



CANADA

Justice and  
Public Safety  
Community and  
Correctional Services

# Adult Custody Information Handbook 2016



Provincial Correctional Centre

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## 1. Introduction

The Adult Custody Information Handbook will provide you with information on the rules and regulations of the Provincial Correctional Centre (PCC), as well as the services available to you. If you have difficulty reading or understanding this handbook, staff are available to help you.

A separate Program Manual is also available to you. The Program Manual outlines the programs and interventions available to you during your time in custody. Handbooks and Program Manuals are to be returned to correctional staff before you are released.

## 2. Your Responsibilities and Obligations

It is your responsibility to be aware of, to understand, and to follow the rules, daily routines, schedules, and procedures of the Provincial Correctional Centre.

## 3. Admission

**Legal Counsel:** When admitted, you may request to contact legal counsel.

**Photographs:** You will be photographed upon your admission and if your appearance changes during your time in custody.

**Personal Information:** Upon your admission, you will be asked questions to collect basic information about you and whether any special conditions exist.

**Medical Information:** Medical information will be gathered by nursing staff. In their absence, correctional staff will ask basic health questions so immediate medical needs can be identified.

**Person Search:** You will be strip-searched when you are admitted to the facility. A strip search is a visual inspection of your body and an inspection of all clothing and other articles in your possession. This is required for safety reasons. Male staff strip-search males and female staff strip-search females. Strip searches are conducted in a manner and location that is sensitive to the privacy and personal dignity of the person being searched.

## 4. Personal Property

Upon admission, you must hand over your personal belongings for safekeeping. They will be stored in the facility's personal property storage area and will be returned to you upon your release. All the property you surrender is listed on a Personal Property Form.

## 5. Items Issued Upon Admission

**Toiletry Items:** Basic toiletry items such as a toothbrush, toothpaste, deodorant, a comb, soap, and shampoo will be given to you in your assigned Living Unit. Additional items are available to be purchased in the canteen.

**Clothing/Footwear:** When admitted, you will be issued institutional clothing and footwear. You must wear institutional clothing and footwear at all times while you are in the correctional facility.

You may purchase an upgraded version of the institutional sneakers through the canteen. No personal sneakers are permitted.

Institutional clothing will be worn for medical appointments and other outside appointments, unless otherwise approved by management.

If approved, you may wear appropriate personal clothing to court appearances. Staff have the right to determine if clothing is inappropriate for court attendance.

No clothing/belongings are to be dropped off for you unless prior written approval is obtained from the Unit Supervisor or Operations, Programs and Security Manager (OPS Manager). Such items may only be dropped off by someone who is on your approved visiting list.

The institution will not store large amounts of clothing or belongings.

## 6. Contents Permitted in Cells

You are allowed to have in your cell or Pod only the number of items that were issued to you or that you have purchased from the canteen. All extra items, items not approved by staff, and excessive canteen items will be considered contraband. They will be removed during cell inspections and possession of such may result in disciplinary measures.

No pornographic materials are permitted within the institution.

No items are to cover the lights, vents, or windows of your cell or Pod.

You are permitted to have an MP3 player dropped off to you by a person on your approved visiting list if approved in writing by your Unit Supervisor. Only those without recording/camera capabilities will be permitted in the institution. The person dropping off the item must provide identification and sign the appropriate paperwork before it will be accepted. Once received, MP3 players are not permitted to be sent back out of the institution.

## **7. Missing or Damaged Property**

You must return all issued items, when you are discharged from the facility. If items are missing or if you damage or destroy property (including clothing) while you are in custody, you must pay the replacement cost and may also face disciplinary measures.

## **8. Transfer of Money or Property**

No money, clothing, or other personal property shall be exchanged between offenders. Violation of these guidelines may result in disciplinary action under the Correctional Services Act.

## **9. Unit Placement/Orientation**

Correctional staff will determine the placement of offenders within the facility. Placements will be determined by a number of factors including legal status, risk level, prior institutional history/behaviour, offence, length of sentence, space, court orders; special needs, etc.

When you get to your assigned unit, correctional staff will review the unit's daily routine, schedule, and processes with you.

You are responsible for keeping your living quarters neat and clean at all times. You are also required to complete unit cleaning duties on a daily basis.

