



## ARCHIVED - Archiving Content

### Archived Content

Information identified as archived is provided for reference, research or recordkeeping purposes. It is not subject to the Government of Canada Web Standards and has not been altered or updated since it was archived. Please contact us to request a format other than those available.

## ARCHIVÉE - Contenu archivé

### Contenu archivé

L'information dont il est indiqué qu'elle est archivée est fournie à des fins de référence, de recherche ou de tenue de documents. Elle n'est pas assujettie aux normes Web du gouvernement du Canada et elle n'a pas été modifiée ou mise à jour depuis son archivage. Pour obtenir cette information dans un autre format, veuillez communiquer avec nous.

This document is archival in nature and is intended for those who wish to consult archival documents made available from the collection of Public Safety Canada.

Some of these documents are available in only one official language. Translation, to be provided by Public Safety Canada, is available upon request.

Le présent document a une valeur archivistique et fait partie des documents d'archives rendus disponibles par Sécurité publique Canada à ceux qui souhaitent consulter ces documents issus de sa collection.

Certains de ces documents ne sont disponibles que dans une langue officielle. Sécurité publique Canada fournira une traduction sur demande.



# COMMISSIONER'S DIRECTIVE 784

In Effect: 2015-02-09  
Last Review: 2015-02-09  
Due for Review: 2017-02-09

## Information Sharing Between Victims and the Correctional Service of Canada

<b>PROGRAM ALIGNMENT</b>	Internal Services
<b>OFFICE(S) OF PRIMARY INTEREST</b>	Communications and Engagement Sector
<b>ONLINE @</b>	<ul style="list-style-type: none"> <li>• <a href="http://infonet/cds/cds/784-cd-eng.pdf">http://infonet/cds/cds/784-cd-eng.pdf</a></li> <li>• <a href="http://infonet/cds/cds/784-cd-fra.pdf">http://infonet/cds/cds/784-cd-fra.pdf</a></li> <li>• <a href="http://www.csc-scc.gc.ca/text/plcy/cdshtm/784-cde-eng.shtml">http://www.csc-scc.gc.ca/text/plcy/cdshtm/784-cde-eng.shtml</a></li> <li>• <a href="http://www.csc-scc.gc.ca/text/plcy/cdshtm/784-cde-fra.shtml">http://www.csc-scc.gc.ca/text/plcy/cdshtm/784-cde-fra.shtml</a></li> </ul>
<b>AUTHORITIES</b>	<ul style="list-style-type: none"> <li>• <a href="#">Corrections and Conditional Release Act</a> (CCRA), sections <a href="#">2(1)</a>, <a href="#">2.1</a>, <a href="#">23</a>, <a href="#">24</a>, <a href="#">25</a>, <a href="#">26</a>, <a href="#">27</a>, <a href="#">133</a> and <a href="#">142</a></li> <li>• <a href="#">Corrections and Conditional Release Regulations</a> (CCRR), section <a href="#">5</a></li> <li>• <a href="#">Privacy Act</a></li> <li>• <a href="#">Access to Information Act</a></li> <li>• <a href="#">Witness Protection Program Act</a></li> <li>• <a href="#">Criminal Code</a>, subsection <a href="#">745.6(2.8)</a> and section <a href="#">810</a></li> </ul>
<b>PURPOSE</b>	<ul style="list-style-type: none"> <li>• To provide services to victims through the exchange of information and to consider victim information in decision making pursuant to legislative requirements</li> </ul>
<b>APPLICATION</b>	Applies to staff responsible for considering information <a href="#">victims</a> provide to the Correctional Service of Canada (CSC) and for sharing information with victims

## CONTENTS

<b>SECTIONS</b>	
1 – 11	<a href="#">Responsibilities</a>
12 – 39	<a href="#">Procedures</a>
12 – 14	<a href="#">Responsibility for Registering a Person as a Victim</a>
15 – 21	<a href="#">Identifying and Registering a Person as a Victim</a>
22 – 27	<a href="#">Disclosure of Information to Victims</a>

28 – 37	<a href="#">Gathering and Sharing Victim-Related Information with Offenders</a>
38 – 39	<a href="#">Jurisdictions</a>
40	<a href="#">Enquiries</a>
Annex A	<a href="#">Cross-References and Definitions</a>
Annex B	<a href="#">Identifying and Registering a Person as a Victim</a>
Annex C	<a href="#">Mandatory and Discretionary Disclosure</a>
Annex D	<a href="#">Victim Services Notification Guide</a>

## **RESPONSIBILITIES**

1. The Assistant Commissioner, Communications and Engagement, is responsible for the functional coordination of services to [victims](#) and has the authority to develop guidelines that must be followed in relation to information sharing between victims and CSC.
2. The Regional Deputy Commissioner will:
  - a. ensure policy direction with respect to victim notification is followed
  - b. implement protocols to ensure compliance with provincial and municipal legislation or programs pertaining to witness protection and the disclosure of information relating to them.
3. Only staff occupying the following positions have authority to disclose information pursuant to [section 26](#) of the CCRA and [subsection 745.6\(2.8\)](#) of the *Criminal Code*:

### **NATIONAL HEADQUARTERS**

- a. Assistant Commissioner, Communications and Engagement
- b. Director, Citizen Engagement
- c. Manager, Victim Services
- d. National Duty Officer (after hours)

### **REGIONAL HEADQUARTERS**

- a. Regional Deputy Commissioner
- b. Regional Administrator, Communications and Executive Services

