

C578603

November 10, 2020

All Staff
Community Corrections Division

Re: Provincial Health Officer Orders – November 7, 2020

Yesterday afternoon you received communication from our Deputy Ministers regarding our response to the recent Public Health Orders, limiting social interactions in the Fraser and Vancouver Coastal Health Regions. As the Deputies noted, over the weekend BC's Provincial Health Officer released orders that apply to all areas of these Health regions except for Hope (Fraser Region) and parts of the Central Coast and Bella Coola (Vancouver Coastal) and which remain in effect until noon on November 23 or until they are changed. The PHO reflected on the importance of these measures to, in part, protect the delivery of essential services to residents in these areas.

As you are aware, over the past several months community corrections offices have put in place a set of clear protocols to support the safe delivery of our essential front-line services. It was only when those protocols were in place and reviewed with all staff that we began a very slow and deliberate return to the office, first by limited numbers of staff and then with the clients they supervise. The focus of in-person reporting continues to be for those deemed the highest risk and/or most in need of direct interventions. Although offices are below the maximum capacity established as part of our safe work protocols, it will be important for those in the communities subject to these public health orders to pause any further increase in the current staffing levels; barring significant risk or needs issues indicating otherwise, maintaining client reporting at the current levels for the duration of this order is also appropriate. As our Deputy Ministers outlined in their message, we will continue to support staff to work remotely on those days they are not required to be in the office to provide direct front-line services to clients. Staff continue to have access to an array of technology tools, put in place since the outset of the pandemic, to provide virtual services to their clients that don't require in-person reporting.

All employers have been directed to ensure active in-person screening of employees attending their workplaces is occurring. In the Community Corrections Division staff have been required to check in with their supervisor before coming to the office to confirm that they are feeling well, that they do not have any symptoms of COVID-19 and have not come into contact with someone has been diagnosed with or had a presumptive case of COVID-19. To ensure compliance with the current orders, effective November 12, the Community Corrections Division will be enhancing its active screening protocols in all offices within the two health

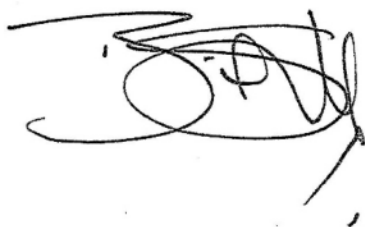
regions subject to these orders. This means that in those offices, local managers will be providing staff with specific direction regarding how enhanced active health screening will be conducted. Prior to arrival **or** immediately upon arriving at the office, staff will be asked four screening questions by a designated person, in most cases a local manager or senior probation officer, before they commence any work or interact with their coworkers. In addition to inquiring about the presence of symptoms and exposure to any diagnosed or presumptive COVID cases, employees will be asked about any travel outside Canada and will also be asked if they are subject to any PHO orders to self-isolate. These measures will remain in effect in these offices until the expiry of these orders. These questions expand on our current screening practices in these two health regions and screening being managed by local managers elsewhere in the province should continue as it has been.

Staff in these offices will be receiving directions from their local managers about how this screening will be managed within their office. There will also be updated signage to ensure staff are reminded about these temporary measures, including identifying appropriate staff entry points to support this enhanced screening.

I recognize that these changes will take a day or two to become habits, but as we have seen throughout this pandemic, the Community Corrections Division has demonstrated great flexibility and adaptability and I'm confident that will be the case with these new measures. Our workplaces remain safe for the delivery of the essential services we provide to help keep British Columbians safe. This is due in large part to our careful adherence to the safety protocols in our division and the way each of us has taken our responsibilities to one another seriously from the first days of this pandemic. I want to thank everyone for continuing to make this a priority and for staff in the offices subject to these new health orders for your support for this temporary enhanced screening.

Your local managers and regional directors have been updated on these measures and remain available to answer any questions about how they will be implemented in your offices.

Thank you

A handwritten signature in black ink, appearing to read 'Bill Small', with a stylized flourish at the end.

Bill Small
Provincial Director

C577400

October 8, 2020

All Staff
Community Corrections Division

Re: Community Corrections Business Recovery Update and Future Plans

I would like to take a moment to thank you for your ongoing professionalism, flexibility and resilience as we continue to work through the challenges of the past seven months. We are all dealing with uncertainty about the future and it is my hope that this message will help clarify where we are at as a division and describe what we know about our future plans.

Over the last few months, we have inspected and adapted our workspaces to ensure staff and client safety; we have carefully and gradually increased the proportion of staff in offices, followed by the number of clients reporting to front counters and secure interview rooms, resuming limited in-person client reporting and the delivery of some of additional services with modifications.

Our experiences to date have shown that as staff follow work place safety protocols, the risk for contracting COVID-19 in the workplace remains very low, as it is in all of our activity in the community, when supported by physical distancing and vigilant hygiene practices. We remain committed to proceeding carefully but are now in a good position to focus our attention on client service and quality assurance.

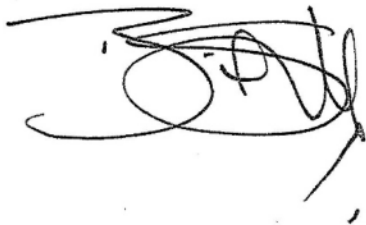
Balancing staffing levels and schedules in your offices with continued work from home arrangements will continue into the foreseeable future. At this time across the province, approximately 2000 of our nearly 18 000 clients (or 11%) are reporting in person, while we now have about half of our staff working in the office on any given day. This means we have the capacity, without adjusting our current staffing levels, to be able to safely see more clients at the work site. While virtual and remote reporting options have proven invaluable, an in-person meeting between a client and a probation officer remains, in many cases, the most effective option for the delivery of strategic interventions.

Probation Officers and Probation Officer 14s are in the best initial position to identify clients who need to report in-person and those who do not. This decision is based on the risk and needs of the client, as well as the relationship and rapport they have with those clients, and the range of suitable case management options available to effectively meet their needs and manage their risk. Throughout, Senior Probation Officers and Local Managers will continue to

play a critical consultative role, supporting POs to make strong case management decisions through effective quality assurance practices.

As I talked about in our recent townhall meeting, the eventual end of this pandemic will not signal a return to the way we were doing work at the beginning of 2020. Flexible work options, remote supervision modalities and video service delivery will continue in some form. We will continue to use what we are learning right now, about what works and what may be possible, to inform the future state and shape of our division. Your experiences with new technology tools, creative case management techniques and innovative ideas will be critical for us all as we shape the future of how we do this work.

The role of your supervisors and leaders is to support you, so you can continue to support our clients. We provide a service of critical value, and we will be as creative as we need to be to ensure we continue to be there for our clients, the Court and our communities. Again, thank you all for your continued dedication and service.

A handwritten signature in black ink, appearing to read 'Bill Small', with a stylized flourish at the end.

Bill Small
Provincial Director