

# **Inmate Information Guide for Adult Correctional Institutions**

Ministry of the Solicitor General

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# Introduction

The purpose of this guide is to provide you with general information on the rules, routines, and services available to you while you are an inmate in a provincial, adult correctional institution.

If you have a Human Rights Code related characteristic or need that impacts your ability to read or understand the information in this guide (language barrier, physical disability, intellectual disability, etc.), please let staff know and they will assist you. This also applies to any documents that are provided to you during your time at the institution.

If you have any questions or concerns while you are in custody, talk to a staff member. If the staff member cannot help you or you need more information, you may fill out an Inmate Request Form that can be provided by a staff member upon request. Once completed, you must return the form to a staff member who will forward it to the appropriate department. Please note that your Inmate Request Forms will be stored in your inmate file once completed.

**Legal Disclaimer:** This guide is provided for general informational purposes only and not for the purpose of providing legal advice. You should contact your lawyer to obtain advice with respect to any issue.

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# Admission and Discharge

## Classification

Classification is an ongoing process that begins when you're admitted and ends when your sentence has been legally satisfied. The goal is to place you in the correctional setting that most appropriately meets security risk assessment levels and individual programming needs.

Upon admission, institutional staff will interview you to determine your security level. Every inmate's security level is rated individually using a security assessment or tool. Security level assessments may change throughout your stay depending on your personal situation, behaviour, participation in programming and compliance with institutional rules.

Some factors that are considered for your security level are:

- Past and present institutional behaviour
- Your history of offences
- Past and present breaches of institution rules or misconducts
- Participation in institutional work of rehabilitation programs
- Physical and mental health needs

Your security level impacts your privileges, suitability for programs, work assignments and Temporary Absence Program eligibility.

Should you receive a court ordered sentence of incarceration, staff will meet with you to talk about where you should serve your sentence and to prepare a Classification Report. Staff can also help you choose programs to assist in your rehabilitation. In some cases, you may be able to remain in the same facility (i.e., institution, jail) or detention centre for program purposes instead of being transferred to another institution. You may also have access to some other facilities that have specialized treatment if you meet the criteria. This will all be determined by the institution.

## Discharge Planning and Community Reintegration

Discharge planning and community reintegration will help you prepare for release from custody and support your return to the community. Within the first 72 hours of your admission to the institution, a staff member will meet with you to complete a community reintegration checklist to determine your needs and risks. Staff will offer you assistance with discharge planning and community reintegration if you consent to participate.

If you require referrals to services in the community, you will be provided with a document outlining agencies and their contact information as well as any follow-up

appointments that you are required to attend. This may include things like medical appointments and probation office reporting conditions, etc.

If you are required to report to a Probation and Parole Officer (PPO) after your release from the institution, the Institution Liaison Officer (ILO) will provide you with the address of the probation office that you have been assigned to as well as some reporting directions.

For information on retrieving your property after release, please refer to the Personal Property and Cash section of the guide.

## **Destination on Release**

When you are released, staff responsible for discharge planning and community reintegration will help you with your travel plans and transportation needs. You may be provided with a bus ticket if you need it to get to your destination. You may also speak with health care staff about any medication that you require upon release.

If you are released on parole, the Ontario Parole Board must approve your travel plans before you leave the institution. The board must also approve any changes in your plans. An Institution Liaison Officer will advise you of your parole eligibility date.

## **Probation**

You will be interviewed by the Institution Liaison Officer (ILO) if:

- You are on probation when you are admitted; or
- Your probation starts after your institution sentence ends.

If you will be on probation when you are released, the ILO may request your destination address and will inform you which probation office to report to and when so that you will not be charged with failing to report. A contact number and address will be provided to you if you don't have it.

# **Court, Immigration and Legal Information**

## **Appeals**

If you are considering appealing your conviction or sentence, you should consult a lawyer as soon as possible to get information about the appeal process. The appeal period for criminal offences is typically 30 days from the date of conviction or sentence. The appeal period for provincial offences is generally 15 days from the date of conviction or sentence.

If you decide to appeal your conviction or sentence, you should put in an Inmate Request Form to make sure your appeal is filed on time.

## **Bail**

Only the Justice of the Peace can decide if your bail conditions have been met. You should review issues related to your bail with your lawyer. If you can meet the conditions of your bail, you or your lawyer can ask to see a Justice of the Peace while you are at court. Once the conditions are met, the Justice of the Peace may advise the institution that you can be released.

Family members, relatives, friends, or community supports may also help you meet your bail conditions. You may use the collect pay telephones to call them.

If you do not know your next court date, or have questions about court, please ask a staff member for help.

### **Bail and Immigration Releases**

If you are being held on an Immigration Order, and should you be granted bail on criminal charges, this does not mean that you can be released. To make bail arrangements on immigration matters you must contact the Canada Border Services Agency. The toll-free number is 0-800-240-0171 and is available Monday to Friday from 8:00 a.m. to 4:00 p.m.

## **Canadian Red Cross**

Refugee claimants may contact the Canadian Red Cross (First Contact Program) at 0-866-902-4993. This number is toll free and available 24 hours a day, 7 days a week. Services are offered in several languages.

This number may help you to receive support as follows:

- Help with contacting your family members
- Health care

- Housing
- Legal referrals
- Referrals to shelters
- Social services
- The Refugee determination process; and
- Other available services and information on how to access these services.

## Immigration Detention

If you are being held at the correctional institution for immigration purposes and have questions about your application or case status, please contact Citizenship and Immigration Canada at 0-888-242-2100 or TTY: 1-888-576-8502 (for inmates who are deaf, deafened or hard of hearing or who have speech related disabilities). The toll free number is available Monday to Friday from 8:00 a.m. to 4:00 p.m. If possible, have the reference number associated with your application ready.

If you have questions about your immigration detention, you may contact staff at the Canada Border Services Agency (CBSA) at 0-800-240-0171. The toll free number is available Monday to Friday 8:00 a.m. to 4:00 pm. You can also write the CBSA by addressing a letter to Access to Information and Privacy Coordinator, 333 North River Road, 14<sup>th</sup> Floor, Tower A, Vanier, Ontario K1A 0L8.

Public inquiries can contact the CBSA directly at 416-401-8516 or for information concerning the Access to Information and Privacy request process can be sent by mail (see above), email to [ATIP-AIPRP@cbsa-asfc.gc.ca](mailto:ATIP-AIPRP@cbsa-asfc.gc.ca), visiting the CBSA website <http://www.cbsa-asfc.gc.ca/menu-eng.html>.

## Freedom of Information and Protection of Privacy

The Ministry of the Correctional Services Act allows the ministry to collect information about you for many reasons, related to assessment, classification, health care, supervision, transfers, misconducts, program development, release planning, temporary absence permits and parole.

Under the Freedom of Information and Protection of Privacy Act (FIPPA), you may ask to see or obtain copies of your correctional records.

To see records in your correctional file, you must send an Inmate Request Form to the Clerk of Records. The Clerk of Records will decide if the information may be given to you or if you must apply to the Freedom of Information and Protection of Privacy Office.

You may also apply directly to the Freedom of Information and Protection of Privacy Office by writing a letter or completing an Access/Correction Request Form. Ask the staff if you want a form. If you are writing a letter, you need to give your full name, and date of birth and clearly state what information you want.



You must pay a \$5.00 fee before your application may be sent to the Freedom of Information and Protection of Privacy Office. This fee cannot be refunded, waived or paid at a later date.

Your letter or Access/Correction Request Form must be sent to the Inmate Trust Clerk at your institution. The Clerk will pay the \$5.00 fee and the cost of the money order with money from your trust account. Someone outside of the institution (such as friends or family) can also make the application on your behalf or pay the fee for you. Your application will then be sent to the Freedom of Information and Protection of Privacy Office.

In some cases, the Freedom of Information and Protection of Privacy Office may charge you an additional fee to prepare the records. If there is a fee, you will be told the amount and you can make the decision to continue or remove your request for information. The fee must be paid before the records are provided.

The Freedom of Information and Protection of Privacy Office can refuse to give you certain information. This decision may be appealed. To do this, you must write to the Information and Privacy Commissioner of Ontario (IPC) or use an appeal form available from the IPC. You will have 30 days to appeal (in writing) after you receive a decision letter.

