

REVIEWED BY ATIP DIVISION
Correctional Service of Canada
REVISÉ PAR LA DIVISION AIPRP
Service correctionnel du Canada

Virtual Tour Script Outline

CSC Correctional Facility

Introduction

- CSC is developing a virtual tour to educate Canadian citizens about our correctional facilities.
- WebDrive, a firm experienced in creating virtual environments, has been contracted to create the 3D tour by October 31, 2014.
- Collins Bay Institution is the approved location for the virtual tour, with some elements being photographed at Bath Institution.
- NHQ is working closely with Ontario Region on this initiative.

Background and Objectives

Background

- Following the public's interest in attending the Kingston Penitentiary tours, it is clear that Canadian federal correctional facilities have been of interest for the public.
- CSC is committed to providing information to victims of crime, as outlined in the *Safe Streets and Communities Act*. Victims have voiced a need to understand the institutional environment, which can be done effectively using images and visuals.
- A virtual tour would allow Canadians to experience firsthand a realistic correctional environment without having to physically visit an institution.

Objective

- To develop a self guided tour through a clustered site, showcasing elements of maximum, medium, minimum correctional facilities.
- To provide victims of crime an opportunity to experience and learn about their offender's surroundings while incarcerated.

Concept

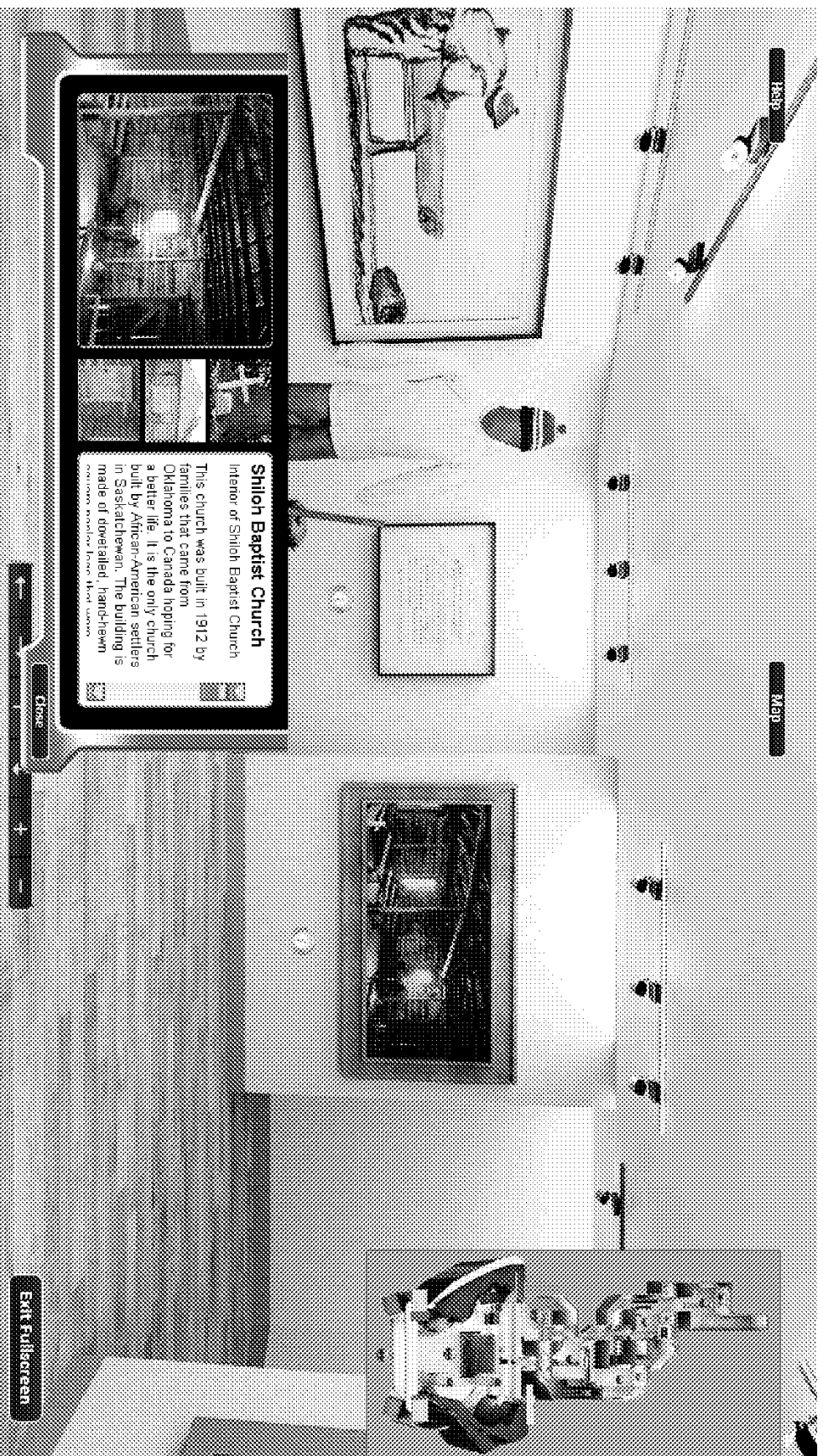
Storyline

- Key audiences are interested in CSC's correctional facilities. This tour will provide users with a realistic experience of key areas of a typical institution with information and key items specific to each area.

