



Access to Information & Privacy Division

340 Laurier Avenue West
Ottawa, Ontario
K1A 0P9

Your file Votre référence

Our file Notre référence

A-2020-00401

Kevin Walby
Centennial Hall
515 Portage Avenue, 3rd floor
Winnipeg, Manitoba R3B 2E9

Dear Kevin Walby:

I am writing in response to your *Access to Information Act* request, received on January 14, 2021, for the following information:

**“Timeframe (first 6 months):
1 March 2020 to 30 August 2020**

Grievances

I am requesting records documenting the number and nature of grievances related to COVID-19 submitted by prisoners and prison staff in your correctional institutions. ”

Please find enclosed the records you have requested. You will note that certain records or portions thereof have been withheld pursuant to subsection 19(1) and paragraph 16(1)(d) of the *Access to Information Act*. I am enclosing, for your information, a copy of the relevant legislation.

Please be advised that you are entitled to lodge a complaint to the Information Commissioner concerning the processing of your request within sixty days of the receipt of this notice. In the event you decide to avail yourself of this right, your notice of complaint should be addressed to: Information Commissioner of Canada, 30 Victoria Street, Gatineau, Québec K1A 1H3.

Should you have any questions, please do not hesitate to contact Eunice Duodu at 343-571-1245.

Sincerely,

For:
Stéphane Brisson
Director
Encl.: 14 pages

Access to Information Act

16(1)(d) INFORMATION INJURIOUS TO THE SECURITY OF PENAL INSTITUTIONS

The head of a government institution may refuse to disclose any record requested under this Act that contains

(d) information the disclosure of which could reasonably be expected to be injurious to the security of penal institutions.

19(1) PERSONAL INFORMATION

Subject to subsection (2), the head of a government institution shall refuse to disclose any record requested under this Act that contains personal information as defined in section 3 of the Privacy Act.

Row Labels	Count of GrievanceID
Denial of 699 - holiday pay	1
Assignment of duties	2
Denial of 699	10
Denial of 699 - accommodation	1
Denial of 699 - childcare	3
Denial of 699 - contact traced + failure to wear PPE	4
Denial of 699 - contact tracing	4
Denial of 699 - convert leave to 699	2
Denial of 699 - employee is high risk	1
Denial of 699 - high risk individual	1
Denial of 699 - Isolation following travel	2
Denial of 699 - lives with high risk individual	2
Denial of 699 - not close contact	1
Denial of 699 - potential exposure to COVID-19	3
Denial of 699 - symptomatic	2
Policy grievance - Unfair Labour Practice	1
Grand Total	40

Complaints and grievances received between 2020-03-01 and 2020-08-31	
Level of the grievance process	Number of complaints/grievances related to COVID-19
COMPLAINT	379
INITIAL GRIEVANCE	23
FINAL GRIEVANCE	51
Grand Total	453

Data Source: Data Warehouse, Effective date 2021-02-28

Percentage of complaints/grievances received between 2020-03-01 and 2020-08-31 with a synopsis available for review	
Level of the grievance process	Percentage
COMPLAINT	98%
INITIAL GRIEVANCE	95%
FINAL GRIEVANCE	98%

Data Source: Data Warehouse, Effective date 2021-02-28

Please note that complaints and/or grievances can be escalated. If a complaint and/or grievance is escalated, it is registered at each level of the process, and the information in the table reflects this. For example, a complaint can be escalated to the initial level. If that were the case, the above data would reflect that one (1) complaint had been received and registered and one (1) initial grievance had been received and registered. In other words, the number of received complaints/grievances reported in the table includes all complaints/grievances received at that level, regardless of whether that complaint/grievance was subsequently escalated.

