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COMMISSIONER'S DIRECTIVE 566-4

In Effect: 2015-07-02

Last Review: 2013-04-05

Due for Review: 2017-07-02

Counts and Security Patrols

PROGRAM ALIGNMENT

Custody

OFFICE(S) OF PRIMARY INTEREST

Correctional Operations and Programs Sector

ONLINE @

- <http://infonet/cds/cds/566-4-cd-eng.pdf>
- <http://infonet/cds/cds/566-4-cd-fra.pdf>
- <http://www.csc-scc.gc.ca/text/plcy/cdshtm/566-4-cd-eng.shtml>
- <http://www.csc-scc.gc.ca/text/plcy/cdshtm/566-4-cd-fra.shtml>

AUTHORITIES

- [*Corrections and Conditional Release Act*](#) (CCRA), sections [3](#), [3.1](#), [4](#), [19 to 21](#), [46 to 58](#) and [65 to 70](#)
- [*Corrections and Conditional Release Regulations*](#) (CCRR), sections [4](#), [43 to 53](#) and [57 to 58](#)

PURPOSE

- To provide direction on counts and security patrols in order to:
 - verify offenders are alive during counts and security patrols of accommodation areas
 - monitor and verify the whereabouts of offenders, the appropriateness of behaviour, and the security of the institution
 - ensure the safety of staff, visitors, offenders and the protection of society, while promoting positive informal interaction between staff and offenders

APPLICATION

Applies to staff responsible for counting offenders and conducting security patrols in all institutions, including Community Correctional Centres, as noted

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RESPONSIBILITIES

1. The Assistant Commissioner, Correctional Operations and Programs, will establish the minimum standards for counts and [security patrols](#) and a quality assurance protocol.
2. The Regional Deputy Commissioner will ensure a random selection of range walks for each range/unit in his/her region is reviewed monthly and will report any concerns or policy gaps to the Assistant Commissioner, Correctional Operations and Programs.
3. The Institutional Head of institutions, excluding Community Correctional Centres, will ensure that:
 - a. a Standing Order is in place, as outlined in [Annex B](#), that:
 - i. details the specific procedures, frequency, and minimum number of [formal counts](#), [informal counts](#), [stand-to counts](#) and security patrols in both inmate accommodation areas, other areas of the institution (including private family visit units) and during sacred ceremonies

- ii. establishes procedures for the quality assurance protocol for inmate counts and security patrols
 - b. a register is maintained of all inmates who are confined to the institution (the register must indicate the inmate's name, FPS number, and cell location)
 - c. a list is maintained of all inmates on the register but not in the institution (e.g. inmates in outside hospital, on conditional release, court order, bail, unlawfully at large, or segregated in another institution)
 - d. a list of inmates assigned to each work or activity area is maintained and updated as required
 - e. appropriate action is taken, in accordance with institutional contingency plans, when an inmate is unaccounted for.
4. The Assistant Warden, Operations/Manager, Operations, will:
- a. ensure the Standing Order for counts and security patrols is adhered to in accordance with the minimum standards as outlined in [Annex B](#)
 - b. maintain an updated register of all inmates who are confined to the institution and their cell location
 - c. establish procedures to obtain reliable counts of inmates who are participating in approved sacred ceremonies.
5. The District Director will:
- a. ensure a Standing Order is in place that outlines the frequency of counts and security patrols in Community Correctional Centres as outlined in [Annex D](#).
6. The Manager, Community Correctional Centre will ensure:
- a. there is an up-to-date register of offenders assigned to the Community Correctional Centre, including those with in/out privileges and curfews
 - b. that at least two [Community Correctional Centre counts](#) are conducted during each 24-hour period, one of which must be at 24:00 hours.
7. The Correctional Manager, Operational Desk, will:
- a. ensure inmate counts and security patrols are completed and verified as required
 - b. maintain an up-to-date register of inmates

- i. confined to the institution
 - ii. not in the institution
 - iii. assigned to work areas or activities.
- 8. The Correctional Officer/Primary Worker will:
 - a. ensure the presence of a living, breathing body during counts and security patrols
 - b. record formal counts in writing and sign the [Inmate Count Slip](#) (CSC/SCC 0755).
- 9. The Chief, Health Services (or equivalent), will identify and provide a list of inmates who are unable to respond to, or to perform a stand-to count request due to a medical condition or physical limitation.
- 10. Staff involved in correctional programs and interventions will ensure they routinely conduct informal counts throughout the duration of their activities.