The IPC charges an appeal fee of \$10.00 for personal information (e.g., your medical record) and \$25.00 for general information (e.g., institution rules and regulations). The fee must be sent with the application and cannot be refunded, waived or paid at a later date.

Your appeal letter must be sent to the Inmate Trust Clerk at your institution so that the fee and the cost of the money order can be taken from your trust account. When the fee has been paid, your appeal will be sent to the Information and Privacy Commissioner of Ontario.

## **Legal Services**

If you want legal advice, you may hire and pay for your own lawyer or apply for legal aid through Legal Aid Ontario.

If you would like to hire and pay for your own lawyer, the Law Society of Ontario's Referral Service can help put you in touch with a lawyer who practices the kind of law that you need. The toll free number 0-800-268-8326 or TTY: 1-416-644-4886 (for inmates who are deaf, deafened or hard of hearing or who have speech related disabilities), is available from Monday to Friday from 9:00 a.m. to 5:00 p.m.

### **Legal Aid Ontario:**

Free legal assistance (legal aid) is provided to low income people through Legal Aid Ontario. To apply for legal aid, please ask a staff member or contact Legal Aid Ontario directly at 0-800-668-8258 or TTY: 0-866-641-8867 (for inmates who are deaf, deafened or hard of hearing or who have speech related disabilities). This toll free number is available from Monday to Friday from 8:00 a.m. to 5:00 p.m. Legal Aid Ontario is able to provide services in over 200 languages. For more information on solicitor-client correspondence privileges, see the Correspondence and Mail section of this guide.

If you are representing yourself, the institution can assist you with telephone, fax or mail access to the courts and parties such as the Crown so that you can serve and file court materials. Speak to a Correctional Officer if you intend to represent yourself.

# Human Rights

## The Ontario Human Rights Code

The Ontario Human Rights Code (the Code) is a provincial law that gives every person equal rights and opportunities without discrimination in certain areas such as employment, housing and services. The Code aims to protect each person's human rights and prevent discrimination and harassment based on one or more of the following Code protected grounds:

- **age**
- **ancestry**
- **colour**
- **citizenship**
- **creed**
- **disability**
- **ethnic origin**
- **place of origin**
- **family status**
- **gender identity**
- **gender expression**
- **marital status**
- **race**
- **sex**
- **sexual orientation**

If you require more information, you may ask your lawyer, contact the Human Rights Tribunal of Ontario, or submit an Inmate Request Form to get a copy of the Human Rights Code (e.g. institution library if available). A printable version of the Human Rights Code can be obtained at <http://www.ontario.ca/laws/statute/90h19>.

## The Canadian Charter of Rights and Freedoms

Inmates also have rights under the Canadian Charter of Rights and Freedoms "the Charter." The Charter forms part of the Constitution of Canada.

The Charter protects a number of rights and freedoms, including fundamental freedoms, democratic rights, mobility rights, equality rights and legal rights that may be important to you. For example, among other protections, under the Charter, everyone has the right to:

- life, liberty and security of the person and the right not to be deprived thereof except in accordance with the principles of fundamental justice
- be secure against unreasonable search or seizure

- not be arbitrarily detained or imprisoned; and
- not be subjected to any cruel or unusual treatment or punishment.

If you feel that these or any of your other Charter rights have been violated, you can seek a legal remedy through the court system. For more information, contact your lawyer.

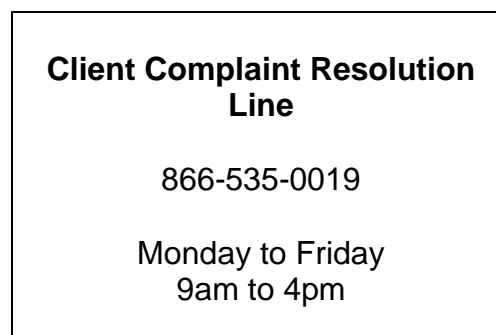
If you would like to get a copy of the Charter or other information on this subject, please submit an Inmate Request Form.

For more information about the Constitution Act, see <http://laws-lois.justice.gc.ca/eng/const/page-15.html>.

## Client Conflict Resolution Unit

The Client Conflict Resolution Line (CCRL) responds to human rights complaints from inmates.

If you believe that you have been **discriminated** against or **harassed** *because* of any of the prohibited human rights grounds (age, ancestry, colour, citizenship, creed, disability, ethnic origin, place of origin, family status, gender identity, gender expression, marital status, race, sex, sexual orientation), you can call the CCRL to make a complaint.



### Contacting the CCRL

When you call the CCRL, the Advisor you speak with will ask you for your full name, your OTIS number, and which institution you are making a complaint about. Then they will ask you details about your complaint.

If the line is busy, or an Advisor is unavailable to take your call, you can leave a voicemail with your full name, your OTIS number, and information about your complaint. The CCRL Advisors are **not** able to return your call, so you will need to call back to follow-up about your complaint.

CCRL keeps a record of all calls received.

You also have the option to write to the Client Conflict Resolution Unit at Ministry of the Solicitor General, 25 Grosvenor Street, 16<sup>th</sup> Floor, Toronto, ON M7A 1Y6.

### **What Happens When a CCRL Complaint is Made?**

The CCRL Advisor can discuss your complaint with the Superintendent of the institution and give them the opportunity to resolve the complaint. If you are not satisfied with the resolution, the CCRL Advisor can let you know about other options for pursuing a complaint. The CCRL processes complaints within 3 business days.

### **Can I Make an Anonymous Complaint?**

For most complaints, the Advisor will need to let the institution know your name so that they can resolve the issue. If you have serious concerns about your safety if you are named in the complaint, let the CCRL Advisor know, and they can talk to you about your options.

# Inmate Complaints

## Complaints about the Institution

If you have a problem, concern or complaint about the institution or its rules, there are options available to you. You may want to consider trying to resolve your problem within the institution as a first step.

### Internal Options (Institution Complaints)

- You may make a written complaint to the Superintendent by filling out an Inmate Request Form. The Supervisor on duty will talk to you on behalf of the Superintendent. If you are not satisfied with the response, you may ask to see the Superintendent or Deputy Superintendent.
- If you are not satisfied with the Superintendent's response, you may contact the Regional Director in writing to explain your complaint and what steps you have taken to resolve your issue(s). For contact details, see the Institution Services Mailing Addresses section of the guide.
- If you are still not satisfied, you may write to a senior ministry official including the Assistant Deputy Minister, the Deputy Solicitor General and/or the Solicitor General to ask for further review. The senior ministry official or designate will respond to you and the Superintendent of any action taken regarding your complaint. If you need assistance obtaining these addresses, staff will help you.

### External Options (Institution Complaints)

If you would feel more comfortable discussing your concerns with an external agency, the following options are available to you:

- If your concern is related to discrimination or harassment under the Human Rights Code, you can contact the [Human Rights Legal Support Centre \(HRLSC\)](#). The HRLSC is an independent organization that offers free legal services if you need legal advice or assistance with respect to a matter covered by the Ontario Human Rights Code. The HRLSC can be contacted by mail at Human Rights Legal Support Centre, 180 Dundas Street, West, 8<sup>th</sup> Floor, Toronto, ON M7A 0A1, by phone at 0-866-625-5179 or TTY 416-597-4903, TTY toll free 1-866-612-8627 (for inmates who are deaf, deafened, hard of hearing or who have speech related disabilities).

Public inquiries and information about HRLSC and the services they offer can be located on their website at <http://www.hrlsc.on.ca/en/welcome> or by phone at 416-597-4900.

- If you want to file an application to the Human Rights Tribunal of Ontario (HRTO) or for information about filing an application, the hearing process or to request a copy of an application form, you may contact the HRTO by mail at Human Rights Tribunal of Ontario, 655 Bay Street, 14<sup>th</sup> Floor, Toronto, ON M7A 2A3, by phone at 0-866-598-0322, TTY 416-326-2027 or TTY toll free 1-866-607-1240 (for inmates who are deaf, deafened, hard of hearing or who have speech related disabilities).
- You may also seek help from legal clinics, a private lawyer or a paralegal, or you may file an application to the HRTO on your own. You should be aware that there is a limitation period for filing a complaint (called an application) with the (see [Legal Services](#)). Generally, you have one year from the incident you are complaining about to file an application with the HRTO.