Presentation

- To understand the project's concept, it is helpful to understand the construct of the environment.
 - Visitors will access the tour online through Canada.ca and CSC's Corporate Web presence.
 - Visitors will move through 360° captures of each area of the virtual institution, navigating with a mouse.
 - An audio accompaniment will set up the storyline for each "room" in the presentation.
 - Each area will also feature items and artifacts. Clicking an item will open an information box which will house associated photos or videos accompanied by explanatory text.

Example of Virtual Environment with Info Boxes



Scenario

Scenario:

- The virtual tour will begin with a title slide.
- Tour “visitors” will be greeted by the voice of a fictional Correctional Officer who will guide the tour.
- The tone will be friendly and informational, with a focus on a “day in the life” view of a CSC Institution. The story will be presented in a style similar to a documentary.
- Following the audio, the tour will automatically start at the first capture (outside perimeter).

Outline for audio:

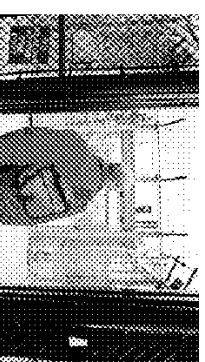
- The Correctional Service of Canada (CSC) is the federal government agency responsible for administering sentences of a term of two years or more, as imposed by the court. CSC is responsible for managing institutions of various security levels and supervising offenders under conditional release in the community.
- Have you ever wondered what a federal correctional facility looks like?

Rooms – Outside Perimeter

- The audience will automatically be taken to a 180° capture of the outside perimeter, using photography at Bath Institution with some elements will be virtually created.
- Users will be able to pan around the environment to see the building with the fence surrounding it. Content for this, and all areas of the tour, will be created in a manner that safeguards institutional security.
- There will be an information button that, when clicked, will open an info box that has a montage of photos of the outside of other Canadian federal institutions.

Outline for Audio

- CSC uses a number of measures to ensure perimeter-security at minimum, medium, and maximum security facilities within Canada.
- Institutions may use fencing or walls, sensors, movement detection equipment, lighting, alarms, close-circuit television monitoring, video cameras and/or barbed wire.
- All of these elements combined ensure the safety and security of offenders, staff and the Canadian public.



Rooms – Security (Visitor Entrance)

Messaging

- Security of staff, visitors, and offenders is a top priority at CSC.

Content

As visitors pan around the 360° capture, they will see the following info-box items:

- Security Desk
- Metal Detector and/or ION Scanner
- Drug Detector dog (Static Image)
- Intake and Assessment
- Video link to “[Don’t Risk it! Keeping Drugs Out](#)”

Rooms – Security (Visitor Entrance) cont'd

Outline for Audio

- There are two entrance processes within federal correctional institutions: one for offenders, where the intake and assessment process takes place; and one for visitors.
- When a visitor arrives at the institution they are asked to sign in, show identification, and provide the name of the inmate. All of their items are put through an x-ray machine, visually inspected, then stored in a locker. The visitor will then go through an initial search (walk through a metal detector and/or have items scanned with an ion scanner or x-ray machine). If there is suspicion that a visitor possesses contraband they may face a more intrusive search. They may also be searched by a drug detector dog team. Lastly, visitors will watch a short video on keeping drugs out of institutions.
- When an offender arrives at the institution he or she enters through a separate secure entrance into the Intake and Assessment area. The offender hands over most of their personal effects, which are stored until their release.

Rooms – Visitor Room

Messaging

Positive contact with family and friends is a very important factor in the successful reintegration of offenders.

