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# Information Guide to Assist Victims

FEDERAL CORRECTIONS  
AND CONDITIONAL RELEASE

**6<sup>th</sup> edition**

Canada

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# Canadian Statement of Basic Principles of Justice for Victims of Crime

In honour of the United Nations' Declaration of Basic Principles of Justice for Victims of Crime, and with concern for the harmful impact of criminal victimization on individuals and on society, and in recognition that all persons have the full protection of rights guaranteed by the Canadian Charter of Rights and Freedoms and other provincial Charters governing rights and freedoms; that the rights of victims and offenders need to be balanced; and of the shared jurisdiction of federal, provincial and territorial governments. In 2003, the federal, provincial, and territorial ministers responsible for criminal justice agreed that the following principles should guide the treatment of victims, particularly during the criminal justice process.

These principles are intended to promote the fair treatment of victims and should be reflected in federal/provincial/territorial laws, policies and procedures:

1. Victims of crime should be treated with courtesy, compassion and respect.
2. The privacy of victims should be considered and respected to the greatest extent possible.
3. All reasonable measures should be taken to minimize inconvenience to victims.
4. The safety and security of victims should be considered at all stages of the criminal justice process and appropriate measures should be taken when necessary to protect victims from intimidation and retaliation.
5. Information should be provided to victims about the criminal justice system and the victim's role and opportunities to participate in criminal justice processes.
6. Victims should be given information, in accordance with prevailing law, policies and procedures, about the status of the investigation; the scheduling, progress and final outcome of the proceedings; and the status of the offender in the correctional system.
7. Information should be provided to victims about available victim assistance services, other programs and assistance available to them, and means of obtaining financial reparation.
8. The views, concerns and representations of victims are an important consideration in criminal justice processes and should be considered in accordance with prevailing law, policies and procedures.
9. The needs, concerns and diversity of victims should be considered in the development and delivery of programs and services, and in related education and training.
10. Information should be provided to victims about available options to raise their concerns when they believe that these principles have not been followed.



## A. Introduction

The *Corrections and Conditional Release Act* (CCRA) governs the Correctional Service of Canada (CSC), which is responsible for supervising federal offenders in custody and in the community. The Act also governs the National Parole Board (NPB), which has the authority under the CCRA to grant, deny or revoke parole or, under certain circumstances, order the detention of offenders to their warrant expiry date. The NPB can also impose special conditions on offenders under conditional or statutory release as well as offenders on long term supervision orders.

This booklet is intended to assist victims of federal offenders (in other words, offenders who have received a sentence of two years or more or who are under the jurisdiction of CSC or the NPB). As well, this booklet provides information about the legal entitlements, the resulting obligations of both CSC and the NPB and the services available to registered victims. It also explains how a victim can communicate with CSC or the NPB. Finally, general information about an offender's path through the correctional system after the court has sentenced him/her is provided to help understand the usual steps that occur.

### Legal definition of victims

The CCRA defines a victim as someone to whom harm was done or who suffered physical or emotional damage as the result of an offence.

When a victim has died, or is unable to act for him/herself (i.e., the victim is a child, ill or otherwise incapacitated) the victim's spouse, relative, common-law partner (provided that the person and the victim were cohabitating for at least one year at the time of the victim's death), or anyone who is responsible for the care or support of that person, by law or custody, as well as any dependent of that person, may request and receive information on behalf of the victim. Information may also be released to the person harmed by the offender, whether or not the offender was prosecuted or convicted, if a complaint was made to the police or the Crown.

Victims may authorize someone (e.g., a friend, a clergy or a police officer) to receive information or

notifications on their behalf so long as the victim gives this person written authorization. These persons are referred to as victims' agents or representatives.

### Federal and provincial/territorial jurisdictions

As a general rule:

CSC is responsible for the administration of sentences for offenders serving *two years or more*. The correctional service of the province/territory where the offender was sentenced is responsible for the administration of sentences of *less than two years*.

The NPB has jurisdiction to grant, deny or revoke the parole of offenders serving less than two years in all provinces and territories, except in Ontario and Quebec where there are provincial parole boards. In these two provinces, victims of offenders serving less than two years should contact provincial parole boards for information.

## B. Victims' entitlements

### The role of victims of crime in the justice system

The CCRA recognizes that victims of crime have an important role to play in the criminal justice system. The Act gives victims an opportunity to participate in the federal corrections and conditional release process. It also entitles registered victims to request certain information about the offender who has harmed them and to be informed about some decisions made by the CSC and all NPB decisions.

### Disclosure of information to victims

CSC and the NPB do not *automatically* inform victims about an offender's case. The law specifies that this information only be given upon request, as some victims prefer not to receive any further information about the offender. The request must clearly identify the offender.

A victim can ask for the following information:

- the offenders name;
- the offence the offender was convicted of and the court that convicted the offender;
- when the sentence began and the length of the sentence; and
- the eligibility and review dates applicable to the offender for temporary absences or parole.

More information may be released if the Commissioner of the Correctional Service of Canada (or delegated staff) or the Chairperson of the National Parole Board determines that the interest of the victim clearly outweighs an invasion of the offender's privacy that could result from the disclosure. Such information may include:

- the offender's age;
- the location of the penitentiary in which the sentence is being served;
- the date, if any, on which the offender is to be released on temporary absence, work release, parole or statutory release;
- the date of any hearing for the purposes of an NPB review;

- any of the conditions attached to the offender's unescorted temporary absence, work release, parole or statutory release;
- the destination of the offender when released on any temporary absence, work release, parole, or statutory release, and whether the offender will be in the vicinity of the victim while travelling to that destination;
- whether the offender is in custody and, if not, why not; and
- whether or not the offender has appealed a decision of the NPB and the outcome of that appeal.

Registered victims may also ask to receive ongoing information so they may be informed of changes, such as an offender transfer from one institution to another. If victims want ongoing information, they must ensure that CSC and the NPB have their current address(es) and telephone number(s).

For further information about victim notification, victims may contact CSC by calling, toll free, 1-866-806-2275 or the NPB at 1-866-789-4636.

### Information provided by victims

CSC and the NPB welcome information from victims about offenders, safety concerns of the victim or other persons, as well as information about the impact the offence has had on the victim, their family and/or the community. Victims are encouraged to provide information regarding the physical, emotional or financial impact of the offence, along with anything else that is of importance to them.

Information can be provided to CSC or the NPB for their consideration at any time. Victims may also contact a CSC Victim Services Officer or a NPB Regional Communications Officer to provide information (these phone numbers are provided at the end of this booklet). Their roles and responsibilities include the following:

- receive requests for information from victims;
- obtain information from police and other sources to ascertain victim status;
- inform victims, in writing, of their status and their entitlements as well as information about both CSC and the NPB;

- provide notifications to victims relating to their specific case;
- maintain information regarding victim contacts as required;
- ensure that relevant information provided by victims is forwarded to decision-makers and shared with offenders;
- inform victims about other sources of information such as the NPB Registry of Decisions and access to NPB hearings as observers and/or to read a statement; and
- advise victims of victim-related services available to them nationally, provincially/territorially and locally.

In addition, the NPB Regional Communications Officers are responsible for preparing, accompanying and debriefing victims who attend NPB hearings; while CSC Victim Service Officers may also attend reconciliation circles and other restorative approaches when requested by the victim.

## **Disclosure of information provided by victims**

The law requires that CSC and the NPB disclose to the offender any information that will be considered during the decision-making process. Victims' personal information, such as their addresses and phone numbers, are NOT shared with offenders.

If victims have concerns about the offender knowing that they will be providing information, they must discuss these concerns with CSC or the NPB **prior** to providing information. The victim can then decide whether or not they wish to provide information.

## **Other types of victim input and involvement**

Some ways in which victims have become involved with the CSC and NPB include:

- sitting on a Victim Advisory Committee (available in some parts of Canada);
- sitting on a Citizen Advisory Committee for CSC;
- assisting with victim sensitivity training for CSC/ NPB staff;
- assisting with victim awareness programs for offenders; and
- providing input into policy development.

### **Correctional Service of Canada**

CSC, through the Victim Services Program, has dedicated regional Victim Services Managers and Victim Services Officers who are responsible for managing the provision of information and services to victims of offenders under federal jurisdiction.

As well, CSC has a legal obligation to gather relevant information about offenders from a variety of sources, including the courts and the police. If the victim has filed a Victim Impact Statement at sentencing, CSC is required by law to obtain a copy. This information must be used to:

- assist in the evaluation of an offender's overall risk and programming needs;
- make decisions on the institutional security level required to protect society; and
- make decisions as to whether an offender should be released on a temporary absence or a work release.