Public inquiries can also be made to the HRTO by mail (see above), by email at [hrtto.tdpo@ontario.ca](mailto:hrtto.tdpo@ontario.ca), through their website at <http://www.sjto.gov.on.ca/hrtto/> or by phone at 416-326-1312, toll free at 1-866-598-0322, TTY 416-326-2027 or TTY toll free 1-866-607-1240.

- You may also choose to file a complaint with the Office of the Ombudsman Ontario (see Complaints to the Ombudsman Ontario section of the guide).
- You may also write directly to a Member of Provincial Parliament (MPP) or any Minister of the Crown. If you need help in getting mailing addresses and/or phone numbers, put in an Inmate Request Form and staff will help you.

## Complaints against Police

If you are unhappy with the services or conduct of an individual police officer or police service, there is a process for formal complaints. There are a few different options to file a complaint depending on the police service involved and/or the nature of complaint. These options are as follows:

### **Making a Complaint about Municipal Police Services or Ontario Provincial Police (OPP)**

- You may send a written and signed complaint to any police station in Ontario. To get the mailing address for the police station, put in an Inmate Request Form and staff will help you. The police service will forward your complaint to the Office of the Independent Police Review Director (OIPRD); or
- You can send a written and signed complaint directly to the Office of the Independent Police Review Director (OIPRD) and/or request a copy of a Complaint Against the Police Form. The OIPRD is the agency that receives, manages, and oversees all complaints about police in Ontario (including municipal and regional police services and the OPP). Complaints can be about

the conduct of a particular officer or the policies and services of a police service. Generally, complaints should be filed with the OIPRD within **six months** of the incident. The OIPRD can be contacted in writing at the Office of the Independent Police Review Director, 655 Bay Street, 10<sup>th</sup> Floor, Toronto, ON M7A 2T4 and by calling 0-877-411-4773 or TTY: 1-877-414-4773 (for inmates who are deaf, deafened or hard of hearing or who have speech related disabilities).

**Note:** The OIPRD has prepared a green information booklet that contains a complaint form and a self-addressed envelope. You may get this booklet by asking staff or submitting an Inmate Request Form.

Public inquiries about the OIPRD, including accessing information about their services and complaint process can be made through mail (see above), on their website at [www.oiprd.on.ca/](http://www.oiprd.on.ca/), by email at [OIPRD@ontario.ca](mailto:OIPRD@ontario.ca) or by calling toll free at 1-877-411-4773 or TTY 1-877-414-4773.

### **Making a Complaint against First Nations Police**

- You can file a complaint against the First Nations Police in person, in writing or by telephone. The complaint must be filed with the Chief of Police of the First Nations Police Service where the constable is employed. If you do not agree with the Chief of Police's decision, you may complain to the Band Council. If you need help finding the mailing address of the police service, you can submit an Inmate Request Form and staff will help you.

### **Making a Complaint against Other Police Agencies**

- If you have a complaint against another law enforcement agency, such as a police service from another province, Canadian National Railway Police Service, Royal Canadian Mounted Police, Canadian Pacific Police Service, the Canadian Border Services Agency, the Canadian Forces Military Police, etc., you may contact the law enforcement agency directly to find out how to make a complaint or have a lawyer do it for you. Put in an Inmate Request Form and staff will assist in getting these mailing addresses and/or phone numbers for you.

## **Complaints to the Ombudsman of Ontario**

The Ontario Ombudsman is an independent and impartial Officer of the Legislature who resolves complaints about government and public sector bodies, including complaints that relate to the care and custody of inmates.

- Staff can provide you with a pre-addressed, confidential envelope to contact the Ombudsman's Office by mail if you wish to put your concern in writing. Once completed, you seal the letter and hand it back to a staff member. Letters will be addressed to the Office of the Ombudsman of Ontario, Bell Trinity Square, 483 Bay Street, 10<sup>th</sup> Floor, South Tower, Toronto, ON M5G 2C9. You also have the option to call the Ombudsman's Office at 0-800-263-1830 or TTY: 1-866-411-



4211 (for inmates who are deaf hard of hearing or who have speech related disabilities) from Monday to Friday between 9:00 a.m. to 4:00 p.m.

Public inquiries and information about the Ombudsman's Office including access to forms can be made by request in writing (see above) and/or located on their website at <http://www.ombudsman.on.ca/Home.aspx>, by sending an email to [info@ombudsman.on.ca](mailto:info@ombudsman.on.ca) or calling toll free at 1-800-263-1830 or TTY: 1-866-411-4211 from Monday to Friday between 9:00 a.m. to 4:00 p.m.

## **Complaints against Canada Border Services Agency**

The Canada Border Services Agency (CBSA) is a federal agency that is responsible for border enforcement, immigration enforcement and custom services.

- Complaints can be submitted by writing to the Recourse Directorate, Canada Border Services Agency, Ottawa, ON K1A 0L8.

Public inquiries can be directed to CBSA by mail (see above), by email [contact@cbsa-asfc.gc.ca](mailto:contact@cbsa-asfc.gc.ca) or by accessing their website at <http://www.cbsa-asfc.gc.ca/menu-eng.html>.

# **Inmate Money and Payments**

## **Family Support Orders**

Payments to Family Support Orders must be processed through your Trust Account. If you are serving a sentence for not making court ordered payments for family support, this may impact your ability to earn remission. Typically, to be released before the date the sentence ends you must pay the entire amount you owe. Consult your lawyer if you have any questions about this process.

## **Fines**

If you are brought to an institution or detention centre for not paying a fine, you may pay the full amount when you arrive. You may also pay the amount owing at any time.

Let staff know if you want to pay a fine. If you don't have enough money to pay the fine yourself, family, friends, or other people you know in the community may pay it for you. You may use the collect pay telephones or put in an Inmate Request Form to contact them. Fines can only be paid by cash, bank or postal money order or certified cheque.

## **Trust Accounts**

The Superintendent holds the money (cash only) you had on admission in a trust account for you. Money you receive while in an institution is added to this account. You can use the money in your trust account to buy items from the canteen and phone services (see Canteen section of the guide). Money from your trust account can also be released to a family member or visitor with your signed approval.

Money will not be taken from your trust account without your approval. You cannot transfer money from your account to another inmate's account while you are in an institution unless the Superintendent approves it. With the Superintendent's approval, you may send support payments to your family or dependents.

If you wish to make large deposits to or withdrawals from your trust account, you must get permission from the Superintendent first. This will allow the institution time to make any necessary arrangements. For large withdrawals, you may be asked to provide bills (such as rent, utilities) to support your need to remove the funds.

When you are released from the institution, you will be given any money remaining in your trust account. If you are released from court, you have 90 days to claim your money and personal property or make arrangements for someone else to claim it. After 90 days, if you do not claim the money in your trust account it will be deposited in the Consolidated Revenue Fund of the Province of Ontario in accordance with ministry regulations.

# **Inmate Privileges**

## **Canteen**

You may use money from your trust account to buy canteen items. You will have the opportunity to buy canteen items once a week. You are allowed to spend up to \$60.00 each week.

Canteen items are approved products that are available for purchase if you wish to supplement or add to the products that are provided by the institution at no cost. Canteen items include stationary, books, puzzles, beauty aids, etc. Canteen items have fees and applicable taxes. For a list of the canteen items for sale, please ask a staff member.

Please note that the institution is not responsible for loss or theft of your canteen items.

## **Direct Supervision Units**

Direct Supervision Units increase safety for you, other inmates, staff and volunteers. The Unit Officer is in the unit at all times for all daily routines. There is soft seating, more access to yard and T.V. and more access to programs. Direct Supervision Units are not available in every institution.

### **How can I get placed into a direct supervision unit?**

When you first arrive at an institution that has Direct Supervision units, you will be interviewed to determine where you will be housed. Several factors will be taken into consideration, which include your behaviour with the police, your behaviour on admission, your agreement to follow the rules, criminal history, current charges, institution discipline during previous stays, and any court ordered programming that may be related to your stay and the institution's available housing.

For more information on Direct Supervision Units and how you qualify, you should submit an Inmate Request Form.

## **Earned Remission**

Inmates serving a sentence of incarceration at a provincial adult institution can accumulate a specific number of days to use as credit to reduce their time spent in custody. This is referred to as Earned Remission. If you are serving a sentence, you can be credited with up to 15 days for each month served for demonstrating good behaviour by following institutional rules.

### **Loss of Earned Remission**

You can lose some or all of your earned remission as a form of discipline for committing

a misconduct (i.e., if you do not obey institution rules and regulations, etc.). This will be decided at a misconduct interview.