## 10. Legal Services

**Access to Legal Services:** If you need legal services, you may telephone a lawyer. If you cannot afford a lawyer, you may contact Legal Aid to request their services. Telephone calls to lawyers are provided free of charge and are not subject to recording or monitoring.

**Outstanding Charges:** Outstanding charges may be dealt with while you are in custody. If the charges were laid in another province, the charges may be transferred to PEI for sentencing. In order for this to occur, you must enter a guilty plea in advance and the transfer must be approved by the Attorney General of each province involved. If you wish to deal with outstanding charges, you should contact a lawyer.

**Appeals:** You are advised to seek legal advice when considering an appeal. In order to appeal your conviction, you must serve a Notice of Appeal within 30 days from the date of your conviction. In order to appeal your sentence or your conviction and sentence, you must serve a Notice of Appeal within 30 days from the date of your sentence.

## 11. Tobacco Restrictions

The Provincial Correctional Centre is a tobacco-free facility. No smoking is permitted. Tobacco products, matches, and lighters are considered contraband and will be destroyed upon your admission to the Provincial Correctional Centre.

## 12. Fire Safety Procedures

Fire safety rules and evacuation plans and routes are posted in your unit and throughout the facility to ensure the safety of both staff and offenders. When the fire alarm sounds, you must promptly respond to the instructions of correctional staff. Fire drills occur on a regular basis and everyone is required to participate.

## 13. Languages

Resources are available if you are in need of language services. You should notify correctional staff immediately if you require this service.



## 14. Video Surveillance and Telephone Monitoring

You will be subject to video surveillance and telephone monitoring during your time in custody.

## 15. Telephone Calls

**Professional Calls:** You may make telephone calls free of charge to an approved list of agencies and offices including:

Lawyers

Human Rights Commission

Probation Officers

Parole Officers

Addiction Counselors

Child Protection Workers

**Access to Telephone System:** In order to access the telephone system, staff will assist you in completing a telephone/visiting list. Telephone calls are intended for immediate family only (parents, siblings, children, spouses, partners). Once your list has been verified by staff, it will be sent to Probation Services, Victim Services, and if applicable, CSC Parole Services to verify there are no restrictions or concerns regarding contact with the people on the list. Telephone calls to or from individuals in other institutions are not permitted unless approved by management.

There are no calls permitted until your list has been approved. Once approved, you will be issued a Personal Identification Number (PIN) to gain access to the phone system. Information on the process and cost of making calls is available in each unit.

**Abuse of Telephone System:** Anyone caught abusing the intended use of the telephone system is subject to losing all telephone privileges and could face internal charges. This includes making three-way or third-party phone calls.

Any calls made to victims or to persons with whom you have a court order restricting contact will be reported to the police and Probation Services and you may be charged under the Criminal Code of Canada. In addition, you may be subject to internal charges and losing all telephone privileges for the remainder of your time in custody.

**Telephone Monitoring:** All telephone calls are recorded and may be monitored and intercepted. This does not apply to calls or visits with lawyers.

**Incoming Telephone Calls:** No incoming calls are permitted. Staff will not take/pass messages from outside callers. Emergency calls for you will be referred to the Floor Supervisor on duty.

## 16. Visits

Visits are encouraged and are considered a necessary part of the case management process.

**Process to Obtain Visits:** In order to receive visitors, staff will assist you in completing a telephone/visiting list. Visits are intended for immediate family only (parents, siblings, children, spouses, partners). Once your list has been verified by staff, it will be sent to Probation Services, Victim Services, and if applicable, CSC Parole Services to verify there are no restrictions or concerns regarding contact with the people on the list.

There will be no visits permitted until your list has been approved.

Once approved, you will be issued a Personal Identification Number (PIN) to gain access to the phone system in the visiting room.

**Visiting Regulations:** The Provincial Correctional Centre Manager has the authority to prohibit any person from visiting the Correctional Centre or communicating with any offender.

Any person, vehicle, or articles of property in their possession coming onto the grounds of a correctional centre are subject to search, as stated in the Correctional Services Act Regulations 8 and 21(1).

All visits are maximum security, non-contact visits. Under exceptional circumstances, special 'open' visits may be approved through the OPS Managers.

Offenders serving intermittent sentences are not permitted visiting privileges.