Victim information is also taken into consideration when CSC makes a recommendation to the NPB regarding whether an offender should be granted a conditional release, such as parole.

In the absence of a Victim Impact Statement and if the victim wishes, a Community Assessment may be completed by a Parole Officer. A Community Assessment is a report that captures information that assists in monitoring the offender's progress. In addition, victims may submit written material that is relevant to the offender's case to CSC or the NPB at any time by contacting them through the phone numbers listed at the end of this booklet.

### **Victims' right not to be contacted by inmates**

CSC has a telephone monitoring system that can authorize or prevent communications between offenders and members of the public. In addition, CSC monitors incoming and outgoing offender mail. Upon request, every effort will be made to prevent

an offender from communicating with victims, or any member of the public, by telephone or mail. Any person who does not wish to be contacted by a federal offender can ask CSC to stop the unwanted communications by contacting them through the phone numbers listed at the end of this booklet.

## **Victim-offender mediation**

Restorative Opportunities (RO) is a CSC program that provides victim-offender mediation services to victims of crime across Canada. RO offers victims of crime a chance to communicate with the offender who harmed them. The program is based on the principles and values of Restorative Justice which seek to address the harm caused by crime by focusing on the needs and issues of the people affected.

RO provides victims of crime an opportunity to tell the story of their experience and express the full impact of the crime on their lives; be certain the offender understands the impact of the crime; find answers to questions that are important to them; hold the offender accountable for the harm done; and achieve a greater sense of closure on some issues.

Victim-offender mediation services can take many forms and are guided by participants' needs. With the help of an experienced community-based mediator, victims can meet with the offender face to face, correspond in writing or by video message. Alternatively, an appointed mediator can act as a go-between, relaying messages between victims and offenders.

Mediation services are flexible and entirely voluntary. The pace and extent of involvement is determined by the participants in consultation with the mediator(s).

Victim-offender mediation services may not be suitable for all crime victims or for all offenders. Protocols are in place and are highly sensitive to participant needs and readiness to proceed. Measures are taken to ensure participants' safety and privacy. Ongoing assessment, an extensive preparatory stage, and follow-up support (as desired and appropriate) are parts of the process in order to protect against further victimization and harm.

RO program information is available at <http://www.csc-scc.gc.ca/text/rj/vom-eng.shtml>.

Requests for victim-offender mediation services can be made to a Victim Services Officer by calling 1-866-806-2275 and selecting the appropriate region; or by contacting CSC's Restorative Opportunities Coordinator at 613-995-4445; or by e-mail at [restorativejustice@csc-scc.gc.ca](mailto:restorativejustice@csc-scc.gc.ca).

## **National Parole Board**

When making decisions, the National Parole Board considers information from victims that can help to assess whether an offender's release may pose a risk to society. Relevant information from a victim can help the Board members assess the:

- nature and extent of harm suffered by the victim;
- risk of re-offending the offender may pose if released;
- offender's potential to commit a violent crime, particularly in cases qualifying for accelerated review, for example by providing information about threatening or previous violent or abusive behaviour;
- offender's understanding of the impact of the offence;
- conditions necessary to mitigate the risk to society which might be presented by the offender; and
- offender's release plans.

Possible repercussions must be carefully assessed if the victim is a family member, or was closely associated with the offender. If the offender intends to return to an integrated, small, or isolated community, Board members must weigh the support and control available to assist reintegration. The views of the victim are of particular assistance if release would place the offender near the victim.

## **Victims Travel Fund**

Since November 1, 2005, victims of offenders have had the option to apply for financial assistance to attend the NPB hearings of the offender who harmed them. The Policy Centre for Victim Issues at the Department of Justice Canada administers this financial assistance. In addition, since 2007, the costs for child/dependent care incurred by the victim may also be reimbursed as can the costs incurred by the

support person who may attend parole board hearings with the victim.

Financial assistance covers travel, hotel and meal expenses, according to current Government of Canada Treasury Board Guidelines. In order to receive this financial assistance, victims must be registered with CSC or the NPB, and must have been approved to attend the hearing.

For further information, victims may contact the Victims Fund Manager by calling toll-free, 1-866-544-1007 from anywhere in Canada or the United States.

## **Attending National Parole Board hearings**

Hearings usually take place in the penitentiary where the offender is held. Anyone can apply to observe a NPB hearing. Applications should be made to the NPB, in writing and as early as possible, preferably at least 60 days before the hearing, to permit the security check that the law requires before a visitor can enter a penitentiary. As has been noted, a support person can accompany the victim; this support person does not need to attend the hearing, however, if they do, they must also apply to be approved for entry into a penitentiary at least 60 days before the hearing. While it is rare, applications may be refused if security is a concern for the victim, the offender, institution staff or the institution itself. Applications may also be refused if space is limited, or the applicant is under 18 years of age.

## **Statement by victims at National Parole Board hearings**

Victims can read a statement to NPB members at a hearing, either in person or by audio/video recording (on CD or DVD). A statement provides the victims with the opportunity to present information directly to Board members about the continuing impact of the crime and about any safety concerns they may have. The statement must be submitted in writing in English or French prior to the hearing.

Hearings are held in one of Canada's two official languages. By law, the offender chooses the language. If

victims cannot understand the official language of the hearing, they may request to have the hearing simultaneously interpreted into the other official language.

A statement should be concise. Victims may choose to present their statement at the beginning of the hearing or towards the end, immediately following the NPB members' interview with the offender or, if the offender has an assistant, after the concluding remarks of the assistant.

A statement should provide information about:

- the continuing impact of the crime for which the offender was convicted. This could include information about the physical, emotional, medical and financial impact of the crime on the victim or their children and family members and others who are close to them; and
- concerns the victim may have for their safety, their family or the community's safety with regard to the offender, should he or she be released, explaining why the victim believes there may be a risk.

In order to meet the legal requirements of sharing information about the decision-making process with the offender, the NPB requires the statement in writing 30 days before the hearing or, if translation is required, 45 days before the hearing date. Given these requirements, the presentation made at the hearing cannot change from the written statement that was shared with the offender. As has been previously noted, victims' personal information, such as their addresses and phone numbers, are NOT shared with the offender.

Normally, a victim must be 18 or older to attend a hearing. Exceptions may be considered on a case by case basis.

For further information about presenting a statement at a NPB hearing, victims may contact the NPB by calling, toll-free, 1-866-789-4636.

## Obtaining a copy of a National Parole Board decision

NPB decisions made under Part II of the *Corrections and Conditional Release Act* (CCRA), and the reasons for the decisions, are available from the NPB's Registry of Decisions. These decisions concern conditional release, return to a penitentiary, detention, and the decisions and reasons of the NPB's Appeal Division.

Anyone with an interest in a specific case may make a request in writing to the NPB for a copy of a conditional release decision made after November 1, 1992. This is done by filling out a *Request for Registry of Decisions Form* which can be found on the NPB's website or by calling the NPB through the phone numbers listed at the end of this booklet.

The NPB will withhold information that may jeopardize the safety of someone, reveal a confidential source of information, or adversely affect the return of an offender to society as a law-abiding citizen.

## National Office for Victims (Public Safety Canada)

Established in 2005, The National Office for Victims (NOV) is part of Public Safety Canada and is co-located with the Policy Centre for Victim Issues (PCVI) at the Department of Justice. The NOV operates a toll-free line, 1-866-525-0554, which victims may call from anywhere in Canada or the United States.

The NOV provides a centralized mechanism for victims to obtain information and support on federal corrections issues. As part of its mandate, the NOV:

- provides general information to victims;
- performs a referral function to CSC and the NPB for specific information enquiries;
- addresses concerns of victims relating to the Corrections and Conditional Release Act through the provision of information and referrals;
- provides a leadership role on inter-departmental and inter-jurisdictional issues related to victims of crime;
- provides advice to the Minister of Public Safety and senior officials on corrections and conditional release matters related to victims;

- provides a "victims' lens" at the national level for Public Safety Canada, CSC and the NPB in terms of policy development;
- develops information products for dissemination to victims, victim service providers and the general public;
- promotes awareness of CSC's and the NPB's services for victims of federal offenders;
- provides input into the development of communication and training material by Public Safety Canada, CSC and the NPB; and
- complements the work being done by the Policy Centre for Victim Issues at the Department of Justice.

