

Correctional Services

Offender Handbook

Adult Offender Correctional Facilities



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1 Introduction

This handbook outlines the behaviour that is expected and required of adult offenders in custody at correctional facilities in Nova Scotia.

It will help you become familiar with this facility. If you have difficulty reading or understanding it, the facility staff will help you.

Copies of the handbook are available in your dayroom or living unit. If you damage or abuse it, we will deduct \$10 from your account and/or disciplinary report may be filed against you.

2 Correctional Services Act and Regulations

The *Correctional Services Act* (CSA) and the Correctional Services Regulations (CSR) set down the rules about how we provide correctional services in Nova Scotia. Some of these rules are posted in your dorm or living unit. If you would like to read the Act or its Regulations, ask to borrow a copy from a staff member. If you do not understand something in the Act or its Regulations, please ask a staff member to explain it to you.

3 Your Responsibilities



It is your responsibility to be aware of, to understand, and to follow the requirements of the Correctional Services Act; the Correctional Services Regulations; and the facility rules, daily routines and schedules, and other information provided in this handbook.

4 Legal Counsel

Call to a Lawyer: If you need legal services, you can use the telephone in the living units to call a lawyer or Legal Aid. Your call to your lawyer is privileged (can't be listened to or recorded.)

Nova Scotia Legal Aid: If you cannot afford a lawyer, you may request the services of Nova Scotia Legal Aid. Complete a request form to get an application for Legal Aid. If you receive a certificate from Legal Aid to obtain a lawyer a correctional officer will assist you in making the necessary contacts.

Outstanding Charges: You should discuss any outstanding charges you have with a lawyer.

Bail: You should also contact a lawyer to determine your eligibility for bail. Your lawyer can schedule a bail review. Bail calls may be made at the time of admission and following placement in your unit.

5 Admission



Committal Order: You were admitted to this facility on the authority of a committal order. A committal order may be in the form of a remand, sentence order, immigration detention order, Canada arrest warrant, parole suspension warrant, or intermittent sentence order. The committal order determines the length of time you will be in custody.

Immigration Detention: If you are being detained under an immigration warrant and English is not your first language, Correctional Services staff will work with the Canada Border Service Agency to identify a translator to assist you.

Photographs: You will be photographed or video-recorded when you are admitted to the facility and at the time of discharge, or if there is a change in your appearance.

Identification Wristbands: If you are in a facility that issues identification wristbands upon admission you must wear it on your wrist and keep it visible at all times. If you remove, tamper with or destroy a wristband you may be subject to a disciplinary report and required to pay for a replacement wristband.

Personal Information: You will be asked questions to collect basic information about you and whether any special conditions exist. You are expected to answer these questions. The information includes

- address, phone numbers
- emergency contact information
- information about your safety or well-being

Medical Information: Medical information is normally gathered by Health Services staff. In their absence, a correctional staff member will ask the basic health questions so immediate medical needs can be identified.

Confidentiality: Your personal information is protected by the *Freedom of Information and Protection of Privacy Act* (FOIPOP). We are permitted to share your file and personal information only with other Justice officials in accordance with FOIPOP.

Person Search: You will be strip-searched when you are admitted to the facility, and your body will be visually inspected. This is done for health and safety reasons. One correctional officer conducts the search, and a second staff person is present as a witness for the staff member conducting the search. Strip searches will be conducted by staff of the same gender as the offender. The witnessing staff member for a strip search may be a member of the opposite sex. Searches are conducted in a professional manner. You are expected to co-operate. While you are in custody, you will be routinely frisked or pat-searched. Female staff may frisk or pat-search men, but only female staff may frisk or pat-search women.

Facility Rules: During admission you will be told where the facility rules are posted. It is your responsibility to review them.

Admission Phone Call: During the admission process you will have an opportunity to make one 5-minute phone call to a family member or other significant person to let them know that you have been incarcerated.

First 24 Hours: In most facilities you will be confined to your cell, dorm, or unit for the first 24 hours you are in the facility. You will be allowed out during those 24 hours for the following purposes:

- fire and other emergencies, drills, and evacuations
- required visits with Health Services staff
- admission phone call if it was not completed during the admission process
- prearranged lawyer's visit or phone call
- fresh air exercise during the first 24 hours in custody
- to participate in orientation and assessment program

6 Personal Property



You must hand over your personal belongings for safekeeping. These items will be stored in a secure area. You will get them back when you are released.

Items to be Surrendered: Personal property that must be handed over includes

- clothing and accessories
- wallet
- jewellery, except wedding rings, earrings, and other small body rings that cannot be removed
- pens
- personal papers and identification, such as birth certificate, driver's licence
- money
- medication

Personal Clothing: You may not wear your personal clothing while you are in the facility unless you get the approval of the superintendent or their delegate for a special need, such as a medical condition.

Property Form: All the property surrendered is listed on a Personal Property Form. You will review the form and sign it to say it is an accurate record of the property you surrendered and of the property you kept with you, such as your wedding ring. If you do not agree with what is on the list, bring it to the attention of correctional staff immediately.

Personal Property Storage: The personal property you have surrendered will be placed in a storage bag and/or secured box.

It will be stored in the facility's secure personal property storage area until your release. You may sign out personal property to a visitor using the appropriate form, which you can obtain by asking a correctional officer.

Limits on Personal Property: You are allowed only one property bag of items.

Personal Property Exchange: With the advance permission of the superintendent, you may exchange personal property items on a one-for-one basis. Normally permission will only be given to exchange clothing for special reasons, e.g., being released in a different season, attending your trial.

7 Items Issued on Admission



Toiletry Items: You will be issued necessary toiletry items, such as soap, a toothbrush, shampoo, toothpaste, and a comb. Additional items can be purchased from the canteen/vending machines.