PROCEDURES

- 11. Offenders must be appropriately clothed during counts.
- 12. Informal counts will be conducted on an as needed basis (except in Community Correctional Centres).
- 13. When an officer is counting a hospitalized inmate whose physical condition precludes any visible response, health care staff will attest that the inmate is breathing.
- 14. Inmates will be counted prior to the release of vehicles in situations where vehicles cannot be thoroughly searched and are not escorted. This does not apply to Community Correctional Centres.
- 15. Appropriate action will be taken in accordance with institutional contingency plans, when an offender is unaccounted for.

Formal Counts (Excluding Community Correctional Centres)

- 16. A minimum of four formal counts during each 24-hour period will be conducted at each institution, which will include:
 - a. two stand-to counts at maximum, multi-level and medium security institutions
 - b. one stand-to count at minimum security institutions.

17. A formal count will be conducted of inmates and their visitors occupying private family visit units, at least four times in a 24-hour period, at times that are reasonable and respectful of inmates and their visitors. This count must be visual and without obstruction.
18. During a formal count, inmates will:
- a. be counted by two Correctional Officers/Primary Workers
 - b. in medium, maximum and multi-level institutions:
 - i. return to their cells, unless otherwise prescribed in a Standing Order
 - ii. remain in their cell until the count is verified correct
 - c. in minimum security institutions, be confined to the area where counted until the institutional count is verified correct.
19. Exemptions may be made when inmates can still be counted without the necessity of returning them to their cell.
20. Formal counts will be conducted in accordance with instructions in [Annex C](#).

Stand-to Counts (Excluding Community Correctional Centres)

21. For maximum, medium, and multi-level security institutions, there will be a minimum of two stand-to counts. One of the stand-to counts will be completed between the hours of 18:00 and 24:00 hours.
22. For minimum security institutions, one stand-to count will be completed between 18:00 and 24:00 hours.
23. Inmates unable to respond to a stand-to count due to medical reasons will be awake and signal the staff member through an alternative means, normally a hand signal.

Counts in Community Correctional Centres

24. Staff and/or contractors will conduct, at a minimum, two counts during each 24-hour period, one of which will be at 24:00 hours. The count will ensure the presence of a living, breathing body. All counts will be documented on the [Resident Count Sheet](#) (CSC/SCC 1296).
25. Where it may be necessary to accommodate a woman offender in a CCC, female staff/contractor must be available to complete counts during the night shifts.

26. The [CCC Sign In / Sign Out Sheet](#) (CSC/SCC 1297) will be used to record each resident's departures and arrivals. This form will be used to ensure all residents are accounted for. The privacy of offender information will be safeguarded.

Discrepancies in Counts

27. Discrepancies in counts will be immediately reported to the Correctional Manager, Operational Desk.
28. Until the count is verified and confirmed, no one will enter or leave the institution (excluding Community Correctional Centres) unless authorized by the Correctional Manager, Operational Desk.
29. When an offender is unaccounted for at a Community Correctional Centre, the necessary checks will be done, and the procedures set out in [CD 568-1 – Recording and Reporting of Security Incidents](#) will be initiated as necessary.

Standards for Security Patrols

30. At maximum, medium and multi-level institutions, and the Secure Units at women's institutions, the security patrols in inmate accommodation areas will be as frequent as possible, but must be at least once every 60 minutes from the beginning of the last patrol. Patrols will be staggered to avoid predictability.
31. Except in women's institutions, an additional security patrol will be conducted between the hours of 23:00 and 07:00 hours at maximum, medium and multi-level institutions.
32. At minimum security institutions (excluding Community Correctional Centres), healing lodges/healing villages, and women's institutions other than their Secure Units, patrols of accommodation areas will be within 120 minutes from the beginning of the last patrol. Patrols will be staggered to avoid predictability.
33. At Community Correctional Centres, staff and contractors on the day and evening shifts will periodically verify that the offenders in the facility are accounted for and according to the frequency established in the Standing Order.
34. During security patrols, staff and contractors will ensure the presence of a live breathing body. In situations where it is not possible for staff or contractors to ascertain if the offender is alive and not in distress, they will interact with the offender in a manner consistent with [CD 560 – Dynamic Security and Supervision](#) to verify his/her well-being.
35. Staff in all institutions, excluding Community Correctional Centres, will record irregular activities and observations in a [Statement/Observation Report](#) (CSC/SCC 0875).

36. Staff and contractors in Community Correctional Centres will use the duty log to record their verifications and any irregular activities and observations.
37. During security patrols, the Correctional Officer/Primary Worker, Correctional Manager/CCC staff or contractor will be provided with, and use, a means of communicating with their co-workers.
38. Where there is a heightened need to observe an inmate, special procedures will be detailed in the unit log book and will be followed by all staff. This does not apply to Community Correctional Centres.
39. The data from the electronic and/or written register of security patrols will be reviewed by a Correctional Manager, on a daily basis to determine compliance and quality. The review will assess:
- a. the frequency and duration of the security patrols
 - b. any patrols which were not completed
 - c. any irregularities
 - d. the need for any follow-up action.