It should be noted that CSC and the NPB are the primary source of ongoing information to registered victims of federal offenders.

## Policy Centre for Victim Issues (Department of Justice Canada)

The Policy Centre for Victim Issues (PCVI) at the Department of Justice Canada is mandated to work toward improving the experience of victims of crime in the criminal justice system by pursuing a range of activities and initiatives. The Centre strives to:

- ensure that victims of crime and their families are aware of their role in the criminal justice system and services and assistance available to support them;
- enhance departmental capacity to develop policy, legislation and other initiatives which take into consideration the perspectives of victims;
- increase the awareness of criminal justice personnel, allied professionals and the public about the needs of victims of crime, legislative provisions designed to protect them and services available to support them; and
- develop and disseminate information about effective approaches both within Canada and internationally to respond to the needs of victims of crime.

The PCVI engages in legislative reform, consultation, policy development, research and project funding. It has a close working relationship with the provinces and territories that are tasked with the responsibility for victim service delivery and the provision of criminal

injuries compensation to victims of violent crime, where such programs exist.

For more information on the services offered by the PCVI, please visit their website at [www.justice.gc.ca](http://www.justice.gc.ca).

## **Federal Ombudsman for Victims of Crime**

The Office of the Federal Ombudsman for Victims of Crime was established in 2007 to ensure that the federal government meets its responsibilities regarding victims of crime as set out in the *Corrections and Conditional Release Act* and the *Canadian Statement of Basic Principles of Justice for Victims of Crime*. The Ombudsman reports directly to the Minister of Justice and may explore and make recommendations concerning systemic and emerging issues that impact negatively on victims of crime.

Victims can contact the office with questions about their rights or for more information about the programs and services available to them. Victims may also register a complaint with the Office concerning compliance with the provisions of the *Corrections and Conditional Release Act* or any federal government department, agency, employee, law or policy. If the Office is not able to address a complaint directly, it will assist by providing a referral to a more appropriate agency or service. The Ombudsman cannot review matters that occurred prior to the establishment of the office in March 2007, unless otherwise advised by the Minister of Justice or the Minister of Public Safety.

For more information or to contact the Office of the Federal Ombudsman for Victims of Crime, please visit [www.victimsfirst.gc.ca](http://www.victimsfirst.gc.ca) or call, toll free, 1-866-481-8429.

## C. An offender's sentence from start to finish

In most cases, a 12-year sentence does not mean 12 years in a penitentiary. Part of the sentence includes a period of supervised release with restrictions in the community.

This section describes the stages that an offender is likely to encounter during his or her sentence. It starts with the events immediately following sentencing, reviews the various steps required for an offender to obtain a conditional release in the community, and finishes with the completion of an offender's sentence.

### The offender's sentence commencement date

(Day one)

After an offender has been found guilty, the presiding judge determines the sentence to be imposed and indicates its length. It is not uncommon for an offender to be convicted of several offences at one time. In this situation, the judge may order that sentences be served at the same time (concurrently) or one after the other (consecutively).

### Transition period from a provincial jail to a federal penitentiary

(Up to 15 days)

The offender may have been kept in custody before trial or sentencing. If so, this will normally have been in a provincial correctional facility. Other offenders may have been in the community on bail. At the moment a sentence of imprisonment is imposed, the offender will be immediately taken into provincial custody if they are not already.

An offender who has just been sentenced to a penitentiary term (two years or more) may remain in a provincial institution for up to 15 days before being transferred into a penitentiary. This 15-day period allows federally sentenced offenders to attend to their personal affairs, including in some cases filing an appeal, before being transferred to a federal penitentiary.

During this transitional period, a CSC parole officer meets with the offender to conduct a preliminary assessment. The purpose of this assessment is to note any immediate and critical concerns (e.g., suicide risk, security, offender's physical and mental health), gather relevant information and identify the offender's community supports. The information that the community supports provide will help correctional staff verify information provided by the offender and identify problem areas that will require attention during the period of incarceration (e.g., substance abuse, family violence).

### Offender Intake Assessment and correctional planning

(Up to 90 days)

At the end of the 15 days (or less if the offender agrees), the offender will normally be transferred under guard to the closest federal regional reception centre. A reception centre is a special penitentiary, or part of a penitentiary, dedicated to the assessment of offenders. The offender then undergoes a comprehensive assessment called the Offender Intake Assessment (OIA) within 90 calendar days of the offender's sentence commencement date, depending upon the length of the sentence. The purpose of the OIA is to:

- complete a comprehensive profile of an offender's criminal and social history;
- assess the risk posed by the offender;
- identify the problem areas that need to be addressed to reduce the risk of re-offending;
- complete the Correctional Plan outlining how the problem areas will be addressed throughout the sentence; and
- recommend a security classification and initial penitentiary placement.

During the OIA, factors that led the offender into criminal behaviour are identified, as are areas in the offender's life that, if changed, can reduce the risk of re-offending. The results of the OIA are documented in the Correctional Plan, which will serve as a basis to monitor the offender's progress throughout the sentence. It outlines and prioritizes the areas that must be addressed to reduce an offender's likelihood of re-offending and to prepare him or her for safe reintegration into society.

## Placement in a penitentiary

(After 90 days or less)

Upon the completion of the Offender Intake Assessment, offenders are transferred to a penitentiary corresponding to their security classification and program needs. Offenders are assigned to an institutional parole officer who will implement the offender's Correctional Plan, follow-up on their progress and assist them in preparing for their eventual safe reintegration into the community. Offenders must follow their Correctional Plan, which lays out the programs and activities that are required in order to reduce their risk of re-offending upon release. Failing to follow their Correctional Plan, which includes an expectation of positive behaviour in the institution, reduces an offenders' chances of being granted parole or other conditional releases.

## Transfers of offenders

(Throughout the sentence)

At any time during their sentence, offenders may be transferred to higher or lower security institutions to meet their individual security requirements and program needs. Offenders should be serving their sentences at the lowest level of security considered necessary to meet their individual program needs and security requirements. Most offenders will be transferred to lower security institutions during their sentence. Placing offenders in the least restrictive environment while maintaining safety helps CSC and the NPB assess the readiness of offenders to safely reintegrate into society. As discussed under *Section B, Victims' entitlements*, victims may in some instances be informed where the offender is serving his or her sentence.

## Daily routine

An offender's day is ruled by the routine of the institution. On an average weekday, an offender has approximately six hours during which he or she might take part in activities. Offenders can be involved in programs, education, institutional employment (i.e., working in the kitchen, institutional maintenance or cleaning), vocational training or the Industrial and Agribusiness Program (CORCAN; see next section, *Programs offered to offenders*, for details). The following schedule depicts a typical inmate weekday:

- 06:45 – inmate count
- 07:00 – breakfast
- 08:00 – go to program, work or back to the cell
- 11:45 – return to cell for inmate count and lunch
- 13:00 – go to program, work or back to the cell
- 16:30 – return to the cell for inmate count and then supper
- 18:00 – go to recreation, cultural events, self-help-groups
- 22:30 – night inmate count
- 23:00 – lock-up

In addition to the four formal inmate counts, informal counts take place several times a day, without interruption of activities. The informal counts are compared with the formal counts. During the night, correctional officers continually make their rounds and must ensure that every inmate is in his or her cell.

## Programs offered to offenders

(Throughout the sentence)

CSC provides a range of correctional programs that respect the gender, ethnic, cultural, spiritual and linguistic differences of offenders. These programs are designed to meet the special needs of women, offenders from Aboriginal and other ethno-cultural groups, and other groups with specific needs.

CSC helps offenders work on factors related to their criminal behaviour in order to reduce their chances of re-offending upon release, thereby contributing to public safety. Every offender has a Correctional Plan that defines their individual programming and treatment needs. The plan and the progress of the offender are reviewed regularly, to determine whether the goals are being met, and to identify any change in the offender's risk to society.

CSC has developed numerous treatment programs and makes use of community resources while stressing the importance of continuity between institutional programming and services offered to offenders when the offender is released back into the community.

Some offenders may refuse to participate in the programs prescribed in their Correctional Plans. It should be noted, however, that their refusal to participate in these programs could delay their return to the community. For example, the NPB may deny

parole to an offender who refused to participate in programs or failed to benefit from treatment and/or correctional interventions. The following details some of the interventions and programs available to offenders:

**Substance abuse interventions** are designed to teach offenders to manage their substance abuse in order to reduce the risk of re-offending. CSC offers high and moderate intensity substance abuse programs in the institution and low intensity in the community. For Aboriginal offenders, the Aboriginal Substance Abuse Program is now well established as a core program. Offenders are provided follow-up, as required, after their completion of the programs. CSC also offers a comprehensive Women Offender Substance Abuse Program (WOSAP) for women offenders. The intervention on substance abuse with women offenders starts at admission and is offered throughout the sentence, in the institution and the community, until such time as the women no longer need intervention in substance abuse.

