www.csc-scc.gc.ca](http://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](http://www.csc-scc.gc.ca/victims)

## Glossary of Terms and Acronyms

---

**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.

**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](http://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.

**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](http://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 (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 Parole Board of Canada of Canada.

**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 helping them develop marketable skills they can use upon release.

**Correctional Investigator** – As the ombudsman for federally sentenced offenders, the Office of the Correctional Investigator provides independent oversight of CSC by investigating individual & systemic concerns.

**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 Parole 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](http://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)** – Governs the operations of both the Correctional Service of Canada & the Parole Board of Canada. 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 PBC; and Part III governs the Office of the Correctional Investigator ([www.csc-scc.gc.ca](http://www.csc-scc.gc.ca)).

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

**Dangerous Offender (DO)** - a person is deemed a dangerous offender if a court 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, they have an indeterminate sentence. Dangerous Offenders can apply for parole after serving the determinate portion of their sentence. But like lifers, would be supervised for their entire life, if released.

**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.

**Unlawfully at Large (UAL)** - a term used when the whereabouts of an offender on conditional release in the community is unknown.

**Visits and Correspondence (V&C)** - the department 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

ASG	Alberta Solicitor General
A&D	Admissions and Discharge
CA	Community Assessment
CCP	Correctional Plan
CCPR	Correctional Plan Progress Report
CCRA	Corrections and Conditional Release Act
CO	Correctional Officer
CPIC	Canadian Police Information Centre
CRC	Calgary Remand Centre
CRF	Community Residential Facility (Halfway House)
CPIC	Canadian Police Information Centre
CPO	Community Parole Officer
CSC	Correctional Service of Canada
DO	Dangerous Offender
DP	Day Parole
DSO	Dangerous Sexual Offender (not currently used)
EFS	Elizabeth Fry Society (E-Fry)
EI	Edmonton Institution (Edmonton Max) EIFW Edmonton Institution for Women
ETA	Escorted Temporary Absence
FP	Full Parole
FPS	Finger Print Search (number used to identify inmates)
GED	General Education Diploma
IPO	Institutional Parole Officer
SIO	Security Intelligence Office (Previously IPSO)
IWC	Inmate Welfare Committee
IWF	Inmate Welfare Fund

JHS	John Howard Society
LTSO	Long Term Supervision Order/Offender
MSU	Maximum Security Unit
NA	Narcotics Anonymous PBC                      Parole Board of Canada
OMS	Offender Management System
OSAPP	Offender Substance Abuse Pre-Release Program
PC	Protective Custody
PED	Parole Eligibility Date
PFV	Private Family Visit (trailer visit) PO    Parole Office
RPC	Regional Psychiatric Centre
SEG	Segregation
SHU	Special Handling Unit or Super Maximum Unit
SR	Statutory Release
UTA	Unescorted Temporary Absence
UAL	Unlawfully at Large
WED	Warrant Expiry Date