- c. Regional Victim Services Manager
  - d. Victim Services Officer.
4. The Institutional Head/District Director will:
- a. develop processes to ensure the Regional Victim Services Unit is provided with notification of events and relevant decisions regarding offenders with victim notification pursuant to the Victim Services Notification Guide ([Annex D](#)), and with judicial review information regarding offenders ([Annex C](#))
  - b. facilitate the attendance of victim observers at the Parole Board of Canada (PBC) hearings held at the site and ensure that victims' needs are taken into consideration in the preparation of hearing rooms at the site
  - c. ensure a process which conforms to [CD 085 – Correspondence and Telephone Communication](#) is in place to prevent unwanted contact and respect no-contact court orders, while allowing offenders to communicate with victims who wish to maintain contact with the offender.
5. The Correctional Manager/Officer in Charge of the Institution will notify the Victim Services Unit/National Monitoring Centre of unscheduled events for inmates with victim notification in accordance with [Annex D](#).
6. The Manager, Assessment and Interventions/Parole Officer Supervisor/Manager, Community Correctional Centre, will ensure:
- a. case management activities take victim considerations into account
  - b. copies of victim related information, including court documents, are forwarded to the Victim Services Unit upon registration of a victim
  - c. any other required information, as outlined in [Annex D](#), is forwarded to the Victim Services Unit.
7. Sentence Management will notify the Victim Services Unit of information such as offender movement and any sentence calculation changes affecting eligibility dates, as outlined in [Annex D](#).
8. The Parole Officer will:
- a. notify the Victim Services Unit when beginning case preparation for CSC- and PBC-authority release decisions and request to obtain [victim information](#) as well as any [victim statements](#) pursuant to [subsection 133\(3.1\)](#) of the CCRA, as applicable
  - b. notify the Victim Services Unit of changes in offenders' circumstances for which notification may be required, as outlined in [Annex D](#), and of judicial review information regarding offenders

([Annex C](#)). This includes when an inmate is reclassified and moved to a different security level within a clustered institution

- c. include relevant victim information pursuant to [sections 23](#) and [24](#) of the CCRA in reports used for decision making
  - d. take victim considerations into account in release planning and recommendations
  - e. consult with the Victim Services Unit prior to sharing victim-related information not received through the court process
  - f. consult with the Victim Services Unit prior to contacting a victim to gather essential information.
9. The Regional Victim Services Manager will:
- a. provide advice and assistance to Victim Services Officers
  - b. train and coordinate Victim Services Officers
  - c. liaise with federal, provincial and municipal criminal justice partners and non-governmental partners
  - d. provide regional input on national initiatives
  - e. maintain quality assurance for victim services
  - f. approve release of information to a victim, without a written request, in exceptional circumstances
  - g. provide advice to the Regional Deputy Commissioner in the formulation of requests for exemption under [paragraph 8\(2\)\(m\)](#) of the *Privacy Act*, decisions to deny information disclosure to victims, etc.
10. The Victim Services Officer will:
- a. assess victim requests for information
  - b. provide victims with information about laws, policies and procedures governing CSC, information sharing, and services offered by other federal partners
  - c. identify and register victims in accordance with [Annex B](#)
  - d. invite victims to provide information and/or a victim statement pursuant to [subsection 133\(3.1\)](#) of the CCRA for consideration in case preparation and pre-release decisions

- e. provide approved information to victims as outlined in [Annex D](#), and judicial review information regarding offenders ([Annex C](#))
  - f. respond to victim inquiries and prepare correspondence to victims
  - g. maintain victim contact and notification information
  - h. liaise, as required, with the PBC, National Headquarters, Regional Headquarters, other Victim Services Officers, external agencies, police, courts, etc.
  - i. advise staff of victims' issues and services as required
  - j. maintain information on community resources available to victims
  - k. assist in the formulation of requests for exemption under [paragraph 8\(2\)\(m\)](#) of the *Privacy Act*, decisions to deny information disclosure to victims, etc.
  - l. provide victims with information about the services available through the Restorative Opportunities Program, as appropriate.
11. The National Duty Officer will complete victim notification activities after hours in accordance with the National Monitoring Centre Manual.

## **PROCEDURES**

### **Responsibility for Registering a Person as a Victim**

12. When CSC or the PBC receives a written request from an applicant for offender information, the request will be processed by the receiving department and a copy forwarded to the other department.
13. CSC or the PBC will verify whether an applicant meets the legal definition of a [victim](#), as outlined in [Annex A](#), and notify the applicant accordingly.
14. CSC or the PBC is responsible for determining the legal category for registration and specific information the victim will receive, pursuant to [section 26](#) or [section 142](#) of the CCRA respectively, and [subsection 745.6\(2.8\)](#) of the *Criminal Code*.

### **Identifying and Registering a Person as a Victim**

15. Requests from victims for offender information will be forwarded to the Regional Victim Services Unit for response.
16. Requests for victim notification will be made in writing, normally using the [Application to Receive Information as a Victim](#) (CSC/SCC 1429E). If necessary, the Victim Services Officer will assist the victim in completing his/her written request.

17. If a victim sends a signed letter containing enough information to constitute a formal request to receive information, the Victim Services Officer does not need to have the person sign the [Application to Receive Information as a Victim](#) (CSC/SCC 1429E).
18. In exceptional circumstances, the Regional Victim Services Manager may approve disclosure of information without a written request. The reasons for approval will be documented and the victim will be requested to complete the [Application to Receive Information as a Victim](#) (CSC/SCC 1429E).
19. A victim who requests an [agent](#) to represent him/her must provide a written authorization to CSC or the PBC. An agent designated by a victim is entitled to receive the same information under this policy as the victim is entitled to receive directly.
20. During initial contact with the victim, the Victim Services Officer will explain the process as outlined in [Annex B](#).
21. The Victim Services Officer will:
  - a. confirm the identity and eligibility of the victim pursuant to [section 26](#) of the CCRA
  - b. advise the victim of the need to provide current contact information to ensure information can be shared as required
  - c. advise the Parole Officer that the Victim Notification Required Flag has been activated in the Offender Management System (OMS).

### **Disclosure of Information to Victims**

22. Once the victim has been registered, the Victim Services Officer will determine the type of information to be disclosed, mandatory or discretionary, pursuant to [section 26](#) of the CCRA (see [Annex C](#)).
23. In the case of information disclosed pursuant to [paragraph 26\(1\)\(b\)](#) of the CCRA, the Victim Services Officer will weigh the victim's interest against the offender's privacy, on a case-by-case basis. Factors to be considered include:
  - a. the nature of the information
  - b. the timeliness of the information
  - c. the effect of disclosure on the offender and on others associated with the offender, such as family members or prospective employers, especially in relation to reintegration
  - d. the possible consequences of disclosure or non-disclosure
  - e. any other relevant factor which may affect the balance between the privacy rights of the offender and the interests of the victim.