**Sex offender treatment programs** focus on identifying the nature and pattern of the offender's behaviour and provide self-management and control skills to help reduce the risk of re-offending. Institutions provide high, moderate or low intensity programs and maintenance programs. Community programs are either structured (for higher risk individuals) or based on maintenance/relapse prevention. Offenders are placed in these programs based on their risk to re-offend, treatment needs, motivation to participate in treatment and the ability of the program to meet these targets.

**Violence prevention programs**, which include the High Intensity Violence Prevention Program (HIVPP) and Moderate Intensity Violence Prevention Program (MIVPP), are programs for offenders who have a history of violence and who are at risk for future violent behaviour. Program targets are self-management, emotion management, thinking which supports violence, problem solving, working towards goals, communication and conflict resolution skills. HIVPP is the higher intensity version, and targets higher risk offenders with a persistent pattern of violence. MIVPP is the moderate intensity version. The goal of the programs is to improve participants'

skills to avoid the use of violence to solve problems and to reduce the risk for future violence. A follow-up maintenance program exists to help offenders consolidate and maintain gains and to further refine and apply their personalized plans to prevent violence. The program is not designed to address sexually violent offenders, offenders who have committed family violence, or those who are served by other programs specifically designed for them.

**Segregation program** is designed to help segregated offenders cope with being segregated from the general population and develop the skills required to transfer to a less restrictive environment through rehabilitative program opportunities. The program aims to motivate segregated offenders to participate in correctional programs and follow their Correctional Plan. The segregation program is not an alternative to core correctional programs and must be terminated if the opportunity to transfer or return to a less restrictive environment becomes available.

**Family violence programs** target offenders who are abusive in family situations and those who are at risk of becoming abusive. These programs provide information and teach specific skills for reducing the incidence of family violence among the offender population. This involves educational and intervention programming in institutions and the community.

**Alternatives, Associates and Attitudes Program (AAA)** is a correctional program designed to assist offenders with histories of property crime to learn new skills to make the changes necessary to avoid crime and successfully return to society. CSC offers this moderate intensity program in the institution and in the community. The AAA program focuses on teaching consequential thinking, that is, considering **alternatives** or options to follow instead of making choices that could lead back to crime. It will provide the offender the opportunity to look at how choosing to be around some **associates** increases the risk for committing crimes and how choosing to be around other associates can be a support that will help them stay away from crime. The program teaches offenders skills to help them distance themselves from antisocial peers and social skills to develop an alternative prosocial network. It also provides the offender the opportunity to look at how their **attitudes** and beliefs

affect what they feel and do. The program teaches offenders to challenge problematic attitudes and beliefs and replace them with thinking that will increase the chances of meeting their prosocial goals.

**Community Maintenance Program (CMP)** is a generic aftercare program designed as a follow up for all national CSC programs with a self-management component, with the exception of Sex Offenders Programs. The purpose of the program is to review skills which are taught in the “feeder” programs, and to apply the skills to problems, high risk situations and obstacles in the community which can lead to re-offending.

**Aboriginal correctional programs** have been developed to meet the unique needs and rights of both male and female Aboriginal offenders. These correctional programs specifically target criminogenic factors and rely significantly on traditional approaches, spiritual interventions and holistic healing. They integrate traditional Aboriginal healing approaches with effective correctional programming to address needs relating to cognitive skills training, emotions management, violence prevention, sexual offending, domestic violence and substance abuse. However, it should be noted that, for a variety of reasons, not all programs are available in all institutions.

**Women offenders programs** address the specific needs of women offenders. They include:

- Correctional programs that target criminal behaviour such as the Women Offender Substance Abuse Program;
- Mental health programs aimed at symptom reduction and well being (i.e. personality disorders, schizophrenia) such as the Survivors of Abuse and Trauma Program and Dialectical Behaviour Therapy;
- Education programs that prepare offenders to upgrade their education such as the Keys to Family Literacy Program;
- Employment and employability programs that focus on increased job readiness of offenders;
- Social programs that assist and reinforce the successful reintegration of offenders such as the Parenting Skills Program and Leisure Education Program;

- Mother-child programs that allows infants and toddlers to remain with their mother in the institution, if it is in the best interest of the child; and
- Aboriginal programs that are delivered in accordance with women-centred principles within an Aboriginal context. These programs are a more culturally appropriate alternative to mainstream reintegration programs. The Circles of Change Program addresses relationship needs and The Spirit of a Warrior Program is an intensive violence prevention program.

**Ethno-cultural programs** ensure that cultural needs or ethnic values, beliefs, learning styles and communication methods of offenders belonging to ethno-cultural minority groups are identified, understood and taken into consideration throughout their sentence. To that end, the programs include cross-cultural and race-relations training, regional/national ethno-cultural advisory committees, and ethno-cultural liaisons with communities through the internet ([www.csc-scc.gc.ca/ethnoculture](http://www.csc-scc.gc.ca/ethnoculture)). To facilitate successful community integration, offenders belonging to ethno-cultural minority groups are provided with tools (i.e. practical guide and list of ethno-cultural businesses and communities) and information on many topics related to living skills. Linguistic services are also offered to offenders who have difficulty speaking English or French.

**Education programs** include adult basic education, secondary, and vocational education. Offenders have access to post-secondary education by correspondence but are usually required to pay part or the full cost of their participation in a post secondary educational program.

**Employment programs** include programs that help offenders learn employment skills that will increase their chances of finding employment after their release. This includes third party certified training as well as institutional based employment opportunities such as through the Industrial and Agribusiness program.

**Industrial and Agribusiness Program (CORCAN)** provides offenders with work experiences and training designed to closely copy private sector work environments. Participants manufacture and produce a wide range of industrial and agricultural

business commodities, which are marketed to federal, provincial and municipal governments, and non-profit organizations. CORCAN programs also include community-based short-term employment and job placement initiatives.

**Chaplaincy Programs** helps offenders of many faiths to gather in worship to celebrate their rituals and feast days. Each penitentiary has at least two chaplains working closely with offenders and members of the community. Chaplains are required to exercise their ministry in a multi-faith setting, and contracts for chaplaincy services are held with the Roman Catholic, Protestant, Jewish, Muslim, Sikh and Buddhist faith communities.

## **Conditional releases**

Studies show that offenders who are gradually released into the community using a conditional release process increase their likelihood of becoming law-abiding citizens. Since most offenders will eventually return to the community, the best way to protect the public is to help offenders reintegrate into society through a gradual and supervised release. This section reviews the conditional releases available to CSC and the NPB to help offenders safely reintegrate into the community.

### **Temporary absences**

Temporary absences (TA) (escorted or unescorted) are granted for one of the following reasons:

- medical
- administrative
- community services
- family contacts
- personal development for rehabilitative purposes
- compassionate reasons (such as to attend a funeral)

### **Escorted temporary absence**

(Any time during the sentence)

Escorted temporary absences (ETA) are granted to allow offenders to obtain treatment that is unavailable in a penitentiary, to be with critically ill family members, to attend funerals and to prepare for other types of conditional release. During these absences, an offender is escorted by a Correctional Service of Canada staff member or a trained citizen escort.

Offenders are eligible for an ETA at any time during their sentence. The duration of an ETA varies from an unlimited period for medical reasons to not more than 15 days for any other specified reason. Wardens typically authorize ETAs. In certain instances, with offenders serving life sentences, NPB approval is required.

### **Unescorted temporary absence**

(At one-sixth of the sentence or six months into the sentence, whichever is greater)

An unescorted temporary absence (UTA) is a short-term release to the community. Most offenders in the penitentiary system are eligible for UTAs at one-sixth of their sentence or six months into their sentence, whichever is greater. A UTA can be for an unlimited period for medical reasons and for a maximum of 60 days for specific personal development programs. Typically, UTAs last two or three days to allow the offender to visit his or her family. Maximum security offenders are not eligible for UTAs.

The National Parole Board, the Commissioner of the Correctional Service of Canada and institutional heads (i.e., Wardens) have authority to grant UTAs in specified circumstances. Public safety is always of paramount importance in these decisions.