No one under the age of 18 years will be allowed to visit unless accompanied by their parent or legal guardian, or a member of their immediate family, who is 18 years of age or over and is on your approved visiting list. Proof of age will be required.

Persons on parole or recently released from custody are not normally permitted to visit; however, exceptions may be made under special circumstances if approved by the OPS Managers/Centre Manager.

**Monitoring:** While in the visiting room you are under video and audio surveillance. The visits are recorded and may be monitored or intercepted.

**Visiting Schedule:** Please check with staff to determine the visiting times for your Unit. Copies of the visiting schedule are available in Central Control for your family members.

**Process for Visitors:** All visitors must show picture identification to be admitted to the visiting area. No visitors will be permitted without proper identification. Visitors must sign in upon arrival and sign out prior to leaving the correctional centre.

Visitors are to lock up all of their belongings in the lockers in the front area. Staff will provide them with a key. No cell phones, coats, purses, writing paper, cameras, or any other personal belongings are permitted in the visiting area.

Visitors must be dressed appropriately.

You and your visitors must follow all visiting rules. Your visit may be terminated if you or your visitors behave inappropriately. Visitors may be removed from your visitor list for repeated or significant inappropriate behaviour.

Anyone who is found to breach the visiting procedures will be asked to leave the facility and may be restricted from any further entry to our facility.

Any visitor caught bringing in or receiving contraband will be barred from visiting and may be liable to criminal charges. Any offender caught with contraband after a visit will be subject to criminal and institutional charges and loss of visiting privileges.

## **17. Mail and Correspondence**

You will be provided with writing paper and envelopes during your time in custody. The Correctional Centre will pay postage for up to three letters per week.

Mail to or from individuals in other institutions is not permitted, although exceptions can be made for family members if approved by OPS Managers.

Mail sent to victims or persons with whom you are not permitted to have contact will be forwarded to the police and may result in charges under the Criminal Code of Canada.

All incoming and outgoing mail will be read and inspected and is subject to interception as per the Correctional Services Act and Regulations with the exception of mail to/from the following:

- Lawyers
- Members of the Legislative Assembly of PEI
- Members of the Parliament of Canada
- the Attorney General (Minister) or Deputy Attorney General (Deputy Minister)
- the Director of Community and Correctional Services

## 18. Rules and Regulations

There are rules and regulations governing the conduct and activity of offenders to ensure the safe and secure operation of the correctional facility. You are to abide by the policies/rules of the institution, as well as the Regulations under the Correctional Services Act of the Province of Prince Edward Island, which states:

Everyone who is confined to a correctional centre is subject to the following rules:

*No inmate shall*

- (a) *refuse to perform the work or duty assigned to him or her or refuse to participate in such programs to which the inmate is assigned unless medically exempt;*
- (b) *show conduct of a manner that is detrimental to the welfare of other inmates, employees, or to a correctional centre's program;*
- (c) *use foul, indecent, vulgar or profane language;*
- (d) *disobey any lawful order given by an employee of the correctional centre;*
- (e) *possess contraband or deal in contraband with any person;*

- (f) *when requested to do so, refuse to stand to the side of the inmate's cell or room door or bed when an inspection or search of any part of a correctional centre is being carried out;*
- (g) *possess or consume an intoxicant or drug in any form except drugs prescribed for the inmate by a physician and consumed or applied as prescribed;*
- (h) *fail to or refuse to provide a urine sample where so required in accordance with section 11;*
- (i) *smuggle any article either into or out of the correctional centre;*
- (j) *destroy or deface property, or deliberately waste food;*
- (k) *assault or threaten to assault another person;*
- (l) *cause or conspire to cause a disturbance;*
- (m) *commit an indecent or offensive act by gesture, action, or in writing towards another person;*
- (n) *enter any unauthorized area within the confines of a correctional centre;*
- (o) *leave the confines of the correctional centre except when escorted by an authorized person or as otherwise authorized, such as temporary absence, day parole, and upon warrant expiry;*
- (p) *while on approved temporary absence from a correctional centre, violate any of the conditions stipulated for the temporary absence;*
- (q) *disobey or breach the policy or special instructions of the Director, or policies of the correctional centre;*
- (r) *counsel, aid or abet another inmate to do any act in contravention of the Act or these regulations, policy or special instructions of the Director, or policy of the correctional centre;*
- (s) *gamble for exchange of anything of value;*
- (t) *attempt to break any of the rules in clauses (a) to (s).*

## 19. Offender Discipline

Disciplinary rules and procedures are established for the following purposes:

- 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

If violations of the rules of the facility or the Correctional Services Act Regulations occur, you may be charged with an Institutional Misconduct. This will result in you being brought forward to face charges in a hearing.