## **Fresh Air and Exercise**

Fresh air and outside exercise is normally offered every day. The Superintendent may cancel it as needed due to circumstances such as bad weather a security concern.

## **Gifts**

No gift will be accepted for you unless it is approved by the Superintendent. If the Superintendent approves a gift, it will be checked by staff and placed with your personal property. The gift will be given to you when you are released from the institution.

Gifts of money may be placed in your trust account to use while you are in the institution. You will be given any money remaining in your trust account when you are released. See the Trust Accounts section of the guide for more information.

## **Library and Reading Material**

Inmates are encouraged to read and access information that is commonly available to the public. Restrictions on reading material may apply where there is reasonable cause to believe that the material would impact the security and safety of the institution.

Staff will tell you if there is a library at the institution. If a library is available, inmates typically have weekly access to select some reading materials on the living unit (or another location) or through library parades. Staff will let you know the maximum number of reading materials that you can borrow at one time or have in your cell.

If there is no library program available at your institution or if you want a particular book or special reading material, you may put in an Inmate Request Form.

Some newspapers and magazines may be purchased through the institution canteen. To buy a newspaper or magazine that is not on the canteen list, you must make arrangements through a third party (e.g., family member, friend, etc.), to subscribe and pay for the newspaper or magazine. The third party is responsible for providing the publisher with:

- registration of the subscription,
- the correct address of the institution,
- payment,
- cancellation of subscription (if necessary), and
- an address change if you transfer or are released from an institution.

If you wish to buy some reading material that is not available through canteen, you must write to the Superintendent and indicate the name of the reading material you wish to receive and the name and contact telephone number of the third party who is going to arrange to buy it for you. Once you have received permission, you must tell the third party that the subscription has been approved and ensure that the third party is aware of their responsibilities. You will not be allowed to accept newspapers and magazines that have not been approved. The publisher will send the newspaper or magazine directly to you.

# Inmate Programs

Correctional Services offers a variety of programs to inmates. For a list of the programs available at your institution, you may ask a staff member.

If you would like to attend a program, would like more information about a program, or would like to be removed from the program you are in, please complete an Inmate Request Form.

The programs offered to inmates vary from institution to institution, but they generally fall under the following categories:

## Core Programs

Core Programs are designed to be responsive to your needs and consider any Human Rights related need. They can be delivered in groups or individually. Some examples of core programs include life skills, educational sessions, anger management, substance use, anti-criminal thinking, healthy relationships, and sexual offending. For more information on core programs, you may ask a staff member.

## Education Programs

It is recognized that education can help make it easier for inmates to reintegrate into society and to obtain meaningful employment. If you want to take a course or need more information on education programs, you should ask a staff member or put in an Inmate Request Form.

Available educational programs generally fall under five broad categories:

**1. Literacy and Basic Skills**

This program is for inmates who need help with reading and writing skills.

**2. High School Credit**

This program is for inmates who want to earn secondary school credits needed for the Grade 12 Ontario Secondary School Diploma.

**3. General Education Development**

This program is suitable for inmates who are working towards fulfilling the requirements to earn the Ontario Secondary School Equivalency Certificate.

**4. Community College or University**

This program is available to inmates in some institutions who may meet community college or university admission requirements and can earn credits towards a college

certificate, diploma, or university degree. The cost may need to be covered by the inmate.

#### **5. Correspondence Courses**

Additional types of correspondence courses with a range of educational levels may be available to inmates. The cost may need to be covered by the inmate.

## **Indigenous and Cultural Programs**

There are a range of Indigenous programs offered to inmates who are interested in learning more about their Indigenous culture, teachings, traditions, medicines, and ceremonies. These programs can assist Indigenous inmates with rehabilitation in the institution and community.

The Ministry also has a focus on Afrocentric programs, such as the African Canadian Excellence (ACE) program that addresses the needs of black male inmates. For more information on Indigenous and cultural programs, you may ask a staff member or a Native Inmate Liaison Officer.

## **Volunteer Programs**

Volunteers from the community may help run additional programs for inmates at your institution. Volunteer programs may include health education, arts and crafts, social support services, recreational skills, Alcoholics Anonymous (AA), and culturally specific services. For more information on volunteer programs, you may ask a staff member.

## **Work Programs**

Work programs provide meaningful work experience and the opportunity to develop practical skills in a real-life environment to assist with an inmates return to the community.

Inmates who participate in work programs do so on a voluntary basis and must qualify for these programs. Some examples of these programs include laundry, kitchen, license plate manufacturing, metal fabrication, stores, tailor shop textiles, and woodworking/carpentry.

For more information about work programs, you may ask a staff member or submit a Request Form to be considered for this type of program.

# **Inmate Rights**

## **Correspondence and Mail**

On admission, you are given paper and an envelope to send one letter at no cost (for free). Every week after that, you will receive more paper to send two letters at no cost. If you want to write more than two letters a week, you must buy the extra writing paper, envelopes and stamps through the canteen order process. There is no limit on the number of letters you may receive but the Superintendent may place a limit of the number of letters you may keep in your cell. Extra letters may be placed in your property. If you wish to have mail you have received placed in your property, you must put in an Inmate Request Form. Staff can help you with this process.

You may not have large packages, books, magazines, stickers, food items or polaroid pictures mailed to you. Items that are saturated with perfume or other odours may not be delivered to you but may be sealed and placed in your property. Items that may contain a biohazard will also be sealed and placed in your property. These include letters with lipstick kisses or other items that may contain a biohazard. The Superintendent or Designate will establish and enforce limits of items permitted in your cell.

The Superintendent will refuse to send a letter to a person who you are not allowed to contact (e.g., victims, persons with restraining orders, etc.). Police may be advised if the law or a court order has been violated.

Most letters you send must not be sealed before you put them in the mail collection box. The only letters you may seal are letters to your lawyer, the Ombudsman of Ontario, the Correctional Investigator of Canada, the Information and Privacy Commissioner of Ontario, the Ontario Human Rights Commission, the Human Rights Tribunal of Ontario, the Human Rights Legal Support Centre, the Office of the Independent Police Review Director, the Senior Medical Consultant, the Manager of Corporate Health Care, and the Client Conflict Resolution Unit. If you want to write to any of these offices, ask staff for help.

### **Mail and Security**

Institution staff can check letters you write or receive, and all letters will be tested by a scanner for contraband. The Superintendent can refuse to send a letter that affects the security of the institution, threatens someone, intimidates, harasses anyone, or incites hate or violence. If this happens, the staff will tell you why your letter was not sent.

If someone sends you a letter that is threatening, contains bad language or incites hate or violence, the letter will be returned to the person who mailed it, or in some cases, turned over to the police.



## **Mail Between You and Your Lawyer**

Letters to your lawyer should be sealed in front of a staff member before they are put in the mail collection box. Correspondence from your lawyer will not be read by staff unless there is reason to believe that the letter poses a security risk or contains contraband like paper clips and/or staples. If the letter needs to be opened, it will be opened and inspected in front of you and a staff witness. Any contraband will be removed. A letter sent by your lawyer shall not be read by the Superintendent or the Superintendent's designate unless there are reasonable and probable grounds to believe that it contains material that is not privileged as solicitor-client communication.

## **Deaf, Deafened and Hard of Hearing Inmates**

If you are deaf, deafened or have difficulty hearing, you should let the staff know. Accommodations will be arranged to help you. If you use sign language, the Superintendent can find staff or volunteers who sign to answer your questions and can help you with information about trial, parole hearing, misconduct interview, programming, or to understand what is being communicated to you. The Superintendent can also obtain a TTY telephone to allow you to make toll free or collect calls to people in the community. If you wish to use a TTY telephone, you should tell a staff person who can help you to submit an Inmate Request Form.

If you know that another inmate is deaf, deafened or has hearing difficulties, you should tell the staff.

## **Food Services**

You will be provided with three nutritionally balanced meals each day. An evening beverage or snack may also be provided. Special brunch meals or other food service options may be provided on weekends and holidays.

### **Diets**

Correctional Services recognizes that some inmates may require special diets for:

- Medical reasons (e.g., allergies, diabetic, heart disease, etc.);
- Spiritual or religious beliefs (e.g., Kosher, Halal, etc.); and/or
- Lifestyle choices (e.g., vegetarian, vegan).