Content

As visitors pan around the next 360° capture, they will see the following info-box items:

- Security
- Closed Visiting
- Family Area



Rooms – Visitor Room cont'd

Outline for Audio

- Visiting with community supports or family offenders to develop and maintain family and community ties in preparation for their return to the community. It also helps to lessen the negative impact of incarceration on family relationships.
- The visiting area is made up of a collection of tables with attached chairs. There is a family area for those with children.
- All visitors will be given a list of rules applicable to the visiting area before they come for the first visit. For example, each person must remain on their own chair. Hands must remain visible at all times. All the rules and regulations associated with visiting should be read prior to the visit. Failure to abide by these rules may result in a person being asked to leave the institution and their visiting privileges may be suspended.
- Private Family Visiting is also available, and encourages inmates to develop and maintain family and community ties in preparation for their return to the community. Eligible inmates have the opportunity to use special units within the confines of a correctional institution. Most units are simple two-bedroom structures with a combination kitchen and living area.

Rooms - Range and Cell

Messaging

Safety of staff and inmates in CSC institutions and the community is a priority for CSC.

Content

As visitors pan around the next 360° capture, they will see the following info-box items:

- Cell
- Maximum Security (Static image of range, cell)
- Segregation
- Private living units
- Cafeteria

Rooms - Range and Cell cont'd

Outline for Audio

- There are three levels of security for federal correctional institutions: minimum, medium, and maximum security.
- **Maximum security institutions** are the most restrictive since they house individuals who pose the greatest risk of escape and therefore the greatest danger to society. The buildings are surrounded by a barbed-wire fence, correctional officers are armed and posted in towers or other strategic surveillance locations. Also, the schedules that govern an inmate's day-to-day routine are stricter.
- An average **medium security facility** is divided into ranges, with an upper and lower tier. There is a central area for the correctional officers to monitor the activity on the range. While the site is fenced, the rules are less restrictive. Officers are not armed, although weapons are available – under lock and key – in specific locations.
- Each range is equipped with a kitchenette, washers/dryers as well as showers. Each range has a handicapped cell and shower. Daily life is much like that in maximum security institution.

Rooms - Range and Cell cont'd

- Finally, the **minimum security institutions** play a very important role in the process of returning offenders to the community. Correctional Officers are not armed, since inmates in these institutions have been deemed very low risk. Inmates in minimum security have more say in structuring their schedule according to the activities they are required to participate in, and they are often responsible for preparing their own meals. This creates a sense of responsibility and prepares them for life in the community.
- Many institutions have several types of security facilities on the same compound.
- An inmate's day follows the routine of the institution. That routine is based on the institution's security classification. On a regular day, inmates may be involved in programs, educational activities, or job training, which contributes to their rehabilitation.

Rooms - Range and Cell cont'd

Institutions follow a daily routine. Here is a fictional example of what a typical weekday schedule might look like, and times may vary:

- 06:45 – Inmate count
- 07:00 – Breakfast
- 08:00 – Go to program, work or back to the cell or room
- 11:45 – Return to cell or room for inmate count and lunch
- 13:00 – Go to program, work or back to cell or room
- 16:30 – Return to cell or room for inmate count and then supper
- 18:00 – Go to recreation, cultural events, self-help groups, etc.
- 22:30 – Night inmate count
- 23:00 – Lock-up and Lights out

Inmate counts also take place several times a day, without interrupting activities. During the night, Correctional Officers make regular rounds to ensure inmates are safe and in their cells or rooms.

Rooms – Health Clinic

Messaging

CSC provides essential health care, including mental health care, and reasonable access to non-essential mental health care services to federal offenders.

Content

As visitors pan around the next 360° capture, they will see the following info-box items:

- Nurses' station
- Medication Access
- The Dentist

Rooms – Health Clinic cont'd

Outline for Audio

- CSC provides every inmate with essential health care and non-essential mental health care as part of the inmate's rehabilitation and successful reintegration into the community. Throughout each offender's sentence, CSC health care professionals respond to the health needs of offenders by providing quality health care that both meets professional accepted standards and ensures patient safety.
- Inmates can see a doctor or other health professional at the institutional clinic. CSC's facilities are accredited. When inmates initiate a request, their request is triaged by a nurse, who books appointments for the inmates based on the urgency of their condition.
- The delivery of care is provided by health care professionals who are registered or licensed in Canada including physicians, nurses, pharmacists, psychiatrists, psychologists, occupational therapists, social workers, dentists, and other relevant specialists.
- The safety of staff is a primary concern for CSC. The personal safety of health care workers is ensured by the presence of correctional officers and the use of personal alarms, staff training, and awareness. Safety is also assured by the control of inmate movements within the institution and working to create a culture of respect, among the inmates, for the valuable services these professionals provide.

Rooms – Aboriginal Cultural Centre

Messaging

This environment provides Aboriginal inmates the opportunity to heal and move forward in their journey of safely reintegrating into society.