If you do not have enough money in your account, additional soap, shampoo, and toothpaste will be provided to you, as needed, at no cost. Complete a canteen form for these items.

Clothing Issued

Males

- pants
- t-shirts
- sweat shirts
- new underwear
- socks
- 1 pair of sneakers

Females

- pants
- t-shirts
- sweat shirts
- new underwear and bras
- socks
- 1 pair of sneakers

Additional clothing may be issued for work assignments (e.g. kitchen) as required.

The sneakers issued to you during admission are for use in the facility only. When you leave the facility for an escorted release or an outside appointment, you may wear facility issued sneakers. If you leave the facility to go to court or for an unescorted release, you must wear your own footwear from your personal property.

Other Items Issued

Towels, blankets, and sheets

- 2 towels
- blankets
- sheets
- 1 pillowcase, if required

Other items

- 1 pillow
- 1 mattress (or mattress with built in pillow)
- laundry bag and tag
- ear buds with a receiver for the television
(select facilities only)

If you damage or destroy an issued item, you must pay the replacement cost before you will be issued a new one. You may also face disciplinary measures.

Maximum Number of Items: You are allowed to have in your cell or dorm only the number of items that were issued to you or that you have purchased from the canteen. All extra laundry will be removed during inspections. Having extra items may also result in disciplinary measures.

Returning Issued Items on Discharge: You must return all issued items, except underwear, when you are discharged from the facility. You must pay the replacement cost of damaged or missing items. You may also face disciplinary measures if items are damaged or missing.

8 Money Account



Surrender Money on Admission: Money that you have when you arrive at the facility is placed in an account for you. You may use the money to purchase prepaid phone time as well as items from the canteen, such as toiletry items, stamps, and snacks. We will return to you any money left in your account when you are discharged. Up to \$75 in cash will be provided and the remainder of your money will be provided in the form of a cheque.

Money from Visitors: Any money you receive while you are in custody, for example, from an approved visitor, through the mail or through the offender phone system kiosk, will be placed in your account. Money must be in Canadian funds and in the form of cash, a bank-certified cheque, or a money order, with the exception of foreign nationals from outside North America. We will issue a receipt for money deposited in your account. Personal or business cheques, from visitors or sent through the mail, are not accepted. They will be returned to the sender or placed in your personal property. You may sign out money during a visit to people on your approved visitor list using the appropriate form, which can be obtained from a correctional officer.

Payment for Damaged Property: If you damage or destroy property while you are in custody, money will be taken from your account to cover the cost of the damaged or destroyed items. For example, you will be charged for any damage to sprinklers, mattresses, bedding, or clothing. You will be notified in writing whenever money is taken from your account. Should you be released or transferred to another facility, the debit against your account will remain until it has been paid in full.

9 Orientation

All offenders admitted to Nova Scotia correctional facilities take part in an orientation process.

Information You Receive: During your orientation you will be given an overview of the Correctional Services Act and Regulations and the facility's rules. You will have an opportunity to review this handbook. Strip, pat, and frisk search procedures will be explained and you will be shown a video about these searches. You will also receive information about the following:

- the facility's physical layout
- the facility's daily routine and schedules
- health care and the process for requesting health care
- the facility's services
- the request form process
- programs available at the facility
- the domestic violence protocol
- the disciplinary system, including types and levels of offences, temporary measures, hearings, and appeal processes
- conditional releases such as temporary absences and parole
- remission
- complaint processes
- how to contact the Office of the Ombudsman and the Human Rights Commission

Assessments: Staff will

- complete an Institutional Security Assessment
- determine which unit you will be placed in
- help you develop case management plan.

Unit Orientation: When you get to your assigned cell or dorm, you will receive a tour of the unit. A correctional staff will review the unit's daily routine with you.

10 Rules

Disciplinary rules and procedures are established for the following purposes only:

- maintaining the law
- protecting individual rights, personal safety, and the security of offenders, the public, employees, and persons providing a correctional service
- maintaining the security of a correctional facility
- promoting the orderly operation and effective delivery of programs and services
- protecting personal property and correctional facility property

The superintendent will establish rules governing the conduct and activity of offenders to ensure the safe and secure operation of the correctional facility.

At a minimum, the rules governing the conduct and activity of offenders state that you **must not do** any of the following:

- have any contraband in your possession
- smuggle any article either into or out of the correctional facility or conspire or attempt to smuggle
- destroy or deface private or public property
- attack or threaten to attack another person within the correctional facility conspire, cause, or attempt to cause a disturbance, breach of the peace, or riot
- be in an unauthorized place
- leave or attempt to leave the limits of the correctional facility confines without being escorted by an employee or without the express authority of the superintendent or a conditional release certificate
- give or offer a bribe or reward to an employee
- commit or attempt to commit an indecent act in language, act, or gesture
- give counsel to or aid and abet another offender to do anything against the Correctional Services Act, the regulations made under the act, or the rules
- engage in behaviour that is intended to intimidate or provoke fear in others
- gamble
- neglect performing the work and duties assigned
- make a gross insult to any person, by gesture, use of abusive language, or other act
- disobey any lawful order given by an employee
- conduct yourself in a manner that is detrimental to the welfare of other offenders or to a program

- make a racial or harassing remark or gesture to any person
- destroy food
- refuse to stand in your cell or room as required during daily inspection
- leave a cell, place of work, or other appointed work without proper authority
- make repeated frivolous complaints
- refuse to provide a sample for standardized screening for intoxicants as required by regulations
- transfer, give, or exchange any personal or government property, whether for personal gain or not, without authorization
- obstruct an investigation conducted or authorized by the Correctional Services Act or the regulations made under the act
- wilfully break or try to break any provision of the Correctional Services Act, regulations made under the act, or the rules
- wilfully break or attempt to break any term or condition of a conditional release