Total of COVID-19 related grievances/synopses received at the complaint level between 2020-01-21 and 2020-08-31	
Grievance synopsis	Number of grievances
COVID-19	
Offender feels that he should be released due to the fact that he is at risk of dying if he contracts Covid-19. He states that [REDACTED]. He feels that CSC is placing his life in danger by keeping him incarcerated. He states [REDACTED].	1
à cause de la façon dont est distribué la médication, il risque la Covid-19	1
Access to complete program so he can be released earlier. Does not want to get COVID-19.	1
Affirme que [REDACTED]	1
Afin d'éviter la propagation du covid-19 détenu demande qu'on laisse la salle de bain au gym ouverte.	1
Against: essential workers, guards, nurses, etc. Essential workers in CSC, whether asymptomatic or not, are not taking proper safety measures to keep inmates or themselves safe from the spread of Covid-19.	1
Against: guards & nurses Given the fact that the Covid-19 is a deadly virus all over the world, it should be necessary for guards and nurses to be wearing masks especially while giving medication to inmates.	1
An inmate in [REDACTED] is not currently scheduled to be tested for COVID 19.	1
Attend depuis une semaine que des documents soient assermentés. La DC dit que ça doit être fait en 48h. Covid ou pas, quelqu'un doit faire son travail.	1
[REDACTED] due to the COVID-19 pandemic and is upset that his food [REDACTED] are not delivered to his cell.	1
Before the COVID lockdown [REDACTED]	
[REDACTED]	1
Can someone please look into how mouth checks are done? I find their way very unsanitary due to covid. We have to stick our own fingers in our mouth.	1
certaines CX ne respectent pas les règles de covid	1
CHANGES RE ALU CAREGIVER PROGRAM DURING COVID-19;	1
Claims the [REDACTED]	1
Complaint is in regards to the quality and quantity of the cleaning supplies being provided to inmate cleaners during the COVID-19 pandemic.	1
Complainant feels that stores is slow to filling out requests and bringing down supplies. Additionally when they run out of bleach, they wait for a month to receive it because of COVID. Complainant is worried that cleaning supplies and bleach are not properly being taken care of and that Stores takes 1-3 months to reply to a request.	1
Complainant states that it was her understanding [REDACTED] with Parole Officer Jessica Pyringer [REDACTED] as COVID19 put the institution on lockdown. [REDACTED] Jessica [REDACTED] Jessica did not have a copy and [REDACTED] Jessica and Jessica [REDACTED]	1
Conteste la décision de fermer les secteurs du au covid	1
Conteste la décision de l'isolement du au covid	1
Conteste la décision de ne pas être payé temps plein pendant les mouvements restreints du au Covid-19	1
Conteste les mesures prises en lien avec le Covid-19	1
Conteste les mesures prises en place en lien avec le Covid-19	1
CONTESTING MODIFIED RECREATION BECAUSE OF COVID-19	1
CONTESTING OF HAVING TO WEAR MASKS TO COVER THEIR FACES AS THERE IS A SIGN ON THE RANGES SAYING OF WEARING THE MASK COULD INCREASE THE RISK OF CONTRACTING COVID-19	1
CONTESTING OF NOT BEING SUPPLIED PURCELL HAND SANITIZER FOR HEALTH REASONS COVID-19	1
CONTESTING THE ACTIONS OF THE KITCHEN STAFF AS HE BELIEVES THAT BECAUSE THEY GO HOME EVERY DAY AND THEY COULD BRING THE COVID-19 VIRUS WITHIN FOOD SERVICE.	1
contre la façon dont les médicaments lui sont donnés en période de Covid	1
contre le fait que le coiffeur ne fait plus de coupe depuis quelques mois, et que la désinfection covid doit être faite correctement. Il veut avoir accès à sa tondeuse à cheveux personnel	1
contre le fait qu'il ne peut pas occuper son emploi durant la pandémie de Covid-19	1
contre toute les restrictions à cause de la covid-19, l'accès à l'exercice, les appels [REDACTED]	1
COVID - Attached, boiler plate "Interim Revisions to CPAP Procedures" fails to identify source. Contains information conflict with itself and the CCRA. If followed through in my case could be life threatening.	1
COVID - Being supplied cold food, late food, major interruptions in the nutritional menus. Confrontational kitchen manager, no soft fruits for inmates with no teeth, BBQ cancelled.	1
COVID - Conteste le confinement	1