If found guilty of the charge, you are subject to disciplinary action, which can include loss of all or part of your privileges, placement in lock-up, and loss of remission. Some offences may also be in violation of the Criminal Code of Canada and may be reported to the local police department.

If you are found guilty and wish to appeal a decision, you may do so in writing to the Centre Manager within 7 days of the decision. The Manager will review the case and will respond in writing within 10 business days.

Any offender who assaults or threatens a staff person or another offender will be reported to the local police and may face charges under the Criminal Code of Canada. They will also be charged under the Correctional Services Act Regulations.

## 20. Contraband

According to the Correctional Service Act Regulations contraband means an item that could jeopardize the safety of an individual or the security of a correctional centre. This includes intoxicants, weapons, and any unauthorized property or substance found on or in the property of an offender or on the property of 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.

**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 charged 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.

## 21. Searches

Searches are a requirement for the safety and security of the Correctional Centre, staff, and offenders.

Any persons coming onto the grounds of a correctional centre, their vehicles and the articles of property in their possession, are subject to search to the degree necessary to ensure correctional centre security and prevent the introduction of contraband.

All areas of the correctional centre and all items within the centre are subject to search. Cell searches include a thorough search of an inmate's cell/pod, its contents, and the adjacent area.

All offenders are subject to searches, including strip searches. Strip searches shall be conducted in a manner and location that is sensitive to the privacy and personal dignity of the person being searched.

Circumstances under which strip searches may occur include:

- new admissions, including lock-ups
- offenders sent to Admitting Unit following a visit or for disciplinary reasons
- offenders moving in and out of the Admitting and Discharge Unit
- offenders returning to the Correctional Centre from off grounds
- any person so designated by the Centre Manager

## **22. Screening for Intoxicants**

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
- your participation in programs
- you are being prescribed methadone or other medications
- you are applying for temporary absences/parole/admission to an addiction facility
- you are randomly selected to provide a sample

Refusal to provide a urine screen or testing positive for intoxicants will result in disciplinary action.

## **23. Financial Assistance Benefits**

You cannot collect financial assistance while you are in custody. Any cheques received will be returned to Income Support.

## **24. Offender Request Forms**

The Correctional Officers on your Living Unit will be able to help you with most of your questions and needs during your time in custody. However, there are Offender Request Forms available on your Unit if you wish to speak to another professional or if you have a particular question or concern that the correctional officers may not be able to answer.

Request Forms must be filled out in detail and given to a Correctional Officer on your living unit. The Officer will sign and date that they received your request and forward it to the appropriate person for you.



## 25. Health Services

**Nurses/Physicians:** During your time in custody, Health Services are provided by the Correctional Centre's nursing staff and doctors. The nurses are responsible for managing your daily medication and health care needs under the direction of the doctor. Medication decisions are made by the doctors and it is the responsibility of the nurse to follow their directions.

If you are experiencing health problems or wish to see a nurse, you should fill out an Offender Request Form and give it to the staff on your Unit. The Request Forms are to remain on the Unit and will be picked up at scheduled times by nursing staff, who will determine when they will see you. Nursing staff will determine if you need to be seen by a doctor. PCC Doctors hold a clinic on-site approximately every two weeks.

**Mental Health:** If you are experiencing suicidal thoughts or mental health issues you should alert correctional staff immediately, so they can obtain assistance for you.

**Methadone:** If you were prescribed methadone in the community, you will continue to have your methadone prescribed to you at the Provincial Correctional Centre throughout your period of incarceration. If you are interested in getting your name on the list to access the Methadone Program upon your release, request to see the PCC Addiction Coordinator, who will assist you in doing so.

**Misuse of Medication:** Please be advised that misuse of any medication can present a serious health risk to you and other offenders. Any misuse of medication will be reported to the physician, who may decide to discontinue your medication. You may also face disciplinary action.