Facility Rules: The additional rules established by the superintendents require you to keep your living and work areas clean

- perform your work assignments to the standards set by staff
- be prompt and courteous in performing your assigned work duties
- follow fire and safety requirements
- maintain an acceptable level of personal hygiene
- participate in the recycling program
- respect the human rights of others, e.g., race, ethnicity, culture, religion, sexual orientation, gender identity
- treat others with respect, dignity, and fairness
- obey any additional rules posted by facility

You are not permitted to

- tattoo or pierce yourself or anyone else while in custody
- change your cell, bed, dorm, or living unit assignment except as directed by staff
- enter another offender’s cell or bed area unless authorized by staff
- remove, alter, or damage your identification wristband at any time
- misuse the telephone system, for example, by making three-way calls or using someone else’s PIN
- waste facility property
- attach signs, posters, pictures, decals, and other similar items to doors, walls, bed frames, storage units, and other similar items

- use bedding, clothing, signs, posters, pictures, decals, or any other item to
 - obstruct the view of staff
 - obstruct vents, light fixtures, windows, cameras and other similar items
- construct makeshift clotheslines, tables, chairs, shelves, storage boxes, and other similar items

11 Contraband

“Contraband” is any unauthorized substance or property in or on the property of a correctional facility or on any person in a correctional facility.

- Anyone who possesses contraband in a correctional facility is guilty of an offence.
- Anyone who delivers contraband to or takes it from an offender or a correctional facility is guilty of an offence.

These rules also apply when you are being escorted outside the facility by staff.

Seizure of Contraband: Any contraband found in your possession will be seized, even if it does not belong to you. Contraband found in your cell is considered to be in your possession.

Penalties for Possession of Contraband: If you are found with contraband you may be penalized in accordance with the Correctional Services Regulations. Depending upon the type of contraband, you may also be charged under the Criminal Code of Canada or other Federal or Provincial legislation.

12 Searches

Reasons for Searches: Searches are carried out for the following reasons:

- to prevent contraband from entering the facility
- to find contraband
- to recover stolen items
- to discourage theft
- to help prevent escapes
- to prevent destruction of government property
- to maintain a safe environment

Search of Areas: All areas of a correctional facility are searched regularly to ensure the safety and security of staff, offenders, and the public.

Search of People: People in a correctional facility or on the property may be searched. This includes frisk searches, pat searches, and strip searches. Electronic scanning devices, e.g., walk-through scanners, metal detectors, may be used as part of the search procedure. Offenders who refuse to participate in a person search will have a discipline report filed against them.

Search Video: A video explaining strip, pat, and frisk search procedures is shown during orientation. It is your responsibility to view the video at that time. If you have questions about searches or the video, ask staff.

13 Screening for Intoxicants



Screening: You may be screened for intoxicants for the following reasons:

- there are reasonable grounds to believe that you are using intoxicants or are under the influence of intoxicants in a correctional facility
- you are subject to a court order to abstain from the use of any or all intoxicants

You can be tested at regular, random, or prescribed times, such as on your return from a conditional release. If you are screened, you will be told why you are being tested and what will happen if you do not comply with the testing procedure. The sample will be sent for testing at an authorized testing facility.

14 Offender Discipline

Disciplinary Reports: If you do not follow the Correctional Services Regulations or the rules of the facility, a disciplinary report may be filed alleging how you have broken a regulation or rule.

Levels of Offences

The various types of disciplinary infractions are grouped by the following levels:

Level 1: This is a minor breach of the regulations or facility rules, where your behaviour is not malicious or of a serious nature.

Level 2: This is a more serious breach of the regulations and facility rules, where your actions are intentional and malicious.

Level 3: This is the most serious breach of the regulations and facility rules, where you demonstrate a blatant, total disregard for yourself, for others, or for facility property. Some of these offences, such as assault, may also be in violation of the Criminal Code and may be reported to the local police force.

Assaults and Threats

Assaults: Any offender who assaults staff or another offender will be held accountable in accordance with the Correctional Services Regulations and may be criminally charged under the *Criminal Code of Canada*.

Threats: Any offender who threatens staff or another offender will be held accountable in accordance with the Correctional Services Regulations and may be criminally charged under the *Criminal Code of Canada*.

Disciplinary Adjudication

Disciplinary adjudication for Level 2 and 3 are conducted by a deputy superintendent.

Hearing: An adjudicator will hold a hearing into the allegation in the disciplinary report. During the adjudication you will have a chance to explain your actions, unless you are

- unwilling (refuse) to attend
- the superintendent believes that your presence would jeopardize the safety of a person present at the hearing
- you disrupt the proceedings and are removed from the hearing.

Penalties: The penalty given by the adjudicator must be one of the following, or a combination of them:

- withdrawal, in whole or in part, of your privileges
- performance of work
- close confinement for no longer than 10 days for any one confinement
- with the approval of the Executive Director, close confinement for longer than 10 days
- a restorative justice process, including restitution of part or all of the costs to repair the damage done by you
- forfeiture of all or part of the remission currently credited to you

Appeal of Adjudication

Appeal to the Superintendent: You may request that the superintendent review the penalty or the decision to penalize. You must make the request, in writing, no later than 10 business days after the date of the decision. The superintendent may suspend the penalty, modify the penalty, or overturn the decision to penalize you.

Appeal to the Executive Director: If the superintendent penalized you as a result of an adjudication, you may request that the Executive Director review the penalty or the decision to penalize. You must make your request in writing by completing a Notice of Appeal Form. It must be made no later than 10 business days after the date of the decision, and one or more of the following circumstances must exist:

- you are saying that the superintendent did not make the decision in accordance with these regulations or policies and procedures
- the penalty seems disproportionate to the rule breach for which it was imposed or to the supporting facts
- the penalty that was imposed consists of forfeiture of the offender's remission
- there is an error or omission in the disciplinary report
- the penalty was imposed without knowledge of a fact that, had it been known, would have been likely to modify the penalty or decision.