### **Work release**

(At one-sixth of the sentence or six months into the sentence, whichever is greater)

Work release allows an incarcerated offender to work for a specified time in the community on a paid or voluntary basis while under supervision. Generally, offenders are eligible for work release when they have served one-sixth of their sentence or six months, whichever is greater. The institutional head has authority to grant a work release of up to a maximum period of 60 days under specified conditions that always include supervision. Correctional authorities grant work release to carefully selected offenders who perform work and services of benefit to the community such as painting, general repairs and maintenance of community centres or homes for the elderly. Work release is one of the first steps in the safe, gradual reintegration of offenders into society. Offenders in maximum security institutions are not eligible for work release.

## Parole

Parole is a form of conditional release that allows some offenders to serve part of their sentence in the community, provided that they abide by certain conditions. Even though the law requires the NPB to review offenders for parole at some point in their sentence, this doesn't mean that they will get parole. The decision to grant or deny parole involves a thorough review of information and assessment of risk. Parole is a privilege, not a right. The NPB has discretion as to whether or not to grant parole once an offender has served the amount of the sentence required to become eligible for a review by the NPB.

The NPB is an independent administrative tribunal whose members are Governor in Council appointments. Board members are sufficiently diverse in their backgrounds to collectively represent community values and views in performing the work of the NPB.

In determining whether to grant parole, Board members carefully review all available information, including information from victims, the courts, correctional authorities and the offender. In arriving at a decision, the NPB considers a number of factors, but the protection of society is always the paramount consideration. Board members must be satisfied that the offender will not pose an undue risk to the community and will follow specific conditions.

### Conditions, suspension and revocation

When released, all offenders must adhere to certain standard conditions set out in the release certificate (official written authorization to be in the community). Any offender released on parole or statutory release must abide by the following conditions:

- upon release, travel directly to the offender's place of residence, as set out in the release certificate and report to the parole supervisor immediately, and thereafter as instructed by the CSC parole supervisor;
- remain at all times in Canada, within territorial boundaries prescribed by the CSC parole supervisor;
- obey the law and keep the peace;

- inform the CSC parole supervisor immediately if arrested or questioned by the police;
- always carry the release certificate and identity card provided by the releasing authority and produce them upon request for identification to any police or CSC parole supervisor;
- report to the police as instructed by the CSC parole supervisor;
- advise the CSC parole supervisor of the offender's 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;
  - any change that may reasonably be expected to affect the offender's ability to comply with the conditions of parole or statutory release;
- not own, possess or have the control of any weapon, as defined in the Criminal Code, except as authorized by the CSC parole supervisor;
- for an offender released on day parole, return to the penitentiary or community residential facility at the date and time on the release certificate; and
- for an offender released on a temporary absence, return to the penitentiary from which the offender was released at the date and time provided for in the absence permit.

CSC can take action if it believes that the offender is violating release conditions or may commit another crime. It can suspend the release and return the offender directly to prison until the risk is reassessed. Some offenders may remain in prison if the NPB revokes their parole. Others may be released again but under more severe restrictions and after more supervision or community support services are in place.

The NPB may also impose special conditions that it considers appropriate to manage an offender's risk and to prevent them from returning to criminal activity. These may include curfews, restrictions on movement, prohibitions on drinking, participation in a treatment program and prohibitions on associating with certain people (such as former victims, children or convicted criminals). Victims may want to provide information that would help determine the conditions that are

imposed. They can do so by contacting CSC or the National Parole Board.

### **Accelerated parole review**

(At one-sixth of the sentence or six months into the sentence, whichever is greater)

Accelerated review provides a streamlined process of review for day parole and full parole for some *first-time* federal offenders. The NPB must, by law, release the offender under day parole at six months or one-sixth of the sentence, whichever is longer. The NPB must release the offender under full parole at one-third of the sentence, unless it has reasonable grounds to believe the offender will commit a violent offence before the end of his or her sentence.

It is important to note that not all first-time offenders are eligible for accelerated review. For example, offenders are not eligible if they have committed a violent offence, a serious drug offence or an offence involving organized crime where the court has set parole eligibility at one-half of the sentence. Moreover, any offender whose day parole has been revoked is not eligible for accelerated parole review.

### **Day parole**

(Six months into the sentence or six months before full parole eligibility, whichever is later)

Day parole allows offenders to participate in community-based activities to prepare for release on full parole or statutory release. Offenders on day parole must return nightly to an institution or a halfway house unless otherwise authorized by the National Parole Board.

The eligibility date for review for day parole is also earlier than for full parole. Most federal offenders are eligible for day parole at either six months into the sentence or six months before full parole eligibility, whichever is later. Day parole is normally granted for up to a maximum of six months. Those serving a life sentence (for first and second degree murder) and dangerous offenders (see *Special situations* below) are eligible for day parole three years before their full parole eligibility date.

### **Full parole**

(One-third of the sentence or seven years, whichever is less)

Full parole is a conditional release that allows offenders to serve the remainder of their sentence in the community. Under this form of release, an offender may live with his or her family, work and contribute to society. Although no longer required to return to the institution, the offender remains under supervision and must continue to abide by certain conditions. Generally, an offender serving a definite sentence is eligible for full parole at one-third of the sentence or seven years, whichever is less.

### **Statutory release**

(After two-thirds of the sentence)

By law, offenders who are not considered likely to commit a serious offence (see *Detention* below) must be released after serving two-thirds of their sentence. The NPB may add conditions to those imposed on all offenders in order to protect society and to assist the offender in beginning a new life. In certain cases, the NPB can also impose a residency condition in a community-based residential facility. CSC parole officers supervise these offenders in the community, like all others on conditional release.

Not all inmates are entitled to statutory release. For example, those serving a life sentence and those designated dangerous offenders (see *Special situations* section below) are excluded from this type of conditional release.

### **Detention**

(Last third of the sentence)

Upon a referral by CSC, the NPB may order that an offender be detained beyond his or her statutory release date and to the expiry of his/her sentence. The NPB must be convinced that if the offender is released in the community, he or she is likely to commit an offence causing death or serious harm, a sexual offence involving a child, or a serious drug offence before the end of the sentence.

## Long-term offender designation

(Up to 10 years after end of sentence)

An offender designated by the courts as a long-term offender at a special sentencing hearing will be sentenced to a penitentiary sentence and an additional period of long-term community supervision up to a maximum of ten years. For example, a court can impose long-term supervision on offenders convicted of specific sexual offences where, in the court's judgement, the risk presented by the offender can be managed in the community through appropriate supervision.

Every long-term offender who is in the community is subject to standard conditions. However, the NPB can add special conditions to ensure close supervision of the offender, such as mandatory participation in counselling. CSC provides the community supervision.

## Special situations

### Life imprisonment for murder

Eligibility dates vary considerably for those offenders who were sentenced to life imprisonment as a minimum sentence before July 26, 1976. Since that date, the law has changed, creating the two categories of murder (first and second degree) each with specific parole eligibility dates:

- **First degree murder**

An offender convicted of first degree murder receives a life sentence and is not eligible for full parole for 25 years.

- **Second degree murder**

An offender convicted of second degree murder receives a life sentence as well, however the judge determines when the offender should be eligible for consideration for full parole. This time can be set anywhere between 10 and 25 years.

These offenders become eligible for unescorted temporary absences and day parole three years before their full parole eligibility date. An offender may apply for escorted temporary absences after admission to a federal institution. After the eligibility periods have ended, if the NPB considers that the offender will not pose an undue risk to the community, the NPB may grant him or her some form of conditional release and,

if these are successful, eventually full parole. Should the offender continue to pose an undue risk to society, he or she will remain in federal custody to serve the life sentence.

Offenders who are paroled while serving life sentences remain on parole for life unless parole is revoked and they are returned to a penitentiary. Without a grant of parole, the offender remains imprisoned for life.

### Judicial review

After 15 years, most offenders serving life sentences with a parole eligibility date of greater than 15 years may apply to the courts to have the eligibility date reduced under Section 745.6 of the *Criminal Code* (Judicial Review).

If a unanimous jury, sitting in the province where the offender was convicted, finds there is enough evidence that the offender has been sufficiently rehabilitated to justify allowing consideration for conditional release, the offender's parole eligibility dates may be lowered. A victim may provide information at a judicial review hearing either orally or in writing. If the offender's parole eligibility date is lowered, the decision to grant or deny a conditional release remains with the National Parole Board.