Upon admission, you will be asked by admitting or a health care professional whether you need a special diet for medical, religious or lifestyle reasons.

If you have not been given a chance to request a special diet or tell staff of your special diet requirements during your admission or your initial health assessment, you may make a request using an Inmate Request Form. In your request, it will be useful to provide the details of this diet and the reason why it is needed

## **French Language Services**

All institutions in the province are required to offer services in French. If you want to receive French language services, you should tell staff and/or put forward an Inmate Request Form.

## **Health Care Services**

The institution's health care manager or senior nurse oversees health care matters for inmates. Questions or concerns about your health care can be directed to the health care manager or senior nurse.

Institutions have nurses, mental health nurses, doctors, and psychiatrists. They may also have nurse practitioners, dentists, pharmacists, social workers, psychologists, physiotherapists, chaplains, and Native Liaison Officers who each may contribute to your well-being. If needed, you may be referred to other health care providers or specialists. In some cases, medical appointments may be by Telemedicine, where you and the doctor communicate by video.

While you are in the institution, health care staff is available to help you understand your health care options so that you can make informed decisions about your care. It is important that you tell the health care staff about your health including current and past illnesses and conditions, medications, drug and alcohol use, surgeries, etc. as it will help them with your care and treatment. The information you share with health care staff is confidential, and is kept in a separate health care record, rather than with your general institution file.

### **Medications**

Health care staff will ask what medications you take, the pharmacy that gave you the medications, and who your doctor is. Health care staff will contact your pharmacy or doctor to confirm the information. The institution's doctor will review your medication(s) and prescribe necessary medication based on their assessment.

Nurses give out medication twice a day, either in your cell or on the range. You are not allowed to share your medication. If someone is pressuring you to give them your medication, let health care or correctional staff know. Health care staff will work with you on a plan for you to receive your medication safely.

Medication that you had with you when you arrived at the institution will be placed in your personal property and will be returned to you when you leave.

You may be provided with a supply of medication in your property for release. Speak with health care staff to arrange for medication on release.

## **Infections and Illnesses**

To reduce the risk of spreading infections (e.g., colds, flu, skin infections, hepatitis, etc.), you should:

- wash your hands with soap and water often and especially before eating and after touching door handles, sinks, showers, and using the toilets;
- cover your coughs and sneezes
- not share personal items (e.g., clothes, bedding, towels, clothing, combs, brushes, shaving equipment, toothbrush, etc.);
- cover your broken skin, such as sores and cuts; and
- ask to see health care if you have any cough, fever, sores, rashes, or other signs of infection.

Condoms and dental dams are available at all facilities through health care.

You can ask to be tested for infections like HIV, hepatitis, and sexually transmitted infections (STIs). If you have an infection, treatment options will be discussed.

## **Tolerance to drugs and risk of overdose**

Your body's tolerance to drugs goes down quickly when you stop using them, even after a few days. This means you can overdose if you take your normal amount of drug, especially for opioids (like morphine, oxy, heroin, fentanyl) and downers such as benzos (like valium, ativan, and Librium, etc.). Be very careful with your dose. Mixing drugs, including alcohol, increases your chance of overdose. If you use, be careful and use less than normal, do not use alone, and ask someone to check in on you.

Opioid overdose can result in death. If you feel you are overdosing or you see someone else overdosing, call for help immediately.

Naloxone (Narcan) may temporarily reverse the effects of an opioid overdose for a short time and prevent death. Take Home Naloxone (THN) kits are available when released. Ask health care staff for one. Overdoses are medical emergencies and 911 should be called immediately. Even if it appears that the Naloxone was effective, it wears off quickly and the person may continue to have toxic effects from the opioid drug.

You can get treatment in an institution for problems with drugs and alcohol. You can ask health care staff what your options are for individual or group support.

## **Treatment Centres**

To be sent to a treatment centre, you must undergo a special classification process. This lets staff know if you are suitable for treatment or if you need an assessment before going to another institution.

If you want more information or have any questions about treatment programs, please put in an Inmate Request Form to the classification staff.

There are currently three treatment centres in Ontario:

### **Algoma Treatment and Remand Centre**

The treatment at this facility is available for men and women and offer programs such as anger management, domestic violence and drug and alcohol abuse. You must apply to go to the Algoma Treatment and Remand Centre for treatment. Institutional staff can assist you with the application process.

### **Ontario Correctional Institute**

Ontario Correctional Institute (OCI) offers treatment for men and women and offer programs such as criminal thinking, substance abuse, emotion management and sexual offending. You are eligible to apply to OCI if you have six months or more remaining in your sentence before discharge. You must apply to go to OCI for treatment and institutional staff can assist you with the application process.

### **St. Lawrence Valley Correctional and Treatment Centre**

St. Lawrence Valley Correctional and Treatment Centre is a secure unit for men. If you have psychiatric needs and would benefit from a secure setting during your assessment and treatment, you may be eligible to serve your sentence at St. Lawrence Valley Correctional and Treatment Centre. If you have any questions and/or concerns, you can speak to a health care professional on staff or put forward an Inmate Request Form and request to speak to the Classification Officer.

### **Mental Health**

During the admission process, health care staff will complete an assessment that includes mental health screening. You may be referred for further mental health support. Depending on your needs, a Care Plan and or Treatment Plan may be designed to support you while you are in the institution.

If you have concerns with your mental health, you can submit an Inmate Request Form or speak with staff.

### **Other Health Care Considerations**

If you need special consideration for a medical or health-related condition, for example pregnancy, you may speak directly to a nurse. Temporary accommodations can be considered to help you better manage your situation.

### **Your Health Care Information**

For your privacy, your health information is confidential. Your health information can be shared only with health care providers who are involved in your care, and in rare situations with a person who is authorized by law to see it. If you are transferred to another institution, your health information will be transferred with you.

If you feel your privacy rights have been violated under the Personal Health Information Protection Act, you may file a complaint with the Information and Privacy Commissioner of Ontario (IPC). The Personal Health Information Protection Act (PHIPA) is available

at: <http://www.ontario.ca/laws/statute/04p03>. You can also find more information about PHIPA at the IPC website.

If you wish to see your health care record you may submit an Inmate Request Form to the health care manager or senior nurse.

If you think your health care record contains incorrect or incomplete information, you may request to put a note in your record explaining what you feel is not correct and why.

### **Assistive Devices**

An assistive device is a device that is used to help people (primarily people with disabilities) to perform a task (e.g., get around, sleep, participate in programming, communicate, read, breathe, hear, see, etc.). Some examples of assistive devices are wheelchairs, prosthetics, personal oxygen tanks, crutches, canes, walkers, assistive listening devices, continuous positive airway pressure (CPAP) machines, etc.

In order to accommodate the needs of inmates with disabilities inmates with a prescribed or approved assistive devices will be allowed to keep these during their time at the institution (including in general population, group settings and on transfer) except where there are concerns related to health and safety risks.

At the time of your placement and throughout your time in the institution, health care staff will be consulted when there is a special health care need or where a health care related need poses a health and safety risk.

All assistive devices retained by inmates may be searched as part of regular search procedures. Steps will be taken to make sure that this is done in a way that respects dignity. If needed or appropriate, health care staff may be present or requested to assist staff in conducting the search.

## **Spiritual, Religious or Faith Based Services**

Correctional Services provides multi-faith spiritual and religious services to inmates and allows all faith groups (where available in the community) to come to the institutions.

Please talk to the staff (i.e., Chaplain if available) who can give you more information and help you fill out an Inmate Request Form for this service.

## **Translation Services**

Please let the staff know if you need a translator for your trial, parole hearing, health care assessment, misconduct interview, or programming or to understand what is being communicated to you. You should also tell the staff if you know of an inmate who cannot speak or understand English.

For specific information on French Language Services, please see the French Language Services section of this guide.

## Telephone Calls

You may use the unit telephones to make outgoing calls to cell phones and landlines.

Calls to Legal Aid, the Ombudsman's Office, Human Rights and select Ministry registered inmate support agencies are free. For more information on what pre-approved toll free or local telephone numbers are available, you can reference the Common Access List. If a list is not available in your living unit, you may ask a staff member for assistance.

You may complete an Inmate Request Form to deposit money in your telephone account from your trust account. Friends and family can also put money in your trust account that you can move to your telephone account.

You do not need funds in your account to make a call. You can call collect to most numbers including cellular phones if their phone carrier allows for it.