24. The Victim Services Officer will provide mandatory information to victims who meet the criteria established in [subsection 745.6\(2.8\)](#) of the *Criminal Code*, whether or not they choose to register (see [Annex C](#)).
25. Decisions relating to the disclosure of the information relating to an offender believed to be under the federal [Witness Protection Program Act](#) can only be made by the RCMP. The Victim Services Unit will refer the request to the Manager, Victim Services, at National Headquarters, who will forward the request to the Director, Intelligence Operations and Programs. The Director, Intelligence Operations and Programs, will be responsible for engaging the liaison process with the appropriate police force involved.
26. When a victim makes a request for information regarding the location or identity change of an offender under any protection program, including those who are Crown witnesses, the Victim Services Unit will refer the request to the Manager, Victim Services, at National Headquarters, before initiating any processes with third parties and any law enforcement agencies on these matters. The Manager, Victim Services, will forward the request to the Director, Intelligence Operations and Programs, for response.
27. In highly exceptional circumstances, discretionary information or other information could be disclosed to a victim pursuant to [paragraph 8\(2\)\(m\)](#) of the *Privacy Act* in accordance with established protocols.

### **Gathering and Sharing Victim-Related Information with Offenders**

28. Offenders will not be notified that a victim has requested or is being provided with information about them, nor is this information to be included in case management reports on offenders.
29. The victim's contact information will not be shared with the offender without the victim's consent.
30. When providing information to CSC, victims will be advised that any information, or a gist thereof, used in a decision affecting an offender will be shared with the offender.
31. If the victim asks that the information not be disclosed to the offender, the victim will be advised that CSC may not legally be able to prevent disclosure of the information in a decision affecting the offender.
32. If the victim provides information verbally, the staff member receiving the information will complete a [Statement/Observation Report](#) (CSC/SCC 0875) and forward the report to the Victim Services Officer.
33. If the victim provides information in writing, this will be forwarded to the Victim Services Unit for vetting and distribution as required.
34. The Victim Services Officer will advise the Parole Officer if information is received which may impact risk presented by an offender or a victim.



35. Where the Institutional Head/District Director has determined there are sufficient grounds pursuant to [subsection 27\(3\)](#) of the CCRA for not sharing all information with the offender, a gist will be prepared and shared with the offender, as outlined in Annex C – How to Prepare a Gist for Protected Information of [CD 701 – Information Sharing](#).
36. A Community Assessment may be completed with a victim for information gathering purposes pursuant to [CD 715-3 – Community Assessments](#).
37. When the Victim Services Unit receives sensitive personal information concerning a victim (i.e. crime scene photographs, psychological reports, medical reports, etc.), the Victim Services Officer will review it, in consultation with the Manager, Victim Services, and the Parole Officer or the Manager, Assessment and Interventions, to assess its relevance in the decision-making process.

### **Jurisdictions**

38. [Section 26](#) of the CCRA applies to all offenders under federal jurisdiction, including provincial offenders transferred to CSC pursuant to an exchange of service agreement, offenders under [section 81](#) or [section 84](#) of the CCRA and offenders under a long-term supervision order.
39. Federal offenders incarcerated in provincial correctional facilities are subject to provincial regulations for the purposes of information sharing with victims and are excluded from the provisions of [section 26](#) of the CCRA.

### **ENQUIRIES**

40. Strategic Policy Division  
National Headquarters  
Email: [Gen-NHQPpolicy-Politi@CSC-SCC.gc.ca](mailto:Gen-NHQPpolicy-Politi@CSC-SCC.gc.ca)

Commissioner,

Original Signed by:  
Don Head

## ANNEX A

### CROSS-REFERENCES AND DEFINITIONS

#### CROSS-REFERENCES

[CD 085 – Correspondence and Telephone Communication](#)  
[CD 568-1 – Recording and Reporting of Security Incidents](#)  
[CD 701 – Information Sharing](#)  
[CD 705-1 – Preliminary Assessments and Post-Sentence Community Assessments](#)  
[CD 705-2 – Information Collection](#)  
[CD 705-6 – Correctional Planning and Criminal Profile](#)  
[CD 710-2 – Transfer of Inmates](#)  
[CD 710-3 – Temporary Absences](#)  
[CD 710-5 – Judicial Review of Parole Ineligibility](#)  
[CD 710-6 – Review of Inmate Security Classification](#)  
[CD 710-7 – Work Releases](#)  
[CD 712 – Case Preparation and Pre-Release Framework](#)  
[CD 712-1 – Pre-Release Decision Making](#)  
[CD 712-3 – Parole Board of Canada Reviews](#)  
[CD 712-4 – Release Process](#)  
[CD 715 – Community Supervision Framework](#)  
[CD 715-1 – Community Supervision](#)  
[CD 715-2 – Post-Release Decision Process](#)  
[CD 715-3 – Community Assessments](#)  
[CD 719 – Long-Term Supervision Orders](#)  
[CD 785 – Restorative Opportunities Program and Victim-Offender Mediation Services](#)

[Access to Information and Privacy – Process and Compliance Manual](#)  
[Offender Records System User’s Guide](#)  
[Canadian Statement of Basic Principles of Justice for Victims of Crime, 2003](#)  
[Parole Board of Canada Policy Manual](#)  
Treasury Board [Policy on Privacy Protection](#)

#### DEFINITIONS

**Agent:** an individual authorized to act on behalf of a victim.

**Victim:** as defined in [section 2](#) and [subsections 26\(3\), 26\(4\)](#) and [142\(3\)](#) of the CCRA. These definitions include the victim directly harmed as a result of an offence, an individual close to the victim, or any person harmed as a result of the actions of the offender. Victims (who may include CSC employees and offenders) may register to receive information regarding the offender pursuant to [section 26](#) of the CCRA. The CCRA does not make any distinction between a Canadian victim and a foreign victim.

**Victim Information:** victim-related information, provided either in writing or verbally, for consideration as part of the overall case management process. This would include information provided by the victim and/or other sources. This also includes the court Victim Impact Statement, when available.