Changes introduced in 1997 exclude offenders who have been convicted of more than one murder from making an application for review of their parole ineligibility period.

### Dangerous offenders

Part XXIV of the *Criminal Code* sets out an exceptional procedure to have an offender declared to be a dangerous offender and sentenced to either an indeterminate sentence of imprisonment (no set date for release) or a determinate sentence. The dangerous offender provisions in the Criminal Code were amended in 2008.

Under the Criminal Code, this sentence is available only for certain offences, such as serious personal injury offences. In considering whether to declare an accused a "dangerous offender", the court examines whether the evidence establishes: (1) a pattern of repetitive or aggressive behaviour such

that the accused constitutes a threat to the safety of the public; or (2) that the accused has shown a failure to control his or her sexual impulses and will likely cause injury or pain to other persons. Under this sentence, the first parole review occurs after seven years and subsequent reviews occur every two years. The NPB decides whether, and under what conditions, the offender will ever be released.

## **D. Community corrections**

Gradually releasing offenders from prison and helping them adjust to life beyond prison walls is called community corrections. Such work is essential because experience and studies show that most offenders are more likely to become law-abiding citizens if they participate in a program of gradual, supervised release and reintegration.

### **Supervision, programming and community involvement**

Supervision means the direct monitoring of offenders. Except for most temporary absences, work releases, and statutory release, the National Parole Board (NPB) makes the decision to release the offender and the Correctional Service of Canada (CSC) supervises the offender.

Supervision is carried out mainly by parole officers employed by CSC and sometimes by agencies under contract, such as the John Howard Society, the Elizabeth Fry Society or the Salvation Army. All offenders on conditional release are supervised no matter where they live—whether in the city or remote parts of the country. The degree of supervision will depend on the individual. Some offenders may require closer monitoring and more frequent contact than others. Offenders who are considered to be a higher risk to society will require close monitoring and more frequent contacts. Those who are lower risk require less.

In monitoring offenders, correctional staff rely on many sources of information—police, families, program staff, employers, victims and others. By being aware of the offender's situation, correctional staff can help ensure that he or she stays on track. They can take action when the offender breaks rules, or they can help solve problems that could, if not addressed, lead to a new crime.

Research shows that supervision alone does not help offenders change. Supervision needs to be complemented with good programming. Offenders on community releases, therefore, may be expected to participate in programs tailored to their needs. Some programs help them cope with daily living, relationships and emotions. Some offenders upgrade educational or employment skills. Some deal with specific issues such

as sexual offences and alcohol or drug abuse. Programs in the community build on the gains that the offender has already made by taking part in programs when they were imprisoned.

Agencies and individuals in the community also deliver programs or add to program activities. They act as counsellors, role models and support networks. In addition, community involvement also demonstrates the community's willingness to accept those offenders who reform themselves. Offenders' success in starting afresh depends partly on their own efforts and partly on the opportunities the community at large provides.

Further to this, CSC has a national approach on Aboriginal corrections that includes:

- the National Aboriginal Advisory Committee to enable Aboriginal community leaders to assist CSC in involving the Aboriginal community more extensively in the integration of offenders;
- agreements with Aboriginal communities for the provision of correctional services;
- enhanced Aboriginal treatment centres such as healing lodges (special institutions for lower-security Aboriginal offenders), based on Aboriginal values and principles;
- strengthened Aboriginal programming that increases inmates' access to Native Liaison Services and Elders in order to address their spiritual needs; and
- development of culturally sensitive programs;
- a concerted effort to recruit Aboriginal staff; and
- Aboriginal Pathways, a process of culturally appropriate interventions to prepare offenders for transfer to lower security institutions and for eventual release to the community.

### **Key partners in community corrections**

#### **Community networks**

The skills, resources and experiences of many different people are needed to deal with offenders' complex problems and needs. CSC, therefore, draws upon a broad network of organizations and individuals—family members, psychologists, employment counsellors, educators and others—to assist in community

correctional work. Such community networks provide both supervision and support.

The needs of Aboriginal offenders in the community are met by Aboriginal Community Liaison Officers and Aboriginal Community Development Officers. These officers, who work with established communities and Elders, are often located in parole offices.

In some cases, volunteers can play an important role in correctional efforts. They enrich and supplement supervision by establishing positive relationships with offenders, helping them to socialize and providing links to the community. In some parts of the country—usually remote areas—volunteers are used extensively to complement the work of parole officers.

### **Community-based residential facilities**

A community-based residential facility is a halfway house owned and operated either by a non-governmental agency or by CSC. Each agency-owned facility operates under contract to CSC, providing accommodation, counselling and supervision for 15 to 30 offenders who are usually on day parole or statutory release with residency. The contract sets out detailed requirements for levels of control and assistance. There are about 200 such facilities under contract each year.

In addition, CSC operates 16 of its own community-based residential facilities, which are referred to as Community Correctional Centres (CCCs). In these centres, the director, parole officers and support staff work as a team, often in cooperation with community partners, to supervise and provide programs for offenders on day parole, statutory release with residency and long-term supervision orders.

### **Parole offices**

CSC operates 70 local parole offices, each responsible for a specific geographical area and the management of offenders within it. An office normally consists of a director, parole officers and support staff. Together with community networks, the local office works to assess offenders, assist offenders through programs, and ensure that the level of supervision is appropriate to the risks and needs presented by each case. The local parole office is the base from which most of community corrections take place.

### **Parole officers**

The parole officer is the key link to supervised offenders in the community and is crucial to managing offender risk. The job is part police officer, part social worker. Parole officers must be flexible, enforcing strict controls in some cases and acting as counsellors in others, depending on each offender's needs.

Parole supervision is based on a professional relationship with each offender and on a study of the risk factors that contribute to the individual's criminal behaviour. The parole officer ensures the offender follows his or her Correctional Plan through:

- regular visits with the offender, with or without advance notice;
- contacts with family, police and employers; and
- feedback on an offender's progress by checking with people who may be assisting the offender in a program.

If the offender breaches parole conditions or seems likely to do so, the parole officer can take disciplinary measures, which may include taking the necessary steps to send that person back to jail.

Parole officers are guided in their work by rules and standards. Parole officers routinely write reports on the progress of each offender and discuss cases that require additional attention with their supervisors. Officers work together with many community agencies to help secure stable housing, employment, income and positive personal contacts.

Each parole officer is responsible for 15 to 20 offenders. The caseload may be lower if the offenders require intensive supervision or live in remote areas.

## E. Contact information

### Public Safety Canada

#### National Office for Victims

Public Safety Canada  
284 Wellington Street, 6th floor  
Ottawa, Ontario K1A 0H8  
Phone: 613-948-1476  
Toll-free line: 1-866-525-0554  
Web: [www.publicsafety.gc.ca/nov](http://www.publicsafety.gc.ca/nov)

### Correctional Service of Canada

#### National Headquarters

340 Laurier Avenue West  
Ottawa, Ontario K1A 0P9

#### Victim Services Division

Toll-free 1-866-806-2275  
E-mail: [victims-victimescsc-scc.gc.ca](mailto:victims-victimescsc-scc.gc.ca)  
Web: [www.csc-scc.gc.ca/victims-victimescsc-scc.gc.ca](http://www.csc-scc.gc.ca/victims-victimescsc-scc.gc.ca)

#### Atlantic Region

1045 Main Street, 2<sup>nd</sup> floor  
Moncton, New Brunswick E1C 1H1  
Phone: 1-866-806-2275

#### Ontario Region

440 King Street West  
P.O. Box 1174  
Kingston, Ontario K7L 4Y8  
Phone: 1-866-875-2225

#### Pacific Region

32560 Simon Avenue  
P.O. Box 4500, 2nd Floor  
Abbotsford, B.C. V2T 5L7  
Phone: 604-870-2712

#### Prairie Region

2313 Hanselman Place  
P.O. Box 9223  
Saskatoon, Saskatchewan S7K 3X5  
1-877-322-5822

#### Quebec Region

3 Place Laval, 2<sup>nd</sup> floor  
Laval, Quebec H7N 1A2  
Phone: 450-967-3680

### National Parole Board

#### Headquarters–National Office

Leima Building  
410 Laurier Avenue West  
Ottawa, Ontario K1A 0R1  
Phone: 613-954-7474  
Web: [www.npb-cnrc.gc.ca](http://www.npb-cnrc.gc.ca)

#### Victims Services

1-866-789-INFO (4636)