The Executive Director may suspend the penalty, modify the penalty, or overturn the decision to penalize you.

The Executive Director must advise you and the superintendent in writing no later than 10 business days after the date the Executive Director receives the appeal.

15 Intercom Communication – Offender/Correctional Staff

Some facilities have intercoms to allow you to be reached by staff and to contact staff in the unit control post.

The red button on the faceplates of some intercoms are “duress buttons.” Use the duress button for emergencies only.

Misuse of Intercom or Duress Button

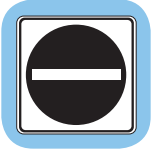
If you misuse the intercom,

- disciplinary measures may be taken
- you may lose privileges
- the intercom may be disabled

If you misuse the duress button

- disciplinary measures may be taken
- you may lose privileges

16 Restricted Areas



Areas out of bounds to you at all times include:

- control modules and staff post areas
- areas marked off in red, such as in day rooms
- staff offices, unless you are with the staff member for a special reason
- another offender's cell
- any other area that a staff member tells you not to enter

17 Cleanliness Standards: Cell, Bed Area, Dorm, and Living Area



Cell or Bed Area: You must keep your assigned cell or bed area clean. Each day you must do the following:

- Clean your cell or bed area as frequently as possible with the cleaning products provided
- Do not forget to wipe all surfaces and clean the sink and toilet last
- Make your bed neatly.
- Tuck in your bedding and blankets.
- Fold and place extra blankets at the foot of the bed.
- Store your belongings neatly in the storage areas provided. Items not stored neatly may be considered contraband and removed.
- Sweep and mop your floor.
- Clear obstructions.

- Clean any debris from your toilet and sink.
- Dust vents.
- Remove garbage from your cell or bed area.
- Remove excess food—no hoarding.

Living Area: You and other offenders must keep your dorm or living area clean. You must do the following every day or as required:

- Empty trash and recycling containers.
- Mop and, as required, wax and polish all floors.
- Clean and remove spots from walls.
- Dust vents.
- Clean common-use bathrooms and showers.

Facility: You may be assigned to a work detail to assist in the cleaning of the facility. The

- general facility cleaning and maintenance duties for various rooms and areas, such as visiting, interview, and common rooms, will be assigned and may include
- emptying trash and recycling containers
- mopping and, as required, waxing and polishing all floors
- cleaning and removing spots from walls
- dusting vents
- cleaning common-use bathrooms and showers

Cleaning Equipment: In certain circumstances you will be provided with suitable equipment (as would be issued to staff) such as gloves or overalls in order to clean safely.

18 Morning Inspection



Times: Morning inspections are completed. The usual inspection times are posted in your unit.

Reporting to Your Cell or Bed Area: You must report to your assigned cell or unit during morning inspection. Stand by your cell door or bed.

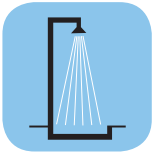
You may be absent from the unit if you have permission, for example, to participate in a program, visit, appointment, or work assignment.

Cleanliness Standards: You must meet the cleanliness standards for your cell, bed area, dorm, and/or living unit. If you do not meet the minimum requirements, you will be given an opportunity to correct identified deficiencies immediately. It may also result in disciplinary measures.

Speaking with an Official: To address your concerns you may

- speak with the senior officer conducting the inspection
- submit a request form to speak with a senior officer

19 Personal Cleanliness and Grooming



Personal Cleanliness: You are expected to keep clean. In particular, you are expected to

- wash your hands thoroughly with soap and hot water frequently throughout the day
- wash your hands with soap and hot water thoroughly after you use the washroom
- shower and wash your body and hair regularly, and kitchen workers must shower immediately prior to their shift
- wear clean clothing

Haircuts: You are eligible for a free haircut every 6 weeks. You must submit a request form in advance to ask for an appointment for the haircut. Large facilities may have a lot of haircuts to schedule, so you may not get an appointment for the day you ask for. Put in your request form early.

Razors: Staff will sign out razors to offenders. Razors are signed out for a set period of time. The razor issue and return schedule is posted in your living unit. You must return it to a staff member. You are not permitted to tamper with the razor.

Laundry Schedule: The laundry schedule is posted in your living unit. It details when the facility clothing, towels, blankets, and sheets can be laundered and when they will be returned to you.

20 Health Services



Health Assessment: You will be given a health assessment by Health Services staff as soon as possible after admission. When no Health Services staff are on duty, a correctional staff will ask the basic health questions to gather information so immediate medical needs can be identified. Medical information is confidential.

Requests to See Health Services: If you are feeling unwell, have open or draining wounds, or have any questions or concerns about your physical or mental health, complete a request form to see Offender Health Services.

Health Services Schedule: Each facility has a schedule for routine health services, such as doctor's clinics. See the schedule posted in your unit.

Referrals: You need a physician's referral for special services such as a psychiatrist or psychiatric nurse.

Outside Medical Appointments: Staff will escort you to any required medical appointments outside the facility. When you are escorted to an outside medical appointment you must wear handcuffs and, in almost all cases, leg irons.

Exemption from Work or Programs: Medical approval may be required before being excused from doing any work assignment or attending any program.

Medical Diets: To request a medical diet, for example, because you have allergies, submit a request form to the Health Services. A medical diet must be approved by a doctor or nurse.

21 Infection Control



Infection control is a way to stop the spread of germs that can cause disease among persons in custody.