## 26. Other Services/Programs

**Library:** You are permitted to select and exchange reading material from the correctional facility library once a week. Please see unit staff for the library schedule.

**Education:** The Education Program operates Monday to Friday, year-round. Each living unit has a scheduled daily, one-hour classroom period. Please consult with staff to determine the schedule for your unit and refer to the Program Manual for information on available courses/programs.

**Work Programs:** Those who are eligible have the opportunity to perform volunteer work in the kitchen or in the laundry facility. Such work may be credited toward court-ordered community service work hours if deemed appropriate by your Probation Officer.

**Spiritual and Cultural Services:** Spiritual services and supports are available to you at the Provincial Correctional Centre. Please check with staff on your unit to determine the schedule for church services or submit a request form to the volunteer Chaplain for individual spiritual support. Pastoral visits for all faith groups are coordinated through the Chaplain and PCC staff.

**Aboriginal Spirituality:** To request Aboriginal spiritual and cultural services and supports, please submit an Offender Request Form to the Aboriginal Caseworker. The Aboriginal Caseworker also offers services related to release planning, community outreach and support, and case management assistance.

**Haircuts:** You are eligible for free haircuts during your time at the Provincial Correctional Centre. Correctional staff on your unit will provide you with specific details. Please be advised that hair coloring is not available in custody.

**Laundry Services:** Correctional staff on your living unit will give you details on the laundry schedule for your particular unit.

**Recreational Programs:** Daily access to the gymnasium and to outside exercise is scheduled according to living units. Please check your unit schedule for details.

**Canteen/Trust Fund:** All money that you have when you are admitted or that you receive while you are in custody will be forwarded to your trust fund and remain in the fund until your release. It can be used to purchase items in the canteen, to pay for telephone calls, or to purchase extra stamps. You must have the money in your account to cover the full cost of the purchases and cannot buy items or phone services on credit. Upon release, any money remaining in your trust fund will be returned to you (up to \$50 will be provided in cash and any additional funds will be paid by cheque).

A current canteen price list is available through staff in your living unit. You may order canteen twice a week (Mondays and Thursdays) by completing an order form and submitting it to unit staff. The maximum amount you may purchase from the canteen at one time is \$50.

## 27. Sentence Administration/Case Management

**Earned Remission:** Remission is a reduction of the time you must spend in custody, if your sentence is less than two years. Under the earned remission system, you will start your sentence with a release date based on the entire sentence. You can earn up to 1/3 off your sentence through earned remission.

Earned remission is, as stated, “earned” and not automatic. It is earned through good behaviour, program participation, and completion of assigned work duties. Remission may be lost through a violation of institutional rules/regulations, and failure to participate in programs or complete assigned work duties.

**Case Management:** Case management is the process used to help you and the institutional staff understand the issues that led to your incarceration. It includes all those programs and services that are available to try to assist you in addressing and attempting to overcome these issues, so you will be better equipped to deal with them upon your release to the community. We strongly encourage your engagement in all aspects of the case management process, so that you can positively benefit from your time in custody and reduce the possibility of future conflict with the law. If you decline to participate in the case management process, your Primary Worker is still required to monitor your progress/behaviour throughout your incarceration and to consult with and update your Probation Officer if applicable.

**Unit Primary Worker:** If you are remanded or serving a sentence of thirty days or more, your Unit Supervisor (COIV) will assign a Correctional Officer to be your Primary Worker. Your Primary Worker is there to assist you throughout your time in custody and is responsible for managing your case during your period of incarceration. In addition, he or she will help you in developing a case plan, refer you to programs and services within the Provincial Correctional Centre, and assist you in making plans for your release. For those who are currently on Probation or will be upon release, your Primary Worker is also responsible for updating your Probation Officer on your progress during your time in custody.

If you are remanded or sentenced to custody for a time period shorter than thirty days, you may not be assigned to a Primary Worker, but all staff will assist you in any way possible. In addition, you are still able to access any interventions and services you require, although your access to group programming may be limited because of the time required to complete such programs.

## **28. Transfers to/from other Correctional Facilities**

### **Provincial Transfers**

You may be transferred between Correctional Centres in the province for security reasons, programming/treatment needs, or as otherwise directed by the Centre Manager.