**Victim Statement:** a written statement provided by the victim, pursuant to [subsection 133\(3.1\)](#) of the CCRA, describing the harm done or loss suffered as a result of the commission of an offence or the

continuing impact of the commission of the offence on the victim – including any safety concerns – or commenting on the possible release of the offender, including any requests for non-association and/or geographic restriction conditions. The statement will be considered in the pre-release decision-making process for consideration to impose conditions to protect the victim.

**ANNEX B**

**IDENTIFYING AND REGISTERING A PERSON AS A VICTIM**

During initial contact with the victim, the Victim Services Officer will explain the process as outlined below:
a. the criteria that must be met for a victim to receive information
b. the types of information about an offender that can be disclosed under the CCRA
c. the entitlements of victims who meet the established criteria to receive information
d. the various types of notification and their meaning (e.g. in the case of an escorted temporary absence, work release or unlawfully at large)
e. the process followed in the event that contact cannot be made
f. the need to identify the police agency that should be contacted to inform the victim if CSC is unable to make contact in the event of an escape or an offender being unlawfully at large
g. the limitations of the 24-hour notification process to the victim if he/she chooses to use an agent who is only available for contact during working hours
h. that offender information cannot be left on answering machines and that, in those cases, the only message that should be left is to contact the Victim Services Officer or National Monitoring Centre
i. that offender information cannot be provided by electronic mail.

**ANNEX C**

**MANDATORY AND DISCRETIONARY DISCLOSURE**

**MANDATORY AND DISCRETIONARY DISCLOSURE PURSUANT TO SECTION 26 OF THE CCRA**

Two types of information can be disclosed, mandatory and discretionary. <a href="#">Section 26</a> of the CCRA states that at the request of a victim of an offence committed by an offender, the Commissioner (or delegated authority):
<b><u>Mandatory Disclosure</u></b>
a. shall disclose to the victim the following information about the offender:
i. the offender's name
ii. the offence of which the offender was convicted and the court that convicted the offender
iii. the date of commencement and length of the sentence that the offender is serving
iv. eligibility dates and review dates applicable to the offender under this Act in respect of temporary absences or parole
<b><u>Discretionary Disclosure</u></b>
b. may disclose to the victim any of the following information about the offender, where in the Commissioner's (or delegated authority's) opinion the interest of the victim in such disclosure clearly outweighs any invasion of the offender's privacy that could result from the disclosure:
i. the offender's age
ii. the name and location of the penitentiary in which the sentence is being served
ii.1 if the offender is transferred, a summary of the reasons for the transfer and the name and location of the penitentiary in which the sentence is being served
ii.2 if the offender is to be transferred to a minimum security institution as designated by Commissioner's Directive and it is possible to notify the victim before the transfer, a summary of the reasons for the transfer and the name and location of the institution in which the sentence is to be served
ii.3 the programs that were designed to address the needs of the offender and contribute to their successful reintegration into the community in which the offender is participating or has participated
ii.4 the serious disciplinary offences that the offender has committed

iii. the date, if any, on which the offender is to be released on temporary absence, work release, parole or statutory release
iv. the date of any hearing for the purposes of a review under <a href="#">section 130</a>
v. any of the conditions attached to the offender's temporary absence, work release, parole or statutory release
vi. the destination of the offender on any temporary absence, work release, parole or statutory release, whether the offender will be in the vicinity of the victim while travelling to that destination, and the reasons for any temporary absence
vii. whether the offender is in custody and, if not, the reason why the offender is not in custody.
If disclosure is approved, in accordance with the above CCRA requirements, victims may be notified when an offender:
a. escapes from an institution
b. is unlawfully at large from a temporary absence
c. fails to return to the institution as required
d. has been granted an emergency temporary absence
e. is subject to a warrant of apprehension and suspension
f. is subject to a change of jurisdiction in his/her supervision
g. is returned to, or released from, custody
h. is granted a travel permit.

**MANDATORY DISCLOSURE PURSUANT TO SUBSECTION 745.6(2.8) OF THE *CRIMINAL CODE***

(2.8) If a person convicted of murder does not make an application under [subsection 745.6\(1\)](#) within the maximum time period allowed by this section, the Commissioner of Correctional Service Canada, or his or her designate, shall immediately notify in writing a parent, child, spouse or common-law partner of the victim that the convicted person did not make an application. If it is not possible to notify one of the aforementioned relatives, then the notification shall be given to another relative of the victim. The notification shall specify the next date on which the convicted person will be eligible to make an application under [subsection 745.6\(1\)](#).

**Who Notifies the Victim Services Unit (VSU)**

Institutional Parole Officer/Manager, Assessment and Interventions (MAI)

**Timeframe to Contact the VSU**

As soon as the maximum allowable application period has expired

**Information to Include**

- Offender name
- FPS
- Offender did not apply for a judicial review
- Next date the offender can apply (default to five years, unless otherwise ordered by a judge)

**Method of Victim Notification by VSU**

- Telephone – If victim has requested notification
- Send letter – Even if telephone contact was successful

**Information to Be Disclosed to Victim by VSU or Delegated Authority**

- Offender did not apply for a judicial review to reduce parole ineligibility period
- Next date offender can apply

**ANNEX D****VICTIM SERVICES NOTIFICATION GUIDE**

(Note: Pursuant to paragraph 4a of this CD, the Institutional Head/District Director may designate positions other than the ones indicated in this guide to notify the Victim Services Unit (VSU) when the offender's file has a Victim Notification Required (VNR) flag.)