Reducing the Risk of Infection: By doing the following you can greatly reduce your risk of coming in contact with germs that can cause disease:

- Wash hands frequently thoroughly with soap and hot water throughout the day.
- Wash hands with soap and hot water before making, serving, or eating food.
- Wash hands thoroughly with soap and hot water before and after using the toilet.
- Wash hands thoroughly with soap and hot water after touching anything that might be a source of germs.
- Take regular showers.
- Do not scratch skin rashes
- Keep your living space clean.
- Place bedding out on assigned laundry days.
- Never touch another person's wounds, infected skin, or dirty bandages.
- Bodily fluids and feces can be hazardous to you and to others. Flush them down the toilet.
- Do not share personal hygiene items such as your razor, toothbrush, toothpaste, comb, or towel.
- Clean off surfaces shared with others such as weight benches.
- Use a towel or shirt between your bare skin and exercise equipment.

- Whenever possible, shower after participating in close-contact recreational activities.
- Cough and sneeze into your sleeve or elbow to avoid infecting others, or getting germs on your hands.
- Do not get a tattoo while in custody. Used needles may contain Hepatitis, HIV, or other deadly infectious diseases.
- Do not use needles to inject illegal drugs while in custody. Used needles may contain Hepatitis, HIV or other infectious diseases.
- Do not have unprotected sexual contact with others while in custody. Condoms and dental dams are available upon request from Health Services.

22 Tobacco Restrictions



All correctional facilities are tobacco-free. No smoking is permitted. Tobacco products including e-cigarettes, as well as matches and lighters, are contraband. If you are found with tobacco products it will result in a disciplinary report.

Withdrawal: If you need help with the effects of not smoking, you should discuss it with Health Services staff or a correctional staff.

23 Fire Safety

Fire safety rules, evacuation plans and routes are posted in your unit and throughout the facility to ensure the safety of both staff and offenders.

24 Telephone

Offender Telephone/Video Visitation Privileges:

Telephones and video visitation stations (where available) are provided in each offender living area for outgoing local and long-distance telephone calls and video visits. Offenders are automatically set up in the offender phone system upon admission to the facility. The person you call may be charged for local and long-distance telephone calls and video visits. Current rates will be posted in the unit. If you have problems using the facility phone system, dial 211# on the offender pay phone and leave a message with customer service. Customer service will resolve the issue and leave a voice mail which can be retrieved during a future use of the phone system.

Free Professional Calls: You may make telephone calls free of charge to an approved list of agencies and offices. A list of these agencies and offices is posted in your living unit, and it includes:

- the Office of the Ombudsman
- the Human Rights Commission
- the Office of the Police Complaints Commissioner
- the office of the Director of the Serious Incident Response Team

Free Personal Calls: If you were transferred into the facility from elsewhere in the province, and you were sentenced in a community outside the facility's local area, you may make one free 5-minute telephone call per week to your home area within Nova Scotia. You must submit a request form to obtain this call.

Personal Identification Number: You must use a personal identification number to make a phone call or video visit. This number is found on your ID wristband. The offender phone system requires voice verification in addition to your identification number.

Telephone System Hours: The facility sets times for telephone use and video visits based on the telephone system in the facility, schedules, and/ or the availability of staff to make calls where required.

Telephone and Video Visitation Time Limits: Time limits are set for telephone calls and video visits in each facility. Check with correctional staff about the phone privileges in your facility.

Three-way Calling/Video Visits: You must not make three-way or three-party phone calls or video visits. Three-way calling is also called third-party calling, call transfers or call switching. The communication system can detect three-way calling and will block the number from any future calls.

Crime Tip Line: You can leave an anonymous, confidential voice mail message if you know of a criminal activity which will be occurring or has occurred.

Monitoring: Your telephone calls and video visits may be monitored and/or recorded. This does not apply to calls or video visits to your lawyer, to the Office of the Ombudsman, to the Human Rights Commission, the Office of the Police Complaints Commissioner, and the Office of the Director of the Serious Incident response Team.

Incoming Telephone Calls: Staff do not accept incoming calls, and they will not take messages for you. Emergency calls for you will be referred to the assistant deputy superintendent – operations or officer-in-charge.

Voice Mail: The phone system provides a voicemail feature so that offenders can receive a voicemail from family, friends, or your lawyer. The system will also notify the offender by voicemail when funds are deposited into the offender's trust account and prepaid phone account. Any communication on voicemail is not subject to the ordinary protections for communications, and may be listened to by Correctional Services Division staff.

25 Mail



Inspection of Correspondence: **All incoming and outgoing** mail may be inspected, with the exception of privileged correspondence to and from you lawyer. Mail to and from the following will also not be inspected:

- a member of the Legislative Assembly of Nova Scotia
- a member of the Parliament of Canada
- the Deputy Minister of the Department of Justice or the Executive Director or a director of the Correctional Services Division
- a representative of the Office of the Ombudsman
- a representative of the Human Rights Commission
- the Office of the Police Complaints Commissioner
- the Office of the Director of the Serious Incident response Team
- an inspector designated under the Correctional Services Act

Incoming Mail

Correctional Services has the right to seize or return to the sender mail that breaks any of the rules set out in this section.

Mailing Address: Mail sent to you must be addressed to the facility where you are serving your sentence. The correct mailing address for this facility is posted in your unit. If you are transferred to another facility your mail received after your transfer will be forwarded to the facility you are in.

Hand-Delivered Mail: Staff will not accept hand-delivered mail for you. Visitors, such as your family or friends, or volunteers, may not bring mail or written materials into the facility for you. Your lawyer may deliver materials related to your court case.

Case Planning: Staff may accept hand-delivered mail and other written documents for case-planning purposes, if the mail is addressed to your case management officer or other designated facility staff. An example would be a letter confirming a job offer when you are released.