#### Atlantic Region

1045 Main Street, Unit 101  
Moncton, New Brunswick E1C 1H1  
Phone: 506-851-6345

#### Ontario Region (including Nunavut)

516 O'Connor Drive  
Kingston, Ontario K7P 1N3  
Phone: 613-634-3857

#### Pacific Region

2nd Floor, 1925 McCallum Road  
Abbotsford, British Columbia V2S 3N2  
Phone: 604-870-2468

#### Prairies Region–Edmonton Office (Alberta)

Scotia Place, Scotia 2, Suite 401  
10060 Jasper Avenue  
Edmonton, Alberta T5J 3R8  
Phone: 780-495-3404

#### Prairies Region–Saskatoon Office (Manitoba, Saskatchewan and NWT)

101–22<sup>nd</sup> Street E., 6<sup>th</sup> floor  
Saskatoon, Saskatchewan S7K 0E1  
Phone: 306-975-4228

#### Québec Region

Guy-Favreau Complex–West Tower  
200 René Lévesque Blvd West  
10th floor, Suite 1001  
Montréal, Québec H2Z 1X4  
Phone: 514-283-4584

## **Department of Justice Canada**

### **Policy Centre for Victim Issues**

Department of Justice Canada  
284 Wellington Street, 6th floor  
Ottawa, Ontario K1A 0H8  
Phone: 613-957-4745  
Toll-free line for Travel Fund: 1-866-544-1007  
Web: [www.canada.justice.gc.ca/victim](http://www.canada.justice.gc.ca/victim)

### **Office of the Federal Ombudsman for Victims of Crime**

P.O. Box 55037  
Ottawa, Ontario K1P 1A1  
Toll-free line: 1-866-481-8429  
Web: [www.victimfirst.gc.ca](http://www.victimfirst.gc.ca)

## **Provincial/territorial victim services offices**

### **Alberta**

#### **Victims Programs**

Alberta Solicitor General and Public Security  
10<sup>th</sup> Floor, J.E. Brownlee Building  
10365 - 97 Street  
Edmonton, Alberta T5J 3W7  
Phone: 780-427-3460  
Fax: 780-422-4213  
Web: [www.solgen.gov.ab.ca/victim/](http://www.solgen.gov.ab.ca/victim/)

#### **Victims of Crime**

Financial Benefits Program  
Phone: 780-427-7217  
Fax: 780-422-4213

#### **Criminal Injuries Review Board**

Phone: 780-427-7330  
Fax: 780-427-7347  
Also available toll-free from anywhere  
in Alberta: 310-0000  
Web: [www.solgps.alberta.ca](http://www.solgps.alberta.ca)

### **British Columbia**

#### **Victim Services and Crime Prevention Division**

302-815 Hornby Street  
Vancouver, British Columbia V6Z 2E6  
Phone: 604-660-5199  
Toll-free inside British Columbia:  
1-800-563-0808  
Fax: 604-660-5340  
Web: [www.pssg.gov.bc.ca/victim\\_services/](http://www.pssg.gov.bc.ca/victim_services/)

#### **Crime Victims Assistance Program**

P.O. Box 5550 Station Terminal  
Vancouver, British Columbia V6B 1H1  
Phone: 604-660-3888  
Toll-free inside British Columbia:  
1-866-660-3888  
Web: [www.pssg.gov.bc.ca/victim\\_services/cva/](http://www.pssg.gov.bc.ca/victim_services/cva/)

### **Manitoba**

#### **Victim Services**

1410-405 Broadway  
Woodsworth Building  
Winnipeg, Manitoba R3C 3L6  
Phone: 204-945-6851  
1-866-484-2846  
Web: [www.gov.mb.ca/justice/victims/services/](http://www.gov.mb.ca/justice/victims/services/)

#### **Compensation for Victims of Crime Program**

1410-405 Broadway  
Woodsworth Building  
Winnipeg, Manitoba R3C 3L6  
Phone: 204-945-0899  
Toll-free inside Manitoba:  
1-800-262-9344  
Web: [www.gov.mb.ca/justice/victims/services/](http://www.gov.mb.ca/justice/victims/services/)

### **New Brunswick**

#### **Victim Services**

Community and Correctional Services Division  
364 Argyle Street  
2<sup>nd</sup> Floor, Argyle Place / P.O. Box 6000  
Fredericton, New Brunswick E3B 5H1  
Phone: 506-453-3992  
Web: [www.gnb.ca/0276/victimservices/](http://www.gnb.ca/0276/victimservices/)

#### **Compensation for Victims of Crime Program**

Web: <http://www.gnb.ca/0276/victimservices/index-e.asp>

## **Newfoundland and Labrador**

### **Victims Services**

Department of Justice  
P.O. Box 8700  
315 Duckworth St.  
St. John's, Newfoundland A1B 4J6  
Phone: 709-729-0900  
Web: [http://www.justice.gov.nl.ca/just/victim\\_services/index.html](http://www.justice.gov.nl.ca/just/victim_services/index.html)

## **Nova Scotia**

### **Victim Services**

Nova Scotia Department of Justice  
5151 Terminal Road, 1st floor  
Halifax, Nova Scotia  
B3J 2L6  
Phone: 902-424-3309  
Web: [www.gov.ns.ca/just/](http://www.gov.ns.ca/just/)

### **Criminal Injuries Counselling Program**

Phone: 902-424-4651  
Toll free within Nova Scotia: 1-888-470-0773  
Web: [gov.ns.ca/just/victim\\_Services/programs.asp](http://gov.ns.ca/just/victim_Services/programs.asp)

## **Ontario**

### **Ontario Victim Services Secretariat**

Ministry of the Attorney General  
7<sup>th</sup> floor, 18 King Street East,  
Toronto, Ontario M5C 1C4  
Phone: 416-325-3265  
Victim Support Line: 1-888-579-2888  
Web: [www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.asp](http://www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.asp)

## **Prince Edward Island**

Victim Services  
Office of the Attorney General  
1 Harbourside Access Road  
P.O. Box 2000  
Charlottetown, Prince Edward Island C1A 7N8  
Phone: 902-368-4582  
Web: [www.gov.pe.ca/go/victimservices](http://www.gov.pe.ca/go/victimservices)

## **Québec**

### **Office of Victims of Crime**

1200, route de l'Église, 9<sup>ième</sup> étage  
Sainte-Foy (Québec) G1V 4M1  
Phone: 418-646-6548  
Web: [www.justice.gouv.qc.ca/english/themes/victimes-a.htm](http://www.justice.gouv.qc.ca/english/themes/victimes-a.htm)

### **Crime Victims Assistance Centres**

Phone: 1-866-532-2822  
Web: [www.cavac.qc.ca/english/index.html](http://www.cavac.qc.ca/english/index.html)

## **Saskatchewan**

### **Victim Services**

Saskatchewan Justice  
610-1874 Scarth Street  
Regina, Saskatchewan S4P 4B3  
Phone: 306-787-3500  
Toll-free: 1-888-286-6664  
Web: [www.saskjustice.gov.sk.ca/victimsservices](http://www.saskjustice.gov.sk.ca/victimsservices)

### **Victims Compensation Program**

Phone: 306-787-3500  
Toll-free: 1-888-286-6664  
Web: [www.justice.gov.sk.ca/VS-Compensation](http://www.justice.gov.sk.ca/VS-Compensation)

## **Northwest Territories**

### **Victim Services**

Community Justice Division  
Government of the Northwest Territories  
Department of Justice  
P.O. Box 1320  
Yellowknife, Northwest Territories X1A 2L9  
Phone: 867-920-6911 (collect calls accepted)  
Toll-free line: 1-800-661-0408, local 8500  
Web: <http://www.justice.gov.nt.ca/victimservices/index.shtml/>

### **NWT Victims of Crime Emergency Fund**

Manager, NWT Victim Services  
Department of Justice (GNWT)  
5th Floor, Courthouse Building  
4903-49th Street  
P.O. Box 1320, Yellowknife, NT X1A 2L9  
Phone: 867- 873-7002

## **Nunavut**

### **Community Justice**

Government of Nunavut

P. O. Box 1000, Station 510

Iqaluit, Nunavut X0A 0H0

Phone: 867-975-6180

Web: [www.justice.gov.nu.ca/i18n/english/commjust.shtm](http://www.justice.gov.nu.ca/i18n/english/commjust.shtm)

## **Yukon**

### **Victim Services and Family Violence Prevention Unit**

Department of Justice

Government of the Yukon

301 Jarvis St.

Whitehorse, Yukon

Y1A 2C6

Phone: 867-667-8500

Toll-free line: 1-800-661-0408

Web: [www.justice.gov.yk.ca/prog/cor/vs/](http://www.justice.gov.yk.ca/prog/cor/vs/)

## F. Glossary

**Aboriginal Community Development Officers** – these CSC employees provide leadership, teaching and awareness of CSC processes for Aboriginal communities. They also facilitate the process where an Aboriginal inmate has an interest in being paroled to an Aboriginal community under Section 84 of the CCRA.