If you are making a collect call, the person you call must agree to accept the charges. Due to the nature of the phone systems, collect calls made to cell phones may not always go through. This is beyond ministry control.

Telephone access times will vary from institution to institution. All inmate telephones are shut off between the hours of 11:00 P.M and 6:00 A.M hours seven days a week, unless otherwise authorized by Correctional Services. To learn about access times at your institution, ask a Correctional Officer.

On your first attempt to access your telephone account, you will be prompted to create a four digit personal identification number (PIN). After this, you will be prompted to enter your OTIS number and PIN. At any time and as frequent as you like, you can change your PIN by putting forward a request through the Inmate Request Form.

The telephone system puts a 20 minute limit on all calls. An automatic voice message will inform you of the time remaining on your call. At 20 minutes, the call automatically ends.

The telephone system does not allow 3 way calls. It will automatically hang up if a 3 way call is attempted.

Your telephone privileges may be suspended or limited if you abuse the phone system, call people that the courts have ordered you to have no contact with, or for security reasons. Using another inmate's PIN number to make telephone calls is not permitted. This may result in a misconduct and the loss of telephone privileges.

TTY telephones are available in Ontario's institutions. A TTY telephone is an electronic device that allows persons who are deaf, deafened or hard of hearing and/or who have speech related disabilities to communicate via text over a telephone line. If you wish to use a TTY telephone, you should put in an Inmate Request Form.

## Visits

With prior approval, family and friends can visit you while you are incarcerated. Specific visiting hours vary by institution, but generally the visiting hours allow reasonable access by family and friends. Please note that visiting hours vary on or around statutory holidays.

Please ask staff if you want information about visits including the visiting hours, rules about visits and the identification that visitors need to be allowed to visit you. Provide staff with advance notice (verbal and Inmate Request Form) if your visitor requires accommodation due to disability.

During regular business hours, you will be allowed visits from your lawyer, a religious or spiritual leader, a Probation Officer, a volunteer, community support person and other authorized persons.

In addition to these types of visits, inmates that are not serving a sentence of imprisonment shall be permitted two visits a week and sentenced inmates shall be permitted at least one visit each week.

During an emergency, the Superintendent can suspend all visiting privileges without prior notice to you or the visitors.

### **Denying or Stopping Visits:**

A visit may be denied or stopped in the following situations:

- if the visitor appears under the influence of drugs, alcohol or other substance;
- if there is not enough space available;
- the inmate or visitor refuses to submit to search procedures;
- the visitor refuses or fails to produce acceptable personal identification or presenting false identification;
- the inmate or visitor breaks institution rules;
- the inmate or visitor is being disruptive to others in the visiting area and/or their conduct or behaviour threatens the security, safety and good order of the institution;
- where there is a judicial order restraining contact between the inmate and visitor;  
or
- when the inmate refuses the visit.

Depending on the reasons for denying or stopping the visit, the Superintendent may deny future visits from that person.

## Voting

Eligible inmates are allowed to vote in federal, provincial, municipal and First Nations Band Council elections. When there is an election, advance notice will be posted in your living unit telling you who may vote and how. If you need help to vote (e.g., disability related accommodation needs) or have any questions, ask a staff member. It is the inmate's responsibility to inform themselves about the candidates.

For municipal elections, only remanded inmates are allowed to vote. For federal and provincial elections, all eligible inmates whether sentenced or remanded have the right to vote.



# **Inmate Rules and Discipline**

## **Behaviour and Expectations**

Upon admission, you will receive a handout that outlines the rules and expectations that you must follow and explains what happens if you break the rules or receive a misconduct.

You are expected to follow the rules of the institution, listen to, and obey the instructions of staff. You are also expected to respect the dignity and rights of others, including other inmates, staff, and visitors. If you do not follow the rules, you may be placed on misconduct. For a complete list of behaviours which may result in a misconduct, see the Misconducts section of this guide.

You are also expected to keep your cell/dorm area clean, your bed made, and to maintain personal hygiene and cleanliness. If this will be difficult for you because of a disability, please tell a staff member.

Aggressive behaviour, discrimination, harassment, and intimidation of inmates will not be accepted. If you see or are subjected to inappropriate behaviour, speak to a staff member so that it can be addressed. Inmates who exhibit this type of behaviour may face disciplinary measures.

Correctional Services will consider any relevant, legitimate Human Rights Code related reasons for inappropriate behaviour when taking action (e.g. a mental illness which may impact an inmate's understanding of their behaviour). If you have such needs, you should tell a staff member.

## **Contraband**

Contraband is any property that is in an inmate's possession that was not issued by the institution. It could also be an item issued by the institution but is:

- used for a purpose other than that for which it was issued;
- possessed in a quantity in excess of what was issued; or
- possessed in an area other than where it belongs

Any personal property not surrendered during the admission process, which is found by staff after the completion of the admission process, will be deemed to be contraband. All contraband will be removed. Depending on what the contraband is, it may be disposed of, placed in your property, or given to the police. Possession of contraband may result in a misconduct.

Possession of contraband may also be a criminal offence. The institution may contact police if there is belief that a criminal offence has taken place or is intended/planned to take place.

## **Personal Care**

### **Basic Hygiene Items**

While you are in a Correctional facility, you are expected to maintain an acceptable level of hygiene and grooming. If you need help to care for yourself because of a disability, please tell a staff member.

You will be given basic hygiene items for free. These items include a toothbrush, toothpaste, soap, shampoo, comb, deodorant, razor and shaving cream, and if required, feminine hygiene products.

There is a maximum number of hygiene items that you are allowed to buy or keep with you. Staff will let you know how many hygiene items you are allowed to have. Additional items will be placed with your personal property. If you are found to be over the limit without permission, it can be considered contraband, and you may be placed on misconduct.

You will also have reasonable access to other hygiene and grooming services such as haircuts, hair colour or nail care. Please see Hair Length and Facial Hair section of this guide or talk to staff to get more information.

### **Clothing**

All inmates must wear institution clothing while in the institution. You will be responsible for the care and upkeep of your issued clothing. Your clothing must not be altered or damaged. The number of items issued at one time and the schedule for clothing exchange will vary from institution to institution. Clothing is usually exchanged on a one for one basis – for example, you must have a soiled shirt to exchange for a clean shirt.

If your clothing is altered or damaged or you are found to have more institution clothing than is issued by the facility, you may receive a misconduct.

When you go to court, you will be given your own clothes to wear. If your clothes are not suitable for court (e.g., if they are torn or damaged), you may request to wear institutional clothing or clothing brought in by family, friends or community supports. If necessary, weather appropriate clothing may also be given to you for your release. You may ask your family, friends, or other support persons to bring a change of clothes for you. Correctional staff can help you arrange this.

Your own clothing is usually exchanged on a one for one basis unless approved by the Superintendent. To request additional clothing, you must make a request to the Superintendent.

Clothing and property brought in by a visitor will be searched. If contraband is found, the police may be contacted, and the visitor will lose their visiting privileges and may face criminal charges. If criminal activity is suspected, the police will be advised.

### **Hair Length and Facial Hair**

You must keep your hair neat and clean. If you work in the kitchen, you will have to wear a head cover and a beard net if required.

Some institutions have basic hair cutting services for which you have to pay. You must get permission from the Superintendent if you want to make a big change in your hair style or facial hair. If your appearance has been altered, you may need to take another identification picture.

## **Personal Property and Cash**

You cannot give cash or personal property to another inmate while you are in a Correctional Services facility without the written permission of the Superintendent.

The institution will usually store only the property you are admitted with. You must ask the Superintendent's permission before any other property may be brought in for you. If you have too much property, the staff can ask you to have some of it picked up by relatives, friends, or supports in the community.

When you are released, you must pick up your property and any money you have in your Trust Account from the institution that you are released from. You may pick up your property during regular business hours. After 90 days, your property will be disposed of in accordance with ministry regulations.