Prohibited Items: You are not allowed to have items that may be offensive. These include posters, publications, video or audio material, films, and computer programs. An item is not allowed if the superintendent believes, on reasonable grounds, that it

- is child pornography or is obscene in that its main characteristic is the undue exploitation of sex, or sex together with crime, horror, cruelty, or violence
- is offensive or discriminatory
- promotes gang culture or a gang lifestyle
- creates or could create a hostile environment in the correctional facility or is otherwise exploitative or discriminatory

Other Items Not Allowed in Mail: Other prohibited items include (but are not limited to) the following:

- stickers, labels, return address labels
- perfume-saturated or lipstick-covered letters
- anything glued on (including cards)
- musical greeting cards
- envelopes, stamps, writing paper

- pens, pencils, markers, highlighters, crayons
- paper clips, staples, pins
- sharp objects
- nude/semi-nude photos
- Polaroid®-style photos
- jewellery
- telephone calling cards and other plastic or laminated cards, including credit cards
- dried flowers or seeds
- condiments from meals, such as packages of jam, butter, and peanut butter
- unknown substances

Return to Sender. If one or more of the above items is found in mail sent to you, the entire mail contents may be returned to the sender. In cases where there is no return address, the superintendent may place it in your personal property.

Outgoing Mail

You must address outgoing mail properly. Include your name and return address on the outside of the envelope. Except for the mail listed on page 33 do not seal your outgoing mail. Staff will seal it after they have inspected it.

Personal or professional visitors, such as your family or friends, your lawyers, or volunteers, may not take mail or written materials out of the facility for you.

Letter-Writing Materials: You can purchase writing materials and stamps through the canteen. If you do not have funds to buy materials you may submit a request for paper and 1 free pre-stamped envelope per week.

Additional Restrictions

Incoming or outgoing mail that is threatening or offensive is not permitted.

Outgoing mail must not contain information about staff, other offenders, or the facility.

You may not receive magazines and books mailed from the publisher unless you first get the superintendent's approval.

You may not send to or receive mail from individuals with whom you are restricted from having contact, for example: court ordered prohibited contact, or a person who has asked for no contact from you.

You are not permitted to correspond with offenders in other provincial, territorial and federal correctional facilities unless you have received the prior permission of the superintendent.

26 Visits



Visiting Schedules: The visiting schedule is posted in your living unit. This includes the days and general hours for visits.

First Visiting Day: You are eligible for visits on your first scheduled visiting day. You may not receive visitors until your visitor list has been approved.

Visitor List: To have visitors you must complete a visitor list form. You may include up to 10 people from the following list:

- parents, stepparents, foster parents
- grandparents, grandchildren
- sisters, stepsisters
- brothers, stepbrothers
- spouse, common-law spouse
- children, stepchildren
- father-in-law, mother-in-law
- two personal friends, including boyfriend or girlfriend

Approved Visitors: Only people on your visitor list who are approved by the superintendent or the superintendent's designate will be allowed to visit you. Court-prohibited contacts, or a person who has asked for no contact with you will not be approved as visitors. You will be told if any of your potential visitors are not approved and will be given the reason(s).

Changes to Visitor List: You may make one change to your visitor list. Submit a request form, with the name and relationship of the visitor to be added or removed, to the superintendent for approval.

Age Limit for Visitors: The superintendent must approve any visits with individuals under 19 years of age, unless

- the individual is accompanied by an adult
- the individual is over the age of 15 years and is your spouse, child, or sibling

Visiting Numbers: You are permitted weekly visits according to the facility schedule. The superintendent or delegate decides how many visitors are allowed, based on space and your security status.

Identification: Visitors approved for a visit must show two pieces of identification to be allowed into the facility. Acceptable identification includes any official government-issued identification card with a photograph. Visitors must provide information for the visitors' log book.

Arrival: Your visitors should arrive 15 minutes prior to your visit so they can complete the processing prior to the start of your visit.

Special Visits: Special visits may include visits with

- offenders in other units within the facility
- contact visits with children and other family members

To request a special visit, you must fill out a request form addressed to the superintendent. Approval for your request will depend on the availability of secure visiting at the facility, your security classification, your behaviour while you have been in custody, and your agreement to any additional security measures required before, during, and after the visit.

Behaviour during Visits: You and your visitors must follow all visiting rules. A visit will be ended if you or your visitors behave inappropriately. Visitors may be removed from your visitor list for significant inappropriate behaviour.

Professional Visits: Visiting and interview room space is limited. Your lawyer, spiritual advisor, and other professional visitors must make an appointment with the facility to come to visit you.

27 Meals



You will be provided three meals a day from Monday to Friday and two meals a day on Saturdays, Sundays, and holidays.

Diets: You may be considered for a special diet for medical, cultural, or religious purposes, but not for personal reasons. See Health Services for information on medical diets. See Spiritual and Cultural Services for information on cultural and religious diets.

28 Exercise

You are entitled to 30 minutes of outdoor exercise each day. If any restrictions are imposed on this exercise period, you will be told why.

Other recreation and leisure programs may be available. See the schedule posted in your unit.

29 Canteen

You may buy various items from the canteen. You must have the money in your account to cover the full cost of the purchases. You may not buy items on credit.

There are limits on the quantity of items and the dollar amounts you may purchase.

A current canteen price list and the canteen schedule are posted in the unit.

If items that were not purchased by you are found in your possession, they will be confiscated.

30 Library



You are permitted to select and exchange reading material from the correctional facility library or library cart at least once a week. See the library schedule posted in your unit.

You may lose your library privileges if you break facility rules.

31 Programs



Programs for identified needs based on your case management plan may be available for you during your custody period. Your case management officer will work with you to identify appropriate programs, services and activities to match your specific risk and needs. Transfer to another facility to obtain programming associated with your case management plan is also an option that can be discussed with the case management officer.