<b>CASE MANAGEMENT EVENT</b>	<b>OFFICE OF PRIMARY INTEREST</b>	<b>TIMEFRAME TO CONTACT THE VSU</b>	<b>INFORMATION TO INCLUDE</b>	<b>METHOD OF VICTIM NOTIFICATION BY VSU</b>	<b>INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY</b>
<p><b>Absence for Court</b></p> <p>(For Temporary Absence: CCRA <a href="#">26(1)(b)(iii),(v),(vi)</a> and CCRR <a href="#">9(b)</a>)</p> <p>(For Transfer to Provincial Jurisdiction: CCRA <a href="#">26(2)</a>)</p>	Sentence Management	Normally five days in advance of event or when the information becomes available (if less than five days)	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• Fingerprint Section (FPS)</li> <li>• Departure from institution for court purposes</li> <li>• Date of departure</li> <li>• Expected return date and time</li> <li>• If attending court on new charges</li> <li>• Reasons (if the attendance is on a Temporary Absence, rather than on a judge's order)</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date of release</li> <li>• Court information, if available</li> </ul>
<p><b>Admission</b></p> <p><b>i. Admission to CSC on First Federal Sentence</b></p>			<ul style="list-style-type: none"> <li>• No information as victims cannot register to receive information until the offender has completed the intake assessment process</li> </ul>		



CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<b>ii. Admission to CSC on Subsequent Federal Sentence (and first federal sentence for offenders previously supervised by CSC during a provincial sentence)</b>  (CCRA <a href="#">26(1)(a)(i-iv)</a> )	Sentence Management	Within five days of the offender being admitted to federal custody at beginning of subsequent sentence	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Back in CSC custody on new sentence</li> <li>• New offences</li> <li>• Sentence length</li> <li>• Sentence start and end dates</li> <li>• Eligibility dates</li> </ul>	Telephone and letter	<ul style="list-style-type: none"> <li>• Now back in custody on new sentence</li> <li>• Reactivation of victim notification is not automatic</li> <li>• Must indicate that victim wants notification reactivated</li> <li>• New offences</li> <li>• Sentence length</li> <li>• Sentence start and end dates</li> <li>• Eligibility dates</li> </ul>
<b>Readmission</b>  <b>i. Return to CSC Facility on a Warrant</b>  (CCRA <a href="#">26(1)(b)(ii),(vii)</a> )	Sentence Management	Immediately following the return of the offender to CSC custody	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Date when transferred to CSC facility</li> <li>• Name and location of CSC facility</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Offender returned to CSC custody</li> <li>• Date when transferred to CSC facility</li> <li>• Name and location of institution</li> </ul>
<b>ii. Suspension and Apprehension Warrant Issued</b>  (CCRA <a href="#">26(1)(b)(ii),(vi)</a> )	Community Parole Officer or his/her supervisor	Immediately following the issuing of the warrant	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Offender apprehended</li> <li>• Location of offender (province of non-CSC facility, if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Offender apprehended</li> <li>• Location of offender (province of non-CSC facility, if applicable)</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<b>iii. Suspension and Apprehension Warrant Executed</b>  (CCRA <a href="#">26(1)(b)(ii),(vii)</a> )	Parole Officer or his/her supervisor	As soon as possible following the execution of the warrant	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Warrant executed</li> <li>• Location of offender</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Warrant executed</li> <li>• Suspension process</li> </ul>
<b>iv. Suspension and Apprehension Warrant Cancelled or Withdrawn (by CSC)</b>  (CCRA <a href="#">26(1)(b)(vi)</a> )	Community Parole Officer or his/her supervisor	Immediately following the decision to cancel or withdraw the warrant	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Suspension warrant cancelled or withdrawn by CSC</li> <li>• Area of supervision on release</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Suspension warrant cancelled or withdrawn by CSC</li> <li>• Date of decision</li> <li>• Date of release</li> <li>• Any changes with respect to community supervision – supervising parole office</li> </ul>
<b>Bail Release</b>  <b>i. from federal custody</b> (CCRA <a href="#">26(1)(b)(vii)</a> )  <b>ii. following release to the community</b> (CCRA <a href="#">26(1)(b)(vii)</a> )	i. Sentence Management  ii. Parole Officer or his/her supervisor	Immediately when the information becomes available	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Offender being released on bail</li> <li>• Date of release</li> <li>• Reason (sentence quashed, etc.)</li> <li>• Released to community or provincial custody</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date of release</li> <li>• Court information, if available</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<p><b>Case Preparation for Pre-Release Decisions</b></p> <p>(CCRA <a href="#">26(1)(a)(iv)</a> and <a href="#">133(3.1)</a>)</p>	Parole Officer or his/her supervisor	When beginning case preparation for release decisions, as outlined in Annex B of <a href="#">CD 712-1</a> and pursuant to <a href="#">CD 710-3</a>	<ul style="list-style-type: none"> <li>Offender's Name and FPS</li> <li>Type of release</li> <li>Planned release destination (and reasons if for a TA)</li> <li>Anticipated review/decision date, if known</li> <li>Timeframe for victim to submit information and/or statement (provide as much time as possible within the parameters of the case)</li> </ul>	<ul style="list-style-type: none"> <li>Telephone – <b>If not successful, send letter</b></li> <li>Send follow-up letter <b>if requested</b> by victim</li> </ul>	<p>VSU to invite new <a href="#">victim information</a> and/or a <a href="#">victim statement</a>:</p> <ul style="list-style-type: none"> <li>Normally within the timeframe indicated by the Parole Officer or his/her supervisor</li> <li>As soon as possible for emergency temporary absences</li> <li>Within three (3) working days for cases of post-suspension</li> </ul>
<p><b>Change in Release Conditions (including removal of residency condition)</b></p> <p>(CCRA <a href="#">26(1)(b)(v)</a>)</p>	Parole Officer or his/her supervisor	As soon as the parole office is aware of decision made by PBC	<ul style="list-style-type: none"> <li>Offender name</li> <li>FPS</li> <li>Exact wording of condition added/removed/changed – as it appears on the certificate</li> </ul> <p><i>If RESIDENCY Condition Removed</i></p> <ul style="list-style-type: none"> <li>Release destination (city)</li> </ul>	<ul style="list-style-type: none"> <li>Telephone – <b>If not successful, send letter</b></li> <li>Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>Added/removed/changed release condition</li> </ul> <p><i>If RESIDENCY Condition Removed</i></p> <ul style="list-style-type: none"> <li>Release destination</li> </ul>
<p><b>Change in Sentence Dates</b></p> <p>(CCRA <a href="#">26(1)(a)(iii)</a>)</p>	Sentence Management	At the time the new sentence calculation has been entered into the Offender Management System (OMS)	<ul style="list-style-type: none"> <li>Offender name</li> <li>FPS</li> <li>Change in sentence dates</li> <li>List all new sentence dates</li> <li>Reason why new calculation was made</li> <li>If new charges, list all new offences</li> </ul>	Telephone and letter	<ul style="list-style-type: none"> <li>New sentence dates</li> <li>Length of new sentence</li> <li>New convictions, if applicable</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<b>Change in Supervision Location</b>  (CCRA <a href="#">26(1)(b)(vi)</a> )	Parole Officer or his/her supervisor	Normally five days in advance of event or immediately when the information becomes available (if less than five days)	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• New supervision area and name of supervising parole office</li> <li>• Date of transfer</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• New destination</li> <li>• Date of change</li> <li>• New contact information for VSU if transferred to different region</li> </ul>
<b>Death of Offender</b>  (CCRA <a href="#">26(1)(a)(iii)</a> and <a href="#">26(1)(b)(ii),(vi)</a> and CCRR <a href="#">116</a> )	Parole Officer or his/her supervisor	Normally within five days following the death <b>and only after next of kin has been notified</b>	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Date of death</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Death of inmate in custody or death of offender under community supervision</li> <li>• No further notifications regarding this offender</li> </ul>
<b>Deportation (release to Canada Border Services Agency [CBSA])</b>  (CCRA <a href="#">26(1)(b)(vi)</a> )	Sentence Management/ Parole Officer or his/her supervisor	Normally five days in advance of the event or immediately when the information becomes available (if less than five days)	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Date of release</li> <li>• Type of release</li> <li>• Release to CBSA for possible deportation</li> <li>• Parole office that will supervise the offender (should he/she be released from CBSA)</li> </ul>	Telephone and letter	<ul style="list-style-type: none"> <li>• Offender released into custody of CBSA</li> <li>• If offender released from CBSA prior to warrant expiry date, CSC will contact the victim and notify of date, area of supervision and release conditions</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<b>Early Discretionary Release (EDR)</b>  (CCRA <a href="#">26(1)(a)(iv)</a> and <a href="#">26(1)(b)(iii),(v),(vi)</a> )	Institutional Parole Officer or his/her supervisor	Normally five days in advance of release or immediately when decision is made (if less than five days to release)	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Calculated release date</li> <li>• Actual (early) release date</li> <li>• Release destination</li> <li>• Release conditions as they appear on the certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date of release (EDR notification is done in conjunction with statutory release (SR) notification)</li> <li>• Release destination</li> <li>• Release conditions</li> </ul>
<b>Escape/Fail to Return to Institution</b>  (CCRA <a href="#">26(1)(b)(vii)</a> )	Parole Officer or his/her supervisor	<b>IMMEDIATELY</b> when incident occurs	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Date and time of escape</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Escape/fail to return</li> <li>• Whether or not now in custody</li> <li>• If NOT in custody, why not</li> <li>• Explanation of process for apprehension</li> </ul>
<b>Escorted Temporary Absence (ETA) (actual occurrence)</b>  (CCRA <a href="#">26(1)(b)(iii),(v), (vi)</a> and CCRR <a href="#">9</a> )	CO II/Primary Worker/Parole Officer or their supervisor	Normally five days in advance of ETA or immediately when decision is made (if less than five days to ETA)	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Start date and time of ETA</li> <li>• End date and time of ETA</li> <li>• Reasons for ETA</li> <li>• Destination of ETA (city)</li> <li>• Conditions imposed on ETA</li> <li>• Supervision requirements for ETA</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date/time of ETA</li> <li>• Destination of ETA</li> <li>• Duration of ETA</li> <li>• Conditions of ETA</li> <li>• Reasons for ETA</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<p><b>ETA Permit Cancelled/Changed (date, time, destination, conditions)</b></p> <p>(CCRA <a href="#">26(1)(b)(iii),(v), (vi)</a> and CCRR <a href="#">9</a>)</p>	<p>CO II/Primary Worker/Parole Officer or their supervisor</p>	<p>As soon as the ETA is cancelled/changed</p>	<ul style="list-style-type: none"> <li>• Offender Name</li> <li>• FPS</li> <li>• Original start date and time of ETA</li> <li>• Original end date and time of ETA</li> <li>• Reasons for ETA</li> <li>• Original destination of ETA (city)</li> <li>• Reason for cancellation OR AMENDED date/time/destination/conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• ETA cancelled OR updated ETA date/time/destination/conditions</li> </ul>
<p><b>ETA Positive Decision (medical, court, compassionate, etc.)</b></p> <p>(CCRA <a href="#">26(1)(a)(iv)</a> and <a href="#">26(1)(b)(iii),(v),(vi)</a> and CCRR <a href="#">9</a>)</p>	<p><b>Warden's Authority:</b> Chair of CSC Decision Board/Officer in Charge <b>PBC's Authority:</b> PBC notifies of decision, designate at institution advises of first actual ETA</p>	<p>Immediately following the decision being made to approve ETA (or ETA package)</p>	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Decision date</li> <li>• Reasons for ETA</li> <li>• Destination of ETA (city)</li> <li>• Conditions imposed on ETA</li> <li>• Supervision requirements of ETA</li> </ul> <p><b>If one-time ETA</b></p> <ul style="list-style-type: none"> <li>• Start date and time of ETA</li> <li>• End date and time of ETA</li> </ul> <p><b>If package of ETAs</b></p> <ul style="list-style-type: none"> <li>• Frequency of ETAs</li> <li>• Duration of package (e.g. over next six months OR no end date)</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date/time of ETA</li> <li>• Destination of ETA</li> <li>• Duration of ETA</li> <li>• Conditions of ETA</li> <li>• Reasons for ETA</li> <li>• Victim Services Officers (VSOs) must determine each of the victim's preferences in each case, i.e. if they want notification of the ETA package only or of EVERY individual ETA in the package</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<b>Judicial Review – Offender Did Not Apply</b>  (Criminal Code <a href="#">745.6(2.8)</a> )	Institutional Parole Officer or his/her supervisor	As soon as the maximum allowable application period has expired	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Offender did not apply for a judicial review</li> <li>• Next date offender can apply (default to five years unless otherwise ordered by a judge)</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If victim has requested</b></li> <li>• Send letter – <b>Even if telephone contact was successful</b></li> </ul>	<ul style="list-style-type: none"> <li>• Offender did not apply for a judicial review to reduce parole ineligibility period</li> <li>• Next date when offender can apply</li> </ul>
<b>Long-Term Supervision Order (LTSO) End Date</b>  (CCRA <a href="#">23-27</a> , <a href="#">26(1)(a)(iii)</a> )	Community Parole Officer or his/her supervisor	Normally five days in advance of LTSO end date	<ul style="list-style-type: none"> <li>• Offender Name</li> <li>• FPS</li> <li>• Offender reaching end of LTSO</li> <li>• Date of LTSO end</li> <li>• Actual release date</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• LTSO end date</li> <li>• No longer in CSC supervision/custody</li> <li>• Contact will be made with victim if offender returns to federal custody</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<p><b>Release on Day Parole, Full Parole, Statutory Release, Long-Term Supervision Order (LTSO)</b></p> <p>(CCRA <a href="#">26(1)(b)(iii),(v), (vi)</a>)</p>	<p>Sentence Management of releasing institution, Institutional Parole Officer or his/her supervisor</p>	<p>Normally five days in advance of release or immediately when decision is made (if less than five days to release)</p>	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Type of release</li> <li>• Date of calculated release</li> <li>• Date of actual planned release</li> <li>• Destination on release (city)</li> <li>• Conditions on release as worded on certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Release date</li> <li>• Destination</li> <li>• Conditions imposed and standard list</li> <li>• Supervising parole office</li> <li>• If offender will travel through vicinity of victim</li> <li>• If day parole – leave privileges allowed?</li> <li>• If LTSO, end date of LTSO</li> <li>• How community supervision works</li> <li>• Contact information for VSU</li> </ul>
<p><b>Transfer to a Medium- or Maximum-Security or Multi-Level Institution OR Move to a Medium- or Maximum-Security Unit Within a Clustered Institution</b></p> <p>(CCRA <a href="#">26(1)(b)(ii.1)</a>)</p>	<p>Institutional Parole Officer or his/her supervisor at sending institution</p>	<p>Day of transfer/move (no sooner) or as soon as possible following transfers/moves that occur after hours</p>	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Offender transferred to another institution/moved to a different unit with a different security classification within a clustered institution</li> <li>• Destination facility/unit</li> <li>• Reasons for the transfer/move</li> <li>• Date of transfer/move</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Name and location of new institution/unit within clustered institution</li> <li>• Summary of reasons for the transfer/move</li> <li>• Date of transfer/move</li> </ul> <p>Note: FPS is not disclosed to victim.</p>



CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<p><b>Transfer to a Minimum-Security Institution OR Move to a Minimum-Security Unit Within a Clustered Institution</b></p> <p>(CCRA <a href="#">26(1)(b)(ii.2)</a>)</p>	<p>Institutional Parole Officer or his/her supervisor</p>	<p>Two days prior to the transfer/move, if possible, or as soon as possible prior to or following the transfer/move</p>	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Offender transferred to a minimum-security institution/moved to a minimum-security unit within a clustered site</li> <li>• Destination facility/unit</li> <li>• Reasons for the transfer/move</li> <li>• Date of transfer/move</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Name and location of new institution/unit within clustered institution</li> <li>• Summary of reasons for the transfer/move</li> <li>• Date of transfer/move</li> </ul> <p>Note: FPS is not disclosed to victim.</p>
<p><b>Travel Permit Cancelled or Changed</b></p> <p>(CCRA <a href="#">26(1)(b)(vi)</a>)</p>	<p>Community Parole Officer or his/her supervisor</p>	<p>As soon as the travel permit is changed or cancelled</p>	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Reasons for this travel permit</li> <li>• Original departure date and time</li> <li>• Original return date and time</li> <li>• Original destination of travel permit</li> <li>• Travel permit cancelled OR updated dates/time/destination/checkpoints/method of travel</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Travel permit cancelled OR updated dates/times/destinations/checkpoints/method of travel</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<b>Travel Permit Issued</b> (CCRA <a href="#">26(1)(b)(vi)</a> )	Community Parole Officer or his/her supervisor	Normally five days in advance of the travel permit (sooner if possible) or immediately when decision is made in the case of travel on short notice (if less than five days)	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Travel permit issued/updated for this offender</li> <li>• Reasons for this travel permit</li> <li>• Departure date and time</li> <li>• Return date and time</li> <li>• Destination of travel permit</li> <li>• Checkpoints</li> <li>• Method of travel</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Start and end dates of travel permit</li> <li>• Destination and if there will be travel through victim's area</li> <li>• Any special instructions issued with the permit that pertain to victims</li> <li>• Reasons for travel permit</li> </ul>
<b>Unescorted Temporary Absence (UTA) (actual occurrence)</b> (CCRA <a href="#">26(1)(b)(iii),(v), (vi)</a> and CCRR <a href="#">155</a> )	CO II/Primary Worker/Parole Officer or their supervisor	Normally five days in advance of UTA or immediately when decision is made (if less than five days prior to UTA)	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• UTA permit issued</li> <li>• Start date and time of UTA</li> <li>• End date and time of UTA</li> <li>• Reasons for UTA</li> <li>• Destination of UTA (city)</li> <li>• Conditions imposed on UTA</li> <li>• Supervision requirements for UTA</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date/time of UTA</li> <li>• Destination and if travel through victim area</li> <li>• Duration of UTA</li> <li>• Conditions of UTA</li> <li>• Reasons for UTA</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<p><b>UTA Permit Cancelled/Changed (date, time, destination, conditions)</b></p> <p>(CCRA <a href="#">26(1)(b)(iii),(v), (vi)</a>, <a href="#">133(3.1)</a> and CCRR <a href="#">155</a>)</p>	<p>CO II/Primary Worker/Parole Officer or their supervisor</p>	<p>As soon as the UTA is cancelled/changed</p>	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Original start date and time of UTA</li> <li>• Original end date and time of UTA</li> <li>• Reasons for UTA</li> <li>• Original destination of UTA (city)</li> <li>• Reason for cancellation OR AMENDED date/time/destination/conditions</li> <li>• For amended conditions on CSC-authority UTAs – Reasons why non-association or geographic restriction conditions are not imposed (if the victim has provided a written victim statement)</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• UTA cancelled OR updated UTA date/time/destination/conditions</li> <li>• For CSC-authority UTAs: Reasons why non-association or geographic restriction conditions are not imposed (if the victim has submitted a written statement)</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<p><b>UTA Positive Decision</b></p> <p>(CCRA <a href="#">26(1)(a)(iv)</a>, <a href="#">26(1)(b)(iii),(v),(vi)</a>, and <a href="#">133(3.1)</a> and CCRR <a href="#">155</a>)</p>	<p><b>Warden's Authority:</b> Chair of CSC Decision Board/Officer in Charge</p> <p><b>PBC's Authority:</b> PBC notifies of decision, designate at institution advises of first actual UTA</p>	<p>Immediately following the decision being made to approve UTA (or UTA package)</p>	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Decision date</li> <li>• Reasons for UTA</li> <li>• Destination of UTA (city)</li> <li>• Conditions imposed on UTA</li> <li>• For CSC-authority UTAs – Reasons why non-association or geographic restriction conditions are not imposed (if the victim has provided a written victim statement)</li> <li>• Supervision requirements of UTA</li> </ul> <p><b><i>If one-time UTA</i></b></p> <ul style="list-style-type: none"> <li>• Start date and time of UTA</li> <li>• End date and time of UTA</li> </ul> <p><b><i>If package of UTAs</i></b></p> <ul style="list-style-type: none"> <li>• Frequency of UTAs</li> <li>• Duration of package (e.g. over next six months OR no end date)</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date/time of UTA</li> <li>• Destination and if travel through victim area</li> <li>• Duration of UTA</li> <li>• Reasons for UTA</li> <li>• Conditions of UTA</li> <li>• For CSC-authority UTAs: Reasons why non-association or geographic restriction conditions are not imposed (if the victim has provided a written statement)</li> <li>• VSOs must determine each of the victim's preferences in each case, i.e. if they want notification of the UTA package only or of EVERY individual UTA in the package</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<b>Warrant Expiry Date (WED)</b>  (CCRA <a href="#">26(1)(a)(iii)</a> and <a href="#">26(1)(b)(vii)</a> )	Sentence Management/ Parole Officer or his/her supervisor	Normally five days in advance of WED	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Offender reaching WED</li> <li>• Date of WED</li> <li>• Actual release date</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date of warrant expiry</li> <li>• No longer in CSC supervision/custody</li> <li>• Contact will be made with victim if offender returns to federal custody</li> </ul>
<b>WED and Section 810 Order</b>  (CCRA <a href="#">26(1)(a)(iii)</a> and <a href="#">26(1)(b)(vii)</a> )	Sentence Management/ Parole Officer or his/her supervisor	Normally five days in advance of WED	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Offender reaching WED</li> <li>• Date of warrant expiry</li> <li>• Actual release date</li> <li>• Province 810 order is with</li> <li>• Provincial contact if available</li> </ul>	Telephone and letter	<ul style="list-style-type: none"> <li>• Date of warrant expiry</li> <li>• Date released from CSC custody</li> <li>• No longer in CSC supervision/custody</li> <li>• Existence of 810 order and explanation</li> <li>• The name of the agency the offender will now be reporting to and their contact information</li> </ul>
<b>Work Release (WR) (actual occurrence)</b>  (CCRA <a href="#">26(1)(b)(iii),(v), (vi)</a> )	CO II/Primary Worker/Parole Officer or their supervisor	Normally five days in advance of WR or immediately when decision is made (if less than five days to WR)	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• WR occurrence</li> <li>• Start date and time of WR</li> <li>• End date and time of WR</li> <li>• Destination of WR (city)</li> <li>• Reasons for WR</li> <li>• Conditions imposed on WR</li> <li>• Supervision requirements for WR</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date/time of WR</li> <li>• Destination of WR</li> <li>• Duration of WR</li> <li>• Conditions of WR</li> <li>• Reasons for WR</li> </ul>