### **Transfers to other Provinces**

Presently the only province PEI has a transfer arrangement with is New Brunswick, although it is hoped that an agreement with Nova Scotia will be arranged in the near future. If there is a valid reason you wish to be transferred to New Brunswick or Nova Scotia, you should consult with an OPS Manager.

### **Federal Sentences**

If you are sentenced to a federal penitentiary, you will be transferred within 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 do not sign the waiver, you will be transferred on the first possible day after the 15-day waiting period is over.

Prior to being transferred to a federal penitentiary, a Parole Officer with the Correctional Service of Canada (CSC) will come to PCC to interview you. You are not permitted to take anything with you to the penitentiary, except the clothes you arrived in and your personal belongings already in storage within our facility. Pre-penitentiary visits are to take place 48 hours prior to you leaving and you will not be permitted phone calls for 24 hours prior to your transfer.

### **Exchange of Service Agreement/Day Parole**

If you receive a federal sentence, an arrangement between the provincial and federal governments allows for federally incarcerated Islanders to apply to be returned to PEI to serve a portion of their sentence at one of our provincial institutions. You are also able to apply for day parole to one of our provincial institutions. If you are interested in applying for these options, please discuss your interest with your CSC Parole Officer in the federal penitentiary where you are incarcerated.

## 29. Conditional Release

### Temporary Absences

Sentenced offenders may apply for conditional release through the Provincial Temporary Absence Program. A Temporary Absence (TA) is a legal process that allows an offender to be released for medical, humanitarian, treatment, employment, education, general authorization or administrative reasons. An offender is eligible for a TA when 1/3 of their full sentence has been served.

You must consult with your Primary Worker if you want to apply for a TA. Your Primary Worker will fill out the application form and review it with the Unit Supervisor. If the Unit Supervisor supports the TA, it will be forwarded to the OPS Manager for review and consultation with Probation Services, Victim Services, Police, and relevant community contacts. The application will then be reviewed by the Centre Manager.

A number of factors are considered when making decisions on TAs. These include, but are not limited to: nature of current offence; risk level; outstanding charges; criminal record; history of violence, escape, breaches of community court orders; behaviour and incidents within the institution; engagement in programming during incarceration; etc.

Successful applicants will have conditions imposed on their release and will be subject to home/work visits and telephone monitoring. Failure to comply with release conditions will result in a suspension of the TA, as well as possible loss of remission and criminal charges. |

### Parole

Parole is a type of conditional release granted by the Parole Board of Canada. If you are serving a provincial sentence of sufficient length, you can apply for day and/or full parole. Eligibility for release on day parole is at one-sixth of your full sentence and for release on full parole is at one-third of your full sentence. Please note that the time frame for processing a parole application can take up to six months. Outstanding charges do not prevent you from applying for parole, although they will be taken into account during the decision-making process.

Please consult with your Primary Worker if you want to apply for parole. Your Primary Worker will assist you in filling out the application and forward it to your OPS Manager, who will ensure the application is forwarded to CSC Parole Services in Charlottetown and the Parole Board of Canada in Moncton, NB.

Once an application is submitted, your case will be assigned to a Parole Officer, who will meet with you at PCC and answer any questions you may have on the process. PCC staff have no control over time lines, response times, or the final decision of the Parole Board. We are responsible for updating your Parole Officer regarding your involvement in incidents/misconducts, your institutional behaviour/attitude, and your participation in programs and services.

If you are granted parole, you will be released early to serve the remainder of your sentence in the community upon the supervision of your Parole Officer from the Correctional Service of Canada.

### **30. Probation**

If you are on probation during the time you are in custody or will be upon your release from custody, you will normally meet with a Probation Officer while you are in custody to review your probation order. If the Probation Officer does not contact you, it is your responsibility to call him/her to set up an appointment and to ensure you understand what is required of you upon your release.

### **31. Problem-Solving/Chain of Command**

If you are experiencing problems during your time in custody, please consult with your Primary Worker or Unit staff, who will assist you if possible. If the issue or problem cannot be resolved at that level, you may request to speak to the Unit Supervisor. If deemed necessary, an Offender Request Form may be forwarded to your OPS Manager if the issue cannot be resolved at the unit level.