Programs may include:

- education and literacy
- vocational training
- anger management
- life skills
- substance abuse
- domestic violence
- spiritual services
- cultural programs
- recreation and leisure

A list of specific programs available while you are in custody is posted in your unit. You may be assigned to a program, or you may submit a request form asking to be admitted to the program. Acceptance into the program depends upon:

- your security classification
- your behaviour while in custody
- your identified risks and needs
- the availability of seats in the program

32 Spiritual and Cultural Services

Regular Spiritual Services: Spiritual services and programs are available to offenders. If you wish to attend a spiritual service or program, submit a request form to the chaplain. If there is no local chaplain, submit a request to the deputy superintendent. Pastoral visits or sacramental or religious rites for all faith groups are coordinated by the Manager, Spiritual Services.

Spiritual Counselling: Chaplains, intern chaplains, trained volunteers, and visiting spiritual advisors approved for regular visits within the facility are able to provide counselling for a variety of spiritual issues. These include separation, grief, loss, bereavement, as well as issues arising out of the spiritual component of addictions. If you wish to see a spiritual advisor, submit a request form to the chaplain or deputy superintendent.

Religious and Cultural Diets: To request a religious and cultural diet, submit a request form to the chaplain or deputy superintendent. All religious and cultural diets must be approved by the chaplain, kitchen manager or deputy superintendent.

Native Spirituality

If you are Aboriginal, you are permitted to have access to an eagle feather, sweet grass, and a medicine bag for native spiritual purposes.

Sweat Lodges: You may also request to participate in a sweat lodge by submitting a request form to the local chaplain, or where there is no local chaplain, the deputy superintendent. You may have to be transferred to another facility to participate in a sweat lodge.

Visits by Native Elders and Other Personal Spiritual Advisors: To ask for a visit from your personal spiritual advisor, including a Native Elder, you must submit a request form to the chaplain, or where there is no local chaplain, the deputy superintendent. All visits by Native Elders or personal spiritual advisors must be prearranged. Reasonable limits necessary for the security of the facility, the safety of persons, and operational requirements may be placed on these visits.

33 Transfers

Transfers to Other Correctional Facilities: You may be transferred to any facility, including a penitentiary, without your consent. We may transfer you for security reasons, program reasons, or because of overcrowding.

Transfer Requests: You may request a transfer to another facility for humanitarian (e.g., closer to home community), medical, or rehabilitative reasons.

Appealing Transfer Requests: If your request to be transferred to another correctional facility is denied, you may appeal the decision to the Executive Director, Correctional Services.

34 Transfer to and from Penitentiary

If you are sentenced to a penitentiary you will normally be housed in a provincial facility for 15 days, not counting the day you are sentenced or the day you are transferred.

You may give up this waiting period by signing a waiver. If you want to sign your waiver, submit a request form. If you do not sign the waiver, you will be transferred on the first possible day after the 15–clear-day waiting period is over.

If you are being transferred to a federal penitentiary, a parole officer will usually interview you before your transfer. The purpose of the interview is to gather information about the most appropriate penitentiary for you to serve your sentence.

When you are transferred to a penitentiary, you are restricted to the clothes you arrived in and your personal belongings.

You may be required for local court appearances. Your lawyer and the Crown attorney are responsible for ensuring that appropriate court orders are issued to authorize the Nova Scotia Sheriff's Division to transport you temporarily back to the appropriate provincial facility. If you are transferred to a provincial facility for court, you may return to the penitentiary only with items you brought with you from the penitentiary. If you are in a provincial facility for an extended period of time, you may receive money to be placed in an offender trust account to purchase canteen items.

If you are serving a federal sentence and you are provincially remanded on additional charges, you will normally remain at the appropriate provincial facility to attend court. If you wish to return to the federal penitentiary, you need to have your lawyer return to court on your behalf to have the provincial remand changed to a federal remand.

35 Remission

Remission is a reduction of the time you must spend in the facility, if your sentence is less than two years.

Remission Credited: If you were sentenced to a provincial sentence, you will receive remission for up to one-third of your sentence. For example, if you were sentenced to 90 days, you would normally serve 60 days.

Loss of Remission: If you break a regulation or a facility rule, you may lose previously earned remission.

Appeal of Remission Loss: You may appeal a remission loss by filing an appeal as described in Section 14, Offender Discipline. The Notice of Appeal Form is available from correctional officers, case management officers, assistant deputy superintendent – operations, and captains.

36 Conditional Release – Temporary Absence

A temporary absence (TA) from the facility is also known as a conditional release. A conditional release may be approved for

- humanitarian reasons (to attend a funeral, for example)
- medical purposes
- rehabilitation (employment, treatment, education, work on the grounds of the correctional facility, for example)

A conditional release is only available for provincially sentenced offenders. You may apply in writing for a conditional release at any time during your sentence.

You may be charged an amount of money as a contribution toward the cost of custody while on conditional release for paid work purposes.

Types of Conditional Release

Portion of a Day: A conditional release may be granted for all or part of a day for a special purpose such as a job interview, a visit with a family member, or to attend a medical appointment.

Daily Release: This is a conditional release where you leave the facility for the specific purpose such as a job or to go to school and you return to the facility the same day.

Extended Release: This is a conditional release for up to 60 days for medical or humanitarian reasons or to assist with reintegration or rehabilitation, such as employment or education. This type of release may be considered when suitable accommodation is available and you meet eligibility requirements.

Applying for a Conditional Release

You must first submit a request form asking for a conditional release application. Correctional staff can help you to prepare the application. Submit completed request to the case management officer.

Applications take about 4 weeks to process. So, you should submit your application at least 4 weeks before the date you are requesting, unless special circumstances make that impossible (for example, to attend a funeral). Your application should include all the necessary information, such as letters confirming a job or admission to a school, transportation arrangements, and accommodation if applicable.