Women's Institutions

40. All security patrols will be conducted in accordance with [CD 577 – Staff Protocol in Women Offender Institutions](#), including in emergency situations.

ENQUIRIES

41. Strategic Policy Division
National Headquarters
Email: Gen-NHQPolicy-Politi@csc-scc.gc.ca

Commissioner,

Original Signed by:
Don Head

ANNEX A

CROSS-REFERENCES AND DEFINITIONS

CROSS-REFERENCES

[CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada](#)

[CD 004 – National Standards for the Deployment of Correctional Officers](#)

[GL 005-1 – Institutional Management Structure: Roles and Responsibilities](#)

[CD 560 – Dynamic Security and Supervision](#)

[CD 566 – Framework for the Prevention of Security Incidents](#)

[CD 567-2 – Use of and Responding to Alarms](#)

[CD 577 – Staff Protocol in Women Offender Institutions](#)

[CD 706 – Classification of Institutions](#)

[CD 714 – Community Correctional Centre Standards](#)

[CD 800 – Health Services](#)

DEFINITIONS

CCC count: a process by which each offender residing in a CCC is accounted for and recorded in an official record.

Formal count: a process by which each inmate is accounted for and assessed as alive and not in distress. The results are recorded in an official record.

Informal count: a process by which an inmate is accounted for during a specific time and/or activity, without disrupting his/her activities.

Security patrol: observation of designated areas of the institution to ensure the security of the institution and the well-being of offenders. During security patrols in accommodation areas, the presence of a living, breathing body must be ensured.

Stand-to count: a formal count of inmates in a standing position, facing the counting staff member to ensure facial identification is made, except in cases where exemptions for medical conditions or physical limitations have been identified.

ANNEX B**MINIMUM REQUIREMENTS FOR STANDING ORDERS ON COUNTS AND SECURITY PATROLS
(EXCLUDING COMMUNITY CORRECTIONAL CENTRES)**

The Standing Order will identify:

- the number and type of counts to be conducted (e.g. stand-to counts, formal, informal)
- times the counts are to be conducted
- procedures for counting inmates/visitors in private family visit units
- procedures for counting inmates participating in sacred ceremonies or activities
- which staff is responsible for counts of certain areas
- procedures to report and record results of counts and security patrols
- procedures for discrepancies in counts and security patrols
- chain of custody process for data collectors
- procedures to assess data from security patrols at the completion of each shift to identify:
 - the duration of the security patrol
 - patrols which were not completed
 - any irregularities
 - need for follow-up action
- how to identify limitations and exemptions associated with stand-to counts
- special procedures where there is a need for heightened observation; gender requirement of counts (if applicable)
- that unless a situation or observation is serious (e.g. life threatening), the count is the priority, not the minor problem.

ANNEX C**FORMAL COUNTS OF INMATES (EXCLUDING COMMUNITY CORRECTIONAL CENTRES)****The Correctional Manager, Unit/Correctional Officer/Primary Worker will:**

- advise inmates that a count is about to take place
- ensure accuracy and provide for a measure of staff safety - unless otherwise stated in Post Orders, two officers will count the same range/accommodation area at the same time.

The Correctional Officer/Primary Worker conducting the count will:

- carry a pen-light or issued flashlight while making counts
- wear assigned security material (e.g. pocket mask), as required
- verify a living, breathing body is present in the cell/area and make an assessment of the inmate's well-being
- immediately advise the Correctional Manager if a life threatening situation is identified
- as part of every "stand-to count", ensure each inmate presents himself/herself in a standing unsupported position
- verify that the correct inmate is in the proper cell/room
- mark down the cell/room number of any unoccupied/empty cell(s), mark down the total number of living, breathing inmates that are visually observed and identify the range or accommodation area he/she has just counted
- complete and sign without delay the formal count slip
- ensure the count slip is delivered to the Correctional Manager conducting the formal count.

ANNEX D**MINIMUM REQUIREMENTS FOR STANDING ORDERS ON COUNTS AND SECURITY PATROLS
FOR COMMUNITY CORRECTIONAL CENTRES**

The Standing Order will identify:

- the number and type of counts to be conducted (e.g. stand-to counts, formal, informal)
- times the counts are to be conducted
- procedures for counting offenders participating in activities
- which staff/contractor is responsible for counts
- procedures to report and record results of counts and security patrols
- procedures for discrepancies in counts and security patrols
- special procedures where there is a need for heightened observation; gender requirement of counts (if applicable).