**Aboriginal Community Liaison Officer** – these CSC employees provide teaching, cultural awareness, counselling and general services to Aboriginal offenders. They are a part of the case management team for an Aboriginal offender.

**Accelerated Parole Review (APR)** – APR is a legislated process of review for day parole and full parole for the cases of first-time, non-violent federal offenders. Unless the National Parole Board has reasonable grounds to believe the offender will commit a violent offence before the end of his or her sentence, it must, by law, direct the release of the offender on day parole at 6 months or one-sixth of the sentence, whichever is longer, and on full parole at one-third of the sentence.

**Appeal** – a request for an authority to take a second look at a particular decision.

**Community Assessment** – this report indicates the level of support that an offender has while in custody and in the community. This is one of many sources of information used by the National Parole Board in making a decision about parole or other types of release from the penitentiary.

**Community Residential Facility** – facilities contracted from outside agencies or organizations such as the John Howard Society or St. Leonard's Society to house federal offenders who are in the community on some kind of release. These are also called Halfway houses.

**Conditions** – there are standard conditions of release for day and full parole and for statutory release. These include living in a community approved by the parole supervisor, reporting to the parole supervisor, obeying the law and keeping the peace, carrying the release certificate and identity card at all times, and not owning or possessing a weapon. There can also be

special conditions in place such as curfews, restrictions on movement, prohibitions on drinking or associating with certain people, or agreement to participate in counselling.

**Conditional Release** – Under the Corrections and Conditional Release Act (CCRA) all offenders must be considered for some form of conditional release during their sentence. Conditional release does not mean the sentence is shortened, it means that part of the sentence may be served in the community under supervision with specific conditions. Types of release include temporary absences (escorted and unescorted), day parole and full parole.

**The Corrections and Conditional Release Act (CCRA)** – the legislation that governs the corrections and parole system in Canada. The CCRA outlines the responsibilities of the Correctional Service of Canada, the National Parole Board and the Office of the Correctional Investigator.

**Correctional Plan** – this is a plan developed for each offender based on the Offender Intake Assessment. It lists all of the programs and activities that the offender should participate in. Progress in working on the plan is taken into consideration when making decisions about the offender such as security classification.

**Criminal Injuries Compensation to Victims of Violent Crime** – some provinces and territories offer financial support for victims of crime. There are also some financial support programs for particular purposes such as travel to attend a National Parole Board hearing that are offered by the federal government.

**Criminogenic Factors** – these are factors that research shows lead to criminal offending. These include having pro-criminal attitudes, pro-criminal associates, anti-social or pro-criminal behaviour history and anti-social personality.

**CSC Regional Victim Services Manager** – delivery of the CSC Regional Victim Services Manager oversees victim services in each of the five regions in Canada.

**CSC Victim Services Officer** – employees of the Correctional Service of Canada who are responsible for working with victims. They can assist victims with registering to receive information about the offender who harmed them.

**Dangerous Offender** – under the Criminal Code, an offender may be deemed by a judge during sentencing to be a dangerous offender if it can be shown that there is a significant risk that the offender will commit a future violent or sexual offence.

**Detention** – detention allows the National Parole Board to detain offenders at their statutory release date if it is believed that the offender is likely to commit an offence causing serious harm or death prior to the expiry of his/her sentence. Detention ends at the Warrant Expiry Date.

**Expiry of his/her sentence** – the Warrant Expiry Date. The date the criminal sentence, as imposed by the court at the time of sentencing, officially ends.

**Federal offender** – someone who is serving a sentence of over two years. The sentence is then served in a penitentiary. A Provincial offender is one who is serving a sentence of less than two years. A Provincial offender serves his/her sentence in a provincial jail.

**Government of Canada Travel Guidelines** – the Government posts rules on the kinds of travel costs that they will pay for as well as the amounts that will be paid for. You can find this information on the internet.

**Governor-in-Council appointments** – an appointment made by the Governor General on the advice of the Privy Council (i.e. the Government Cabinet).

**Halfway House** – see Community Residential Facility

**Hearing** – the National Parole Board holds hearings in the institution where the offender is in custody. During the hearing, National Parole Board members will ask the offender questions to help them in their decision, listen to the Correctional Service of Canada Parole Officer's recommendations, and where a victim has chosen to make an oral statement, listen to the victim's statement.

**Indeterminate Sentence** – the sentence that the judge orders is for an indefinite amount of time. The person would remain in prison for as long as deemed necessary because they remain a threat.

**Inmate Count** – the number of inmates in the penitentiary at any given time.

**Institutional Security Level** – institutions are classified as minimum, medium and maximum security. The offender will be placed in a particular security level according to the assessment of risk.

**Jurisdiction** – in this context, jurisdiction refers to the division of responsibilities for offenders between the federal and provincial levels of government. Offenders sentenced to two years or more serve their sentence in a federal penitentiary. Offenders sentenced to less than two years serve their sentence in a provincial prison.

**Legislative Reform** – changing the laws.

**Lock-up** – the time when all inmates must be in their cells and the individual cell doors are locked.

**Long-term Offender** – courts may designate an offender as a Long-term Offender with a long-term supervision order that begins at the end of the custodial sentence. The order can be for a period of supervision in the community for up to 10 years. Breach of the order is punishable by up to 10 years in prison.

**Long-term Supervision Order** – the period of supervision in the community that is given to a Long-Term Offender.

**NPB Regional Communications Officer** – an employee of the National Parole Board who assists victims by accompanying them to parole board hearings, preparing victims to attend and make statements at hearings, and in registering victims to receive information about the offender who harmed them.

**Observers (at an NPB hearing)** – those who are in the hearing room to observe the hearing (this can include victims, members of the general public, and members of the media).

**Offence** – actions that are listed in the Criminal Code as being against the law.

**Offender Assistant at an NPB hearing** – this person attends a Parole Board hearing with the offender to provide advice and support. The law states that offenders have the right to an assistant of their choice at their hearing.

**Offender Intake Assessment** – each inmate goes through this process which established their security level, pulls together documents such as the police report and victim impact statements. This process must be completed within 70-90 calendar days from the offender’s admission to the penitentiary. The assessment also indicates which programs the offender would benefit from.

**Parole** – Parole is a type of conditional release that allows an offender to serve part of their sentence in the community, under the strict supervision of a Parole Supervisor, with conditions that must be followed to reduce the offender’s risk of re-offending and to protect the community.

**Penitentiary** – in Canada, a prison for those who have sentences of more than two years.

**Registered victim** – a victim who has registered with either CSC or the NPB to receive information about the offender who harmed them.

**Registry of Decisions** – a registry of all National Parole Board decisions along with the reasons for those decisions, which can be accessed by victims.

**Release Certificate** – this document contains all of the conditions that are imposed on an offender when they are released and the details of the National Parole Board decision relating to the release. The offender is required to keep this Certificate on them at all times while on release.

**Restorative Justice Approaches** – an approach to justice that promotes healing for victims, meaningful accountability for offenders and the involvement of citizens in creating healthier, safer communities.

**Revoke** – in the case of parole or statutory release, a revocation will result in the offender being reincarcerated to serve their sentence. Only the National Parole Board can revoke a release.

**Sentence** – the judge imposes a sentence after a person is found guilty of a crime. This sentence could include a period of imprisonment.

**Sentencing Hearing** – a hearing before the Judge where the sentence is decided.

**Statutory Release** – The law requires that offenders be released to the community under supervision after serving two-thirds of their sentence. This type of release is called Statutory Release. Statutory release does not apply to offenders who are serving a life or indeterminate sentence.

**Victim Impact Statements** – this is the statement that victims may make in court before sentencing by the judge takes place.

**Victim Statement** – a victim may present a statement at a National Parole Board hearing which describes the ongoing physical, emotional and financial impact of the crime as well as any concerns the victim may have for their safety or the safety of the community should the offender be granted parole.

**Work Release** – a program of release for a specific period of time, supervised by a staff member or organizations as decided by the institutional head for the purpose of work or community service outside the penitentiary.