# Directory of Federal Institutions by Region

## Atlantic Region

---

### **Atlantic Institution (Max)**

13175 Route 8, PO Box 102      Renous, New Brunswick      E9E 2E1  
T: (506) 623-4000      F: (506) 623-4017

### **Dorchester Penitentiary (Med)**

4902 Main Street      Dorchester, New Brunswick      E4K 2Y9  
T: (506) 379-2471      F: (506) 379-4200

### **Nova Institution for Women (Multi)**

180 James Street      Truro, Nova Scotia      B2N 6R8  
T: (902) 897-1750      F: (902) 897-1788

### **Shepody Healing Centre (Multi)**

4902 Main Street      Dorchester, New Brunswick      E4K 2Y9  
T: (506) 379-2471      F: (506) 379-4201

### **Springhill Institution (Med)**

330 McGee Street, PO Box 2140      Springhill, Nova Scotia      B0M 1X0  
T: (902) 597-8651      F: (902) 597- 3452

### **Westmorland Institution (Min)**

4902 A Main Street      Dorchester, New Brunswick      E4K 2Y9  
T: (506) 379-4595      F: (506) 379-4629

## Quebec Region

---

### **Archambault Institution (Med)**

242 Montée Gagnon      Sainte-Anne-des-Plaines, Quebec      J0N 1H0  
T: (450) 478-5960      F: (450) 478-7655

### **Cowansville Institution (Med)**

400 Fordyce Avenue      Cowansville, Quebec      J2K 3G6  
T: (450) 263-3073      F: (450) 263-0325

### **Donnacona Institution (Max)**

1537 Highway 138      Donnacona, Quebec      G3M 1C9  
T: (418) 285-2455      F: (418) 285-2027

**Drummond Institution (Med)**

2025 Jean-de-Brébeuf Blvd. Drummondville, Quebec J2B 7Z6  
T: (819) 477-5112 F: (819) 477-9893

**Federal Training Centre (Min)**

600 Montée Saint-François Laval, Quebec H7C 1S5  
T: (450) 661-9620 F: (450) 661-7449

**Port-Cartier Institution (Max)**

Chemin de l'Aéroport, PO Box 7070 Port-Cartier, Quebec G5B 2W2  
T: (418) 766-7070 F: (418) 766-6258

**Regional Mental Health Centre (Multi)**

242 Montée Gagnon Sainte-Anne-des-Plaines, Québec J0N 1H0  
T: (450) 478-5960 F: (450) 478-0035

**Federal Training Centre (Multi)**

6099 Lévesque Boulevard East Laval, Quebec H7C 1P1  
T: (450) 661-7786 F: (450) 661-9485

**Joliette Institution (Multi)**

400 Marsolais Street Joliette, Quebec J6E 8V4  
T: (450) 752-5257 F: (450) 752-1765

**La Macaza Institution (Med)**

321 Chemin de l'Aéroport La Macaza, Quebec J0T 1R0  
T: (819) 275-2315 F: (819) 275-3079

**Leclerc Institution (Med)**

400 Montée Saint-François Laval, Quebec H7C 1S7  
T: (450) 664-1320 F: (450) 664-6719

**Regional Reception Centre (Multi)**

246 Montée Gagnon Sainte-Anne-des-Plaines, Quebec J0N 1H0  
T: (450) 478-5977 F: (450) 478-5899

**Archambault Institution (Min)**

244 Montée Gagnon Sainte-Anne-des-Plaines, Quebec J0N 1H0  
T: (450) 478-5933 F: (450) 478-7077

**Waseskun Healing Center**

1 Rue Waseskun, P.O Box 1159 Saint-Alphonse-Rodriguez, Quebec J0K 1W0  
T: (450) 883-2034 F: (450) 883-3631

## Ontario Region

---

### **Bath Institution (Med)**

5775 Bath Rd. PO Box 1500 Bath, Ontario K0H 1G0  
T: (613) 351-8346 F: (613) 351-8039

### **Beaver Creek Institution (Min)**

PO Box 1240 Gravenhurst, Ontario P1P 1W9  
T: (705) 687-6641 F: (705) 687-5010

### **Collins Bay Institution (Max/Med)**

1455 Bath Road, PO Box 190 Kingston, Ontario K7L 4V9  
T: (613) 545-8598 F: (613) 536-6117

### **Collins Bay Institution (Min)**

1455 Bath Road, PO Box 7500 Kingston, Ontario K7L 5E6  
T: (613) 536-6000 F: (613) 545-8823

### **Beaver Creek Institution (Med)**

2000 Beaver Creek Drive, P.O. Box 5000 Gravenhurst, Ontario P1P 1Y2  
T: (705) 687-1895 F: (705) 687-1896

### **Grand Valley Institution for Women (Multi)**

1575 Homer Watson Blvd. Kitchener, Ontario N2P 2C5  
T: (519) 894-2011 F: (519) 894-5434

### **Joyceville Institution (Med)**

Highway 15, PO Box 880 Kingston, Ontario K7L 4X9  
T: (613) 536-6400 F: (613) 536-6433