## **Misconducts**

All inmates must obey the rules of the institution and the Regulations under the Ministry of Correctional Services Act. As per Regulation 778, Inmate Misconduct section 29, an inmate commits a misconduct if the inmate:

- a) wilfully disobeys a lawful order of an officer
- b) commits or threatens to commit an assault upon another person
- c) make a gross insult, by gesture, use of abusive language, or other act, directed at any person
- d) takes or converts to the inmate's own use or to the use of another person any property without the consent of the rightful owner of the property
- e) damages any property that is not owned by the inmate
- f) has contraband in their possession or attempts to or participates in an attempt to bring contraband in or take contraband out of the institution
- g) creates or incites a disturbance likely to endanger the security of the institution
- h) escapes, attempts to escape or is unlawfully at large from an institution

- i) leaves a cell, place of work or other appointed place without proper authority;
- j) gives or offers a bribe or reward to an employee of the institution
- k) counsels, aids or abets another inmate to do an act in contravention of the Act and regulations
- l) obstructs an investigation conducted or authorized by the Superintendent
- m) wilfully breaches or attempts to breach any other regulation or a written rule, of which the inmate has received notice, governing the conduct of inmates or
- n) wilfully breaches or attempts to breach any term or condition of a temporary absence.

### **Alternative Resolutions**

If an officer believes you have committed a misconduct, they may consider alternative resolution as an option to deal with the alleged misconduct. To use an alternative resolution, you must:

- agree that you committed the misconduct
- consent to an alternative resolution process,
- consent to comply with the proposed resolution.

The types of alternative resolutions that may be recommended for you include but are not limited to one or more of the following:

- make an apology
- attend counselling
- attend specified programming
- participate in restorative measures that mitigate or make amends for the misconduct
- loss of all or some privileges, including the privilege of purchasing items from the canteen for a period of seven days or less
- a change of program or work activity
- additional work or duties
- a reprimand

When an alternative resolution is used in response to a misconduct, it will not affect your security classification. If a formal misconduct process is utilized to address it, the misconduct may impact your security classification.

### **Formal Misconduct and Disciplinary Measures**

If you are accused of committing a misconduct, you will have the opportunity to explain your actions and your version of events at a misconduct interview.

A manager will investigate and meet with you before the misconduct interview to learn your version of what happened. You will also be told that you have the right to:

- a) admit or deny the misconduct
- b) request someone to help you at the misconduct interview
- c) appear in person at the misconduct interview and explain your actions
- d) prepare a written statement to be given to the person conducting the interview of the misconduct
- e) call witnesses
- f) question the person who placed you on the misconduct
- g) appeal the results of the interview.

If you wish to have someone help you at the interview you must tell the Operating Manager why you want help when you are interviewed. You should make it clear if your need for help is related to Human Rights Code grounds (e.g., language barrier, physical disability, intellectual disability and mental illness, etc.) that impacts your ability to understand your rights and responsibilities or to participate in the process. Possible accommodations may include support persons, sign language interpreters, translators, communication supports or alternate formats.

You will be told the results of the misconduct interview.

If you are found guilty of a misconduct, you may be disciplined and may face one or more of the following disciplinary measures:

- Additional work or duties
- A reprimand
- Disciplinary segregation for a period of not more than 15 days
- Revocation of a temporary absence permit
- Loss of some or all of the remission in the inmate's credit. No loss will exceed 15 days without the Minister's approval
- Subject to the approval of the Minister, suspension if the eligibility of an inmate to earn remission for a period of up to two months
- A change in security status
- Loss of all or some privileges, including the privileges of purchasing items from the institutional canteen for a period of more than seven days but not more than 120 days

If the alleged misconduct would be a criminal offence, the police will also be called.

If you wish to appeal a finding of Misconduct, you must do so within 30 business days. You may ask staff for a Misconduct Review Request Form while in custody or you may write a letter to the Assistant Deputy Minister, Institutional Services following your release. You must explain why and what you wish to appeal about this misconduct.

You can only appeal a misconduct if:

- a) You allege that the Superintendent/designate did not make the decision in accordance with the procedures set out in the Regulation; or
- b) You have been disciplined by having a portion or the whole of your remission forfeited or by receiving a suspension from eligibility to earn remission

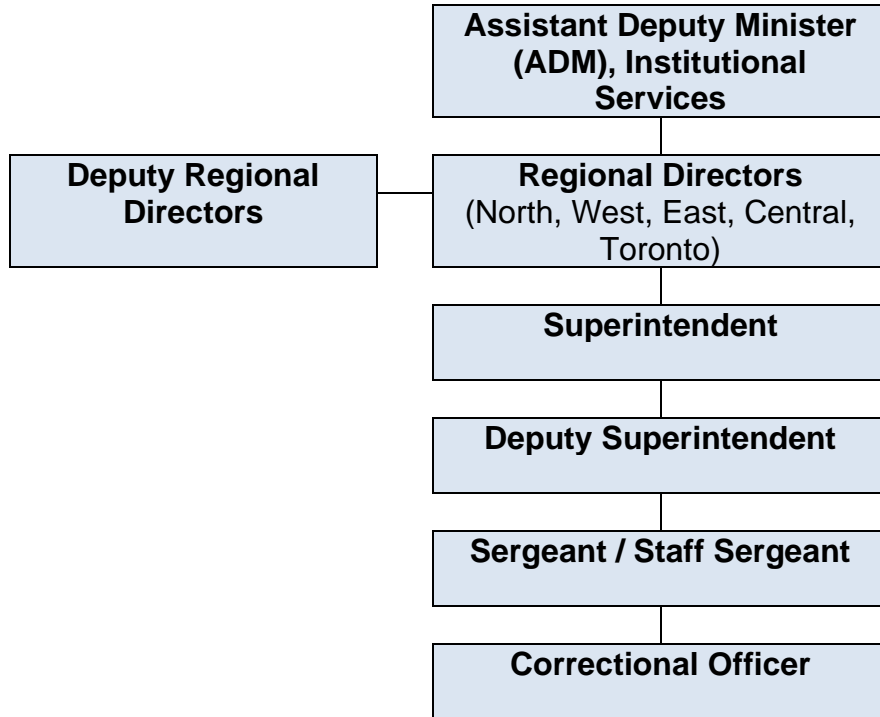
Once the Assistant Deputy Minister, Institutional Services conducts a review of your misconduct, they will provide you with a response within 30 business days of your request. Should you be released by then, they will send the response to your last known address.

Cases of misconduct will be assessed, and addressed on an individualized, case by case basis. Where relevant and appropriate, consideration must be given to any Code related factors that would:

- a) mitigate the severity of the misconduct or the inmate's responsibility for it; or
- b) cause the inmate to be adversely impacted by a particular disciplinary measure if imposed (e.g., disciplinary segregation, loss of privilege, change in programs and or activities).

# Institutional Services Mailing Addresses

The following image illustrates the basic reporting structure for Correctional Services Institutions.



The table below provides mailing addresses for the Assistant Deputy Minister including Directors for each region (i.e., North, East, West, Central, and Toronto regions).

<b>Office of Assistant Deputy Minister, Corrections - Institutional Services</b> 25 Grosvenor Street, 17th Floor Toronto, ON M7A 1Y6	
<b>Director, Northern Regional Office</b> 200 First Avenue W., 4 <sup>th</sup> Floor North Bay, ON P1B 3B9	<b>Director, Western Regional Office</b> 150 Dufferin Avenue, Suite 704 London, ON N6A 5N6
<b>Director, Eastern Regional Office</b> 25 Heakes Lane Kingston, ON K7M 9B1	<b>Director, Central Regional Office</b> 2301 Haines Road, Suite 201 Mississauga, ON L4Y 1Y5
<b>Director, Toronto Regional Office</b> 290 Fennel Avenue West Hamilton, ON L9C 1G2	

# Parole

## Ontario Parole (Sentences of Less than Two Years)

Parole is a form of release that lets you finish the rest of your sentence in the community under a set of conditions.

In Ontario, you are eligible for parole at one third of your sentence. This date is known as your parole eligibility date. By law if you are serving a sentence of six months or more you will be automatically scheduled for a parole hearing. If you are serving a sentence of less than six months, you must apply for parole.

You can also apply for parole any time where special or compelling circumstances exist, for example, if you have medical or mental health-related issues, require unique employment and education programs, if compassionate reasons are present or if you have other Human Rights Code related needs that cannot be accommodated in an institutional setting. To request early consideration, you should put in a request to see the Institution Liaison Officer (ILO).

If you do not want to apply for parole or for your parole board hearing to be automatically scheduled, you may give up (i.e. waive) your right to a parole hearing by completing a waiver form available through the ILO. You may change your mind at any time, and request that the waiver be removed by writing to the Ontario Parole Board (OPB). The Board will then proceed to give you a parole hearing.