COVID - Ils portent le masque, mais pas tous les agents	1
COVID - La visite avec sa conjointe a été annulée.	1
COVID - les agents dans le contrôle ne portent pas le masque	1
COVID - Les masques sont pas confortables et impossible d bien respirer	1
COVID - Nous sommes obligé de porter le masque, mais des agents ne le portent pas	1
COVID - Why do staff come to work with COVID 19 and not stay home. She wants the name and badge number of the staff.	1
COVID Inmate is not happy to be getting "lock down" pay	1
COVID-19 - Dépose une plainte car il lui est impossible de faire entrer ses effets personnels. Elle mentionne que si les effets sont mis en quarantaine 72 heures, il n'y aurait pas de problèmes.	2
COVID-19 - Le détenu n'est pas satisfait de la nouvelle façon de distribuer les masques.	1
COVID-19 - Le détenu se plaint d'un manque dans la distribution des masques.	1
COVID-19 - Se plaint d'être mélangé avec des détenus qui proviennent d'autre établissements et de devoir partager les téléphones et les poignées de portes qui ne sont pas nettoyés adéquatement et que c'est de l'abus sa quarantaine puisqu'il n'y avait pas de cas de covid au CRR, d'ou il vient et qu'il n'a jamais eu de symptômes.	1
COVID-19 - Se plaint qu'un seul employé soit formé pour les vidéoconférences mises en place pour remplacer les visites suspendues durant la pandémie.	1
COVID-19 - Veut récupérer les articles achetés sur la cantine régulière ainsi que sur la cantine de Noël dernier ainsi que les aliments achetés auprès du service alimentaire lorsqu'elle était en population régulière. Elle veut tout recevoir à l'UGMF car aucun de ces articles n'est dangereux.	1
COVID-19 : Le détenu mentionne que l'officier en charge du centre de soins n'a pas agit de façon professionnelle et qu'il ne portait pas son masque.	1
COVID-19 : Le détenu mentionne qu'en raison du confinement imposé de 14 jours, il n'est pas possible d'appeler après 3h PM.	1
COVID-19 can only be used an excuse for so long.	1
COVID-19 Considérant la cohabitation des détenues des deux unités,	1
COVID-19 Le détenu se plaint que les officiers ne portent pas leur masque en pavillon.	1
COVID-19 Mentionne être empêchée d'avoir accès à de l'eau propre pour bien nettoyer son unité ainsi qu'à un masque et à des gants pour se protéger.	1
COVID-19 Plainte contre la décision d'imposer des masques réutilisables.	1
COVID-19 Se plaint d'avoir été obligée de faire sa quarantaine à l'Unité de garde en milieu fermé (UGMF) même si ses tests étaient négatifs.	1
COVID-19 Se plaint de ses conditions de détention en général durant sa quarantaine.	1
COVID-19 Se plaint des conditions de détention dans le secteur de l'UGMF durant sa quarantaine.	1
COVID-19 Se plaint des procédures en lien avec le confinement	1
COVID-19 Se plaint des procédures en lien avec le confinement.	1
COVID-19 Se plaint des procédures mises en place pour éviter la contamination	1
COVID-19 Se plaint des procédures mises en place pour éviter la contamination, retrait des rideaux.	1
COVID-19 Se plaint en général des conditions de détention reliées au confinement et des soins de santé qui selon elle persiste à ne pas lui offrir de service.	1
COVID-19 Se plaint qu'il y a des délais supplémentaires dans le traitement du courrier car il n'est pas ramassé chaque jour lors des absences de l'intervenant attiré à la visite ou les fins de semaine. Il y a déjà un délai de 72 heures de quarantaine et un autre s'y ajoute.	1
COVID-19 Verbalise que les mesures du confinement semblent avoir un impact négatif sur l'intervenante de première ligne Nathalie Lefebvre	1
COVID-19, le 17 août 2020 en arrivant au gym à 12h30 un ASC utilisait les poids pour entraînement physique des détenus sans gant ni masque, de plus, il a quitté sans rien désinfecter	1
COVID-19, le 19 août 2020, l'établissement à clairement manqué d'intérêt envers la sécurité des détenus pour une négligence commis à l'abris de tout les reards sachant qu'une tel situation se trouve à être une situation de risque élevé	1
	1
	1
Does not want to be patted down when going and want the CO's to wear new gloves every time as he is worried about COVID-19 transmission.	1
Doit attendre de faire un test COvid avant sa libération et doit aussi aller en quarantaine pendant 2 semaines	1
Doit avoir une preuve qu'il n'a pas de Covid pour un	1
Du à la situation de la COVID-19, il se fait que j'ai eu plusieurs complications avec le département des effets personnels, notamment	1