CASE MANAGEMENT EVENT	OFFICE OF PRIMARY INTEREST	TIMEFRAME TO CONTACT THE VSU	INFORMATION TO INCLUDE	METHOD OF VICTIM NOTIFICATION BY VSU	INFORMATION TO BE DISCLOSED TO VICTIM BY VSU OR DELEGATED AUTHORITY
<b>Work Release Permit Cancelled/Changed (date, time, destination, conditions)</b>  (CCRA <a href="#">26(1)(b)(iii),(v), (vi)</a> )	CO II/Primary Worker/Parole Officer or their supervisor	As soon as the WR is cancelled/changed	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• Original start date and time of WR</li> <li>• Original end date and time of WR</li> <li>• Reasons for WR</li> <li>• Original destination of WR (city)</li> <li>• Reason for cancellation OR AMENDED date/time/destination/conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• WR cancelled OR updated WR date/time/destination/conditions</li> </ul>
<b>Work Release Package Positive Decision</b>  (CCRA <a href="#">26(1)(b)(iii),(iv), (v),(vi)</a> )	Chair of CSC Decision Board or designate	Immediately when the decision is made to approve WR program	<ul style="list-style-type: none"> <li>• Offender name</li> <li>• FPS</li> <li>• WR package granted/denied</li> <li>• Decision date</li> <li>• Destination of WR (city)</li> <li>• Reasons for WR</li> <li>• Conditions imposed on WR</li> <li>• Supervision requirements of WR</li> <li>• Frequency of WRs</li> <li>• Duration of package (e.g. over next six months OR no end date)</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone – <b>If not successful, send letter</b></li> <li>• Send follow-up letter <b>if requested</b> by victim</li> </ul>	<ul style="list-style-type: none"> <li>• Date/time of WR</li> <li>• Destination of WR</li> <li>• Duration of WR</li> <li>• Conditions of WR</li> <li>• Reasons for WR</li> </ul>