## Preparing for Parole

A very important part of the Ontario Parole Board's consideration in making a decision on parole is the plan that you complete and submit in preparation of your hearing.

The Parole Board will look at:

- your criminal history
- the reasons for and type of offences
- your participation and progress in programs and your institutional behaviour
- where you are going to live and what you plan to do with your time if released
- the impact your offences have had on the victim(s) and the community.

You must remember that just because you are eligible for parole does not mean you will get it. Parole is not guaranteed.

Before your parole hearing, the Institution Liaison Officer (ILO) will interview you to prepare your parole plan in a report for the OPB to read. This report will contain information about your plans upon release. You will be asked where you plan to live, work or go to school and who you plan to live with if you get parole. You should try to



have this information and any supporting documents (e.g., letters offering you a job, a place to live or other assistance) available for your interview with the ILO. A Probation and Parole Officer in the community will be responsible for investigating your plan and preparing a Pre-parole Report for the Board. They may contact family, friends, employers, etc. to verify information. The Board will review this information along with other documents they receive. You will be given at least 48 hours notice before your parole hearing date.

## The Parole Hearing

The parole hearing will take place in your institution, in person or by video. The Board members will review your file and ask you questions to help them make their decision. The purpose of the hearing is not to put you on trial again for your offences. Instead, the hearing is an opportunity for you to discuss your offences and how you plan to keep yourself from committing a crime in the future.

At the end of the hearing, the Board can make one of three decisions.

1. **Parole Deferred:** The Board members need more information in order to make a decision and will delay the decision to another day. You will be given the new hearing date in writing.
2. **Parole Granted:** You are granted parole and the Board will let you know your release date and the conditions of your parole. You will be given a copy of the parole decision at the hearing. You will also sign a parole certificate before you leave the institution that you must keep it with you at all times while on parole. The certificate will list the conditions of your release. If your behaviour changes while still in the institution or you stop going to institutional programs, your parole can be cancelled before you are released. The Board can also cancel your parole if it gets new information that contradicts the information you provided at the parole hearing before or after you are released from the institution.
3. **Parole Denied:** If you are not given parole, you will be told why the parole was denied and given a copy of the parole decision at the hearing. If you disagree with the Board's decision, you may write to the Associate Chair, Ontario Parole Board, requesting a review of the decision. In your letter, you must explain the reason(s) you are asking for a review of the decision and provide any new information that may impact the Board's previous decision. Letters should be addressed to Office of the Associate Chair, 250 Dundas Street West, Suite 605, Toronto, Ontario, M7A 2T3.

Public inquiries can be made by mail (see above), by calling 416-325-4480 or visiting their website at [www.opb.gov.on.ca](http://www.opb.gov.on.ca).

## Indigenous Circle Hearings

The Ontario Parole Board (OPB) is committed to consider the unique circumstances of Indigenous peoples. If you are Indigenous and wish to request and participate in a Circle Hearing, you must complete a Request for a Circle Hearing Form to initiate the process no later than six weeks prior to the parole eligibility date.

## **Supervision During Parole**

While on parole, you will be supervised by a Probation and Parole Officer in the community until the end of your sentence date. If you do not follow the conditions of your parole, your parole may be revoked.

# Segregation Conditions

Segregation means any type of custody where an inmate is in highly restricted conditions for 22 to 24 hours or do not receive a minimum two hours of meaningful social interaction each day, excluding circumstances of an unscheduled lockdown. Inmates do not have the right to request to be put in segregation conditions.

## Disciplinary vs. Non-Disciplinary Segregation

### Non-Disciplinary Segregation

The Superintendent may place you in non-disciplinary segregation conditions if:

- a) You are in need of protection
- b) It is necessary to protect the security of the institution or the safety of other inmates, or
- c) You refuse to be searched or resist a search

Non-disciplinary segregation is used only as a last resort due to an imminent risk to the safety or security of the inmate or others within the institution, and only if all other options have been exhausted.

### Disciplinary Segregation

If you have committed a misconduct, the Superintendent may impose disciplinary segregation conditions for a period of not greater than 15 days.

## Your Rights (While in Segregation Conditions)

If you are held in segregation conditions:

- You have the same rights and privileges as all other inmates in the institution except where there is a risk to you or others or your privileges have been taken away for disciplinary reasons.
- You must be provided with a copy of the Inmate Segregation Handout information sheet in a format that you can understand and access.
- You cannot be held in segregation conditions for more than a period of 15 consecutive days.
- You can ask staff for help if you do not understand why you are in segregation conditions or if you need help participating in the segregation review process
- You can also ask staff for help if you have a Humans Rights Code need such as:
  - Someone to translate information for you in another language or in sign language
  - A visit from an Elder and or spiritual advisor
  - Needing help because of a disability
  - A change to your medical or religious diet

- Other concerns or needs you may have

## **Review and Reporting Requirements for Segregation Conditions**

- Your segregation conditions will be reviewed within 24 hours, and you will have the opportunity to provide new information about your situation to ensure that your needs are being met. If segregation conditions are no longer needed, you will be removed from segregation.
- Every 5 days, an Independent Reviewer who works outside of the institution will review the reasons for segregation conditions to ensure that all other options have been explored. A placement in segregation conditions may continue to be supported if for disciplinary or security concerns.

## **Mental Health and Segregation Conditions**

If you have mental health concerns and are held in segregation conditions:

- You will be seen by a health care professional as soon as possible and then on a daily basis
- Clinical staff will work with you to determine what mental health services best meet your needs
- If you are deemed by a health care professional to have a serious mental illness, the institution will provide an alternative placement for you so that you are not held in segregation conditions.

You have the right to refuse assessment, however; you are strongly encouraged to participate and provide accurate information about your mental health. Accurate information will assist staff in developing an appropriate care plan.

# Temporary Absence

## Temporary Absence Program

A temporary absence permit may be granted where it is necessary or desirable that an inmate be temporarily absent from a correctional institution for medical or humanitarian reasons or to assist the inmate with their rehabilitation. The Temporary Absence Program allows eligible inmates to leave the institution for reasons like going to work, receiving medical treatment, attending a funeral, and taking part in community programs. Temporary absences may be escorted or unescorted.

Before applying, you should talk to the TA Coordinator about your plans.

If your discharge date falls on a weekend or a statutory or civic holiday, you might be eligible for a temporary absence permit. This is to make sure that you have access to community services during business hours when you are discharged. These types of temporary absences can be approved by the Superintendent.

The Superintendent or OPB may approve or deny your TA request. The TA Coordinator will let you know if the TA application will be reviewed by the Superintendent or the OPB.

While away from the institution on a temporary absence permit, you are still serving your sentence. You must always carry your TA permit and follow all the TA terms and conditions. You must also comply with any special conditions set by the Superintendent or OPB. If you do not, the Superintendent or OPB has the right to cancel your TA. You may also be placed on misconduct or face additional charges, if appropriate.

If your application for a TA has been denied, you may request a review of the decision in writing within 7 days of receiving the decision. You can do this by submitting an Inmate Request Form. You should provide the reasons for the review request and any new information or submissions supporting your review.

If your TA is denied and was for the purpose of attending a funeral, you may ask about the possibility of attending the funeral virtually. This arrangement may be coordinated by the Superintendent and/or chaplain.

If you want to appeal a TA decision made by OPB, you may write to the Chair of OPB and indicate the reasons for the request along with any new information to support the request. Staff can give you the address.

### **Global Positioning System (GPS) Monitoring**

GPS Monitoring uses special technology to track an inmate's location to ensure they are following with the conditions of their TA. It is a special condition the Superintendent or Ontario Parole Board puts on some TA's. There is no cost associated to the individual

placed on GPS monitoring. The technology is set up at the institution before being released and should not be tampered with.

# Transfers

Transfers from one institution to another may occur for reasons such as programming, treatment, or to support community reintegration plans for inmates who are nearing release. Transfers may also occur for security or emergency situations, or to prevent overcrowding.

You may be transferred to another institution to address security or behavioural concerns in your current institution. Unless this is an emergency transfer, you will usually be advised before it happens.

If you want to be transferred to another institution, you must write to the Superintendent. You must give the reasons in your letter. You should make it clear in your letter if your need to be transferred is related to Human Rights Code related grounds (e.g., disability, distance to community services, access to culturally relevant programming). The Superintendent will review your request and give you an answer.