Facility Review Board: Your completed application is presented at a weekly review board meeting. If there is an emergency, your application can be processed at a special review board meeting. Members of the review board include a case management officer or correctional staff to present your application, a probation officer, and a captain, officer-in-charge, or program manager. In special cases, Health Services staff, the chaplain, a teacher, or a parole officer may be asked to give input. The review board must give the application a positive recommendation for it to be processed further. The chair of the review board will inform you of the review board's recommendation.

Decision: Within 24 hours of the decision, you will be advised in writing of the Facility Review Board's recommendation and the reasons.

Approval Process: The application and the review board's recommendation will be forwarded either to the superintendent or the Manager, Policy and Programs, for review and decision. The superintendent will advise you of the decision.

Considerations When Reviewing a Conditional Release

Application: You must serve one-third of your sentence before you can apply for anything other than a daily release or a conditional release for part of a day. Outstanding charges do not prevent you from making an application, but will be considered in the decision. The following are considered in making a recommendation for or approving a conditional release:

- current offences
- length of sentence
- outstanding charges
- previous record, including previous history of offences for assault, violence, escape, at large, sexual assault, domestic violence, drug trafficking
- record of breaches or violations while on probation, parole, or previous conditional releases
- crime of notoriety
- risk to the community
- pre-sentence reports
- behaviour while in the facility
- participation in programs
- date since last disciplinary report, if applicable
- social or family support structures
- availability of suitable accommodation, if applicable
- input on possible conditions for the release from police and Crown attorneys
- humanitarian request

Appeal of Conditional Release Decisions

If you are not satisfied with the decision on your conditional release application, you may appeal in writing, stating the reasons for your appeal. The appeal should be made to the Executive Director, Correctional Services, or to another employee designated by the Executive Director to hear conditional release appeals. Your appeal must be forwarded to the Executive Director no later than 10 business days after the date you receive the decision.

The Executive Director or designate may confirm, vary, or set aside the decision on appeal and may make such other decision they consider appropriate. They must notify you and the superintendent in writing of their decision no later than 10 business days after receiving your appeal.

Conditional Release Certificates and Conditions

All conditional releases are supervised. In most cases, you will be supervised by a probation officer, who may contact or visit you while you are on conditional release.

All Conditional Release Certificates have conditions that you must agree to before starting the conditional release.

Violation of Conditions: Violations of conditional release conditions will mean an automatic suspension of the release. You will be arrested and returned to the facility if you do not surrender voluntarily. A disciplinary report will be filled, there will be a hearing, and potential penalties will be imposed. The conditional release violation may also result in prosecution under the Criminal Code.

37 Conditional Releases – Parole

Parole is a type of conditional release granted by the Parole Board of Canada. Parole allows you to serve part of your sentence in the community.

If you are sentenced to a provincial sentence of 6 months or more, you can apply for day parole after serving one-sixth of your time and full parole after serving one-third of your time. If you are granted parole you will be released early, either on a daily basis or permanently. Parole officers from Correctional Service Canada will supervise you.

For further information on applying for parole, you should speak to facility staff or a Correctional Service Canada parole officer.

38 Community Supervision (Probation)



If you are on probation during the time or after you are in custody, you will normally meet with a probation officer while you are in custody to review the probation order. If the probation officer does not contact you, it is your responsibility to call your assigned probation officer to ensure you understand what is required of you upon your release.

39 Complaint Procedure

If you feel you have a complaint, you must first discuss the complaint with the staff member and attempt to resolve the complaint. If you are unable to resolve the complaint, you may fill out a complaint form. Complaint forms are not used to appeal decisions on conditional releases or on penalties, including remission loss, that are the result of a disciplinary report.

In Writing: If you think you have a complaint you must make it in writing to the captain or superintendent. Keep the receipt portion of the complaint form.

If you need help to write your complaint, you may ask for assistance from a staff member. Your complaint must include the nature and all details of the complaint. Include the dates, names of staff or offenders involved, information on your attempts to resolve the conflict, and what you are asking for.

Once the written complaint is received, a supervisor will review it to attempt to resolve the matter.

Investigation: The superintendent or their designate, within five business days, will investigate your complaint, and must take steps to resolve it or refer the matter for investigation by someone else or by an outside agency. The superintendent will let you know in writing what action is being taken about your complaint as soon as possible.

Refusal to Investigate: The superintendent may decide not to investigate your complaint when

- your complaint is trivial, is not made in good faith, or is frivolous or vexatious
- the circumstances of the complaint do not require investigation
- you made no reasonable effort to resolve the matter before making the complaint

When the superintendent decides not to investigate your complaint, the superintendent must refer the matter back to you to resolve yourself, refer it to another staff who will attempt to resolve the complaint with you.

Answer to Complaint: The superintendent will answer in writing or refer to the appropriate party making the complaint no later than 10 business days after the date the complaint was received.

Appeals of Decisions on Complaints: If you are not satisfied with the response to your complaint, you may appeal to the Executive Director, Correctional Services, by completing a Notice of Appeal Form within 10 business days. Your appeal must be in writing and must state the reasons for the appeal. The Executive Director has 10 business days after receiving your appeal to notify you in writing and the superintendent of their decision in the matter. After you have tried all other options to resolve your complaint, it may be referred to an appropriate outside agency such as the Office of the Ombudsman.

40 Paying Fines

You may pay the outstanding portion of a fine, along with any associated court costs and victim surcharge(s), after admission. To pay the fine, submit a request to the superintendent or delegate. Fine payments must be paid in cash or with a money order.

41 Non-Government Agency Contact Information

There are non-governmental agencies that help offenders with specific needs. A list of contacts is posted in your unit.