Content

As visitors pan around the next 360° capture, they will see the following info-box items:

- Smudge bowl
- Drum
- Métis sash
- Quilliq

Rooms – Aboriginal Cultural Centre cont'd

Outline for Audio

- Aboriginal people have long sought an approach to corrections that integrates Aboriginal views of justice and reconciliation. To that end, the Correctional Service of Canada (CSC), as one of its corporate priorities, has committed to enhancing capacities to provide effective interventions for First Nations, Métis, and Inuit offenders.
- The aboriginal cultural centre is a designated area that First Nations, Métis, and Inuit use for ceremony and prayer, to conduct circles, and to do crafts and artwork. All of these are usually done with an Elder, Aboriginal Liaison Officer, and/or community members.

Rooms – Chapel

Messaging

Chaplains help to foster relationships that can help offenders reintegrate into society. Federal correctional institutions have chaplains who facilitate spiritual care of all inmates, regardless of faith, by arranging access to faith-appropriate care and services.

Content

As visitors pan around the next 360° capture, they will see the following info-box items:

- Counselling room
- Library
- Picture: Fr. Joseph Leclerc

Rooms – Chapel cont'd

Outline for Audio

- Most federal correctional institutions have chaplains who facilitate spiritual care of all inmates, regardless of faith, by arranging access to faith-appropriate care and services.
- Chaplains play numerous roles, including worship leader, teacher, counsellor, role model, and volunteer coordinator. They provide a confidential, safe place for an inmate to explore spiritual, moral, and ethical issues. Their presence in an institution can help ease tensions and assists individual offenders to settle into the institutional environment more smoothly. As well, chaplains help foster relationships in the community, which can help offenders reintegrate into society.
- Many institutions have a space or room dedicated as a chapel where various types of religious services can be held.
- Chapels are designated Sacred Space and the only activities that take place there are for spiritual/religious purposes. In cases where an institution does not have designated area, shared space is provided for spiritual/religious observance and practice.

Rooms – Classroom/Program Room

Messaging

Correctional programs, in institutions and in the community, are essential to help bring about positive changes in behaviour. Institutions offer various programs and education classes depending on the need of the offenders.

Content

As visitors pan around the next 360° capture, they will see the following info-box items:

- Books (library)
- Poster: Hiring an Offender
- Video: Hiring an Offender
- Yard

Rooms – Classroom/Program Room cont'd

Outline for Audio

- Incarceration alone does not produce the long-term changes that many offenders require to lead productive, law-abiding lives in the community. Correctional programs, in institutions and in the community, are essential to help bring about positive changes in behaviour.
- Institutions offer various programs and education classes depending on the needs of offenders. Offenders are assessed for the admission criteria and are referred by their Parole Officer and the Correctional Intervention Board to determine suitability for the program.
- Information on the types of programs offered.
- Messaging on how programs and education relate to rehabilitation.

Rooms – CORRCAN

Messaging

CORRCAN's focus is to assist offenders in becoming employment-ready upon release, which in turn supports CSC's mission.

Content

As visitors pan around the next 360° capture, they will see the following info-box items:

- Manufacturing (Welder)
- Construction
- Textiles (Sewing Station)
- Services

Rooms – CORSCAN cont'd

Outline for Audio

- CORSCAN is a key rehabilitation program at CSC. It contributes to safe communities by providing offenders with employment and employability skills training while incarcerated and for brief periods of time after they are released into the community. This is done through on-the-job and third-party certified vocational training that focuses on four business lines: Manufacturing, Textiles, Construction, and Services. CORSCAN's work supports the social policy of the Government of Canada to safely reintegrate offenders into society in a way that promotes their success as Canadian citizens.
- The employment skills that offenders gain through CORSCAN include both the soft and hard skills they need to enter the labour market.
- Community employment coordinators help offenders gain hands-on experience.
- CORSCAN instructors are experts in their trade and many hold trade designations. While working directly with offenders in the workplace, they serve as powerful role models. Instructors also observe offenders to assess how well they have integrated the skills they have developed through their correctional programs.

Exit

- The tour will end by transitioning to a final image and a conclusion statement in the audio accompaniment.

Outline for Audio

- Messaging on the value and effectiveness of Canada's federal correctional system.
- Positive closing statement.

Next Steps and Timelines

August

- Photography takes place for Virtual Tour at Collins Bay Institution and Bath Institution*.
- Finalize script and content with Sectors and approve through EXCCOM.
- Select voice talent and finalize translation.

September

- WebDrive records audio for Virtual Tour.
- WebDrive creates virtual environment including programming and rendering.

October

- Final QA of Virtual Tour and full approval through EXCCOM.

November – December

- Post Virtual Tour on Canada.ca.
- Potential opportunity for Ministerial Announcement.

*Contingency dates set in early September to account for possible lockdown of Institutions. WebDrive to perform Photography. Team members from NHQ and Ontario Region to attend.