### **Millhaven Institution (Max)**

Highway 33, PO Box 280 Bath, Ontario K0H 1G0  
T: (613) 351-8000 F: (613) 351-8136

### **Joyceville Institution (Min)**

Highway 15, No. 3766, PO Box 4510 Kingston, Ontario K7L 5E5  
T: (613) 536-4046 (Main Security) F: (613) 536-6389 (General Office)

### **Regional Treatment Centre – Millhaven Institution (Multi)**

Highway 33, PO Box 280 Bath, Ontario K0H 1G0  
T: (613) 361-8136 F: (613) 351-8136

**Regional Treatment Centre – Bath Institution (Med)**

5775 Bath Rd., PO Box 1500 Bath, Ontario K0H 1G0  
T: (613) 351-8346 F: (613) 351-8039

**Warkworth Institution (Med)**

County Road #29, PO Box 760 Campbellford, Ontario K0L 1L0  
T: (705) 924-2210 F: (705) 924-3351

## Prairie Region

---

**Bowden Institution and Annex (Med/Min)**

Highway #2, PO Box 6000 Innisfail, Alberta T4G 1V1  
T: (403) 227-3391 F: (403) 227-6022

**Drumheller Institution (Med /Min)**

Highway #9, PO Box 3000 Drumheller, Alberta T0J 0Y0  
T: (403) 823-5101 F: (403) 823-8666

**Edmonton Institution (Max)**

21611 Meridian Street, PO Box 2290 Edmonton, Alberta T5J 3H7  
T: (780) 472-6052 F: (780) 495-7826

**Edmonton Institution for Women (Multi -level)**

11151-178th Street Edmonton, Alberta T5S 2H9  
T: (780) 495-3657 F: (780) 495-2266

**Grande Cache Institution (Min)**

Hoppe Avenue Bag 4000 Grande Cache, Alberta T0E 0Y0  
T: (780) 827-4200 F: (780) 827-2984

**Grierson Centre (Min)**

9530 – 101 Avenue (Basement) Edmonton, Alberta T5H 0B3  
T: (780) 495-2157 F: (780) 495-4755

**Okimaw Ohci Healing Lodge (Med/Min)**

PO Box 1929 Maple Creek, Saskatchewan S0N 1N0  
T: (306) 662-4700 F: (306) 662-3555

**Pê Sâkâstêw Centre (Min)**

Highway #2A P.O. Box 1500 Hobbema, Alberta T0C 1N0  
T: (780) 585-4104 F: (780) 585-3588

**Regional Psychiatric Centre (Multi-level)**

2520 Central Avenue North PO Box 9243 Saskatoon, Saskatchewan S7K 3X5  
T: (306) 975-5400 F: (306) 975-6024

**Willow Cree Healing Centre (Min)**

PO Box 520 Duck Lake, Saskatchewan S0K 1J0  
T: (306) 467-1200 F: (306) 467-1210

**Stony Mountain Institution (Min)**

Highway #7 PO Box 72 Stony Mountain, Manitoba R0C 3A0  
T: (204) 344-3435 F: (204) 344-7107

**Saskatchewan Penitentiary (Max/Med)**

15th Street West PO Box 160 Prince Albert, Saskatchewan S6V 5R6  
T: (306) 765-8000 F: (306) 765-8073

**Stan Daniels Healing Centre (Operated by Native Counseling Service of Alberta)**

Native Counseling Services of AB Head Office  
9516-101 Ave Edmonton, Alberta T5H 0B3  
T: (780) 495-3748 F: (780) 428-0187

**Buffalo Sage for Women (Operated by Native Counseling Service of Alberta)**

Native Counseling Services of AB Head Office  
10975-124 Street NW Edmonton, Alberta T5M 0H5  
T: (780) 451-4002 F: (780) 428-0187

**Stony Mountain Institution (Med)**

Highway #7 PO Box 4500 Winnipeg, Manitoba R3C 3W8  
T: (204) 344-5111 F: (204) 344-7100