Due to Covid-19 any new admissions regardless if they present symptoms or not should be quarantined for 14 days. Today the Chief of Nova Scotia Health Care stated that as of March 23rd at 0600 anyone entering NS must self-isolate for 14 days this should also apply to jail.	1
Due to COVID19 pandemic and the new Cohert schedule; residents of her living unit were denied access to cleaning supplies on July 21st and informed that they must wait until July 23rd to recieve as per Warden direction. The house only had enough supplies to last them until July 21st and therefore they ran out of garbage bags and paper towels.	1
Due to Covid-19, I am being placed and housed in a cell with no bed frame and is forced to sleep [REDACTED] I am a human being, not a dog. [REDACTED]. This is inhuman.	1
Durant le confinement du covid-19, les médicaments sont distribués en pavillon et le détenu se fait imposer le moment de la prise du médicament, ce qui est contraire a sa prescription.	1
durant le covid-19, il demande l'accès à un micro onde	8
During med line on 20-04-19, [REDACTED] was repeatedly asked by Nurse Callie Newman to open her mouth, run her finger through gum lines, tilt her head forward, lift her tongue and lift her lips with her fingers because she said that she saw pills in her mouth. She feels in the current environment of Covid 19 that she should not be putting her hands in her mouth. Additionally, [REDACTED] found the nurse's manner to be was unprofessional and aggressive, that her tone condescending and threatening.	1
Elle a dit qu'il ne fallait pas s'en approcher, car il a le covid	1
est en désaccord avec la fermeture du barbier à cause du Covid-19.	1
Feels he was lyed to in regards to Janet Reid meeting with him on behalf of Meagan Comeau in regards to no transfers being done because of COVID 19	1
Feels it's wrong to take away weights due to COVID-19 concerns as they can be cleaned.	1
Feels that due to the Covid Pandemic, he should not be penelized for not attending to work, when most inmates across Canada are getting paid and not working.	1
feels that the cleaning measures in his unit are not enough in response to COVID-19 the cleaning measures seem the same.	1
Feels that the protocols in place in light of the Covid 19 pandemic are not enough, equal to other institutions nor are they being followed by staff.	1
Given the fact that the Covid-19 is a deadly virus all over the world, it should be necessary for guards and nurses to wear masks, including everyone that works here in SMI	1
[REDACTED]	1
Grieving his medical isolation due to COVID-19 and his choice to not sign a document agreeing to medical protocols.	1
Had earned single cell on previous unit prior to COVID, shouldn't have to start over again, should be on the top of the list for single cell	1
[REDACTED] feels all inmates should be given tablets to communciate with their family during the COVID-19 lock up.	1
HAS BEEN ASKING VIA ATIP REQUEST SINCE SEPT 2019 TO MARCH 2020 FOR COPIES OF FILES AND HE FEELS THAT THE INSTITUTION IS USING COVID-19 AS AN EXCUSE.	1
He indicates [REDACTED] and that due to the covid pandemic, [REDACTED]	1
he is complaining about the covid issue and how staff are not wearing masks	1
[REDACTED] This is now the 2nd time that Healthcare [REDACTED] [REDACTED] feels like Healthcare is not caring about his health or well being at all. He feels now with the Covid 19 going around, [REDACTED] He	1
feels something needs to be done about the way Healthcare is doing things.	1
He is indicating that the menu is not being followed during the modified routine due to Covid-19 and feels that this is a form of punishment to the inmate population.	1
He states [REDACTED] and is worried about COVID -19.	1
[REDACTED] feels his unit is not recieving mop heads which are needed for COVID 19 cleanliness	1
I am not getting paid for my job as an Emergency Covid-19. On Feb 14-20, [REDACTED] Please fix my pay ASAP.	1
I am filing this complaint due to the length of time it is taking to recieve [REDACTED] All week it has been 35 degrees out with the humidex soaring. [REDACTED] due to Covid-19 restrictions, and not being able to use the fan for the days I need it the most, seems like a waste of money. [REDACTED] also, with all the Covid restrictions in