**Saskatchewan Penitentiary (Min)**

15th Street West PO Box 160 Prince Albert, Saskatchewan S6V 5R6  
T: (306) 765-8200 F: (306) 765-8220

**O-chi-chak-ko-sipi First Nation Healing Lodge (Operated by the Ochichakkosipi First Nation)**

Ochichakkosipi First Nation  
Box 81 Crane River, Manitoba R0L 0M0  
T: (204) 732-2025 F: (204) 732-2853

**Prince Albert Grand Council Spiritual Healing Lodge**

Wahpeton Reserve B  
Box 2350 2300 10<sup>th</sup> Avenue West Cottage #12 Prince Albert, SK S6V 7G3  
T: (306) 953-2498 F: (306) 922-1710



## Pacific Region

---

### **Pacific Institution/Regional Treatment Centre (Multi)**

33344 King Road, PO Box 3000 Abbotsford, British Columbia V2S 4P4

T: (604) 870-7700 F: (604) 870-7746

### **Kent Institution (Max)**

4732 Cemetery Road, PO Box 1500 Agassiz, British Columbia V0M 1A0

T: (604) 796-2121 F: (604) 796-4500

### **Matsqui Institution (Med)**

33344 King Road, PO Box 2500 Abbotsford, British Columbia V2S 4P3

T: (604) 859-4841 F: (604) 850-8228

### **Mountain Institution (Med)**

4732 Cemetery Road, PO Box 1600 Agassiz, British Columbia V0M 1A0

T: (604) 796-2231 F: (604) 796-1450

### **Mission Institution (Med)**

8751 Stave Lake Street, PO Box 60 Mission, British Columbia V2V 4L8

T: (604) 826-1231 F: (604) 820-5801

### **Fraser Valley Institution for Women (Multi)**

33344 King Road Abbotsford, British Columbia V2S 6J5

T: (604) 851-6000 F: (604) 851-6039

### **William Head Institution (Min)**

6000 William Head Road Victoria, British Columbia V9C 0B5

T: (250) 391-7000 F: (250) 391-7005

### **Kwkwèxwelhp Healing Village (Min)**

Harrison Mills, British Columbia (Off Morris Valley Road) V0M 1L0

T: (604) 796-1650 F: (604) 796-8431

### **Mission Institution (Min)**

33737 Dewdney Trunk Road, PO Box 50 Mission, British Columbia V2V 4L8

T: (604) 820-5720 F: (604) 820-5730

## Alberta Parole Offices

---

### **Calgary Parole Office & Calgary Area Parole Office**

**101 – 225 Manning Road NE, Calgary, AB, T2E 2P5**

Phone: (403) 292- 5505

Fax: (403) 292-5510

### **Edmonton Area Parole Office & Edmonton Rural Parole Office**

**9530 – 101st Avenue, 2nd Floor, Edmonton, AB, T5H 0B3**

Phone: (780) 495-4900

Fax: (780) 495-4975

### **Southern Alberta Area Parole Office**

**140 – 1925 18 Avenue NE, Calgary, AB, T2E 7T8**

Phone: (403) 292-5522

Fax: (403) 292-5510

### **Grand Prairie Parole Office**

**PO Box 23250, Grande Prairie, AB, T8V 7G7**

Phone: (780) 538-8905

Fax: (780) 814-6867

### **Lethbridge Parole Office**

**Room 401, 704 – 4 Avenue S, Lethbridge, AB, T1J 0N8**

Phone: (403) 382-4780

Fax: (403) 382-4781

### **Medicine Hat Parole Office**

**Suite 203, 770 – 6 Street SW, Medicine Hat, AB, T1A 4J6**

Phone: (403) 528-3090

Fax: (403) 292-5510

### **Red Deer Parole Office**

**4805 – 48th Avenue, Red Deer, AB, T4N 3T2**

Phone: (403) 340-4276

Fax: (403) 340-4277

### **Drumheller Parole Office**

**PO Box 3000, Highway 9, Drumheller, AB, T0J 0Y0**

Phone: (403) 820-6078

Fax: (403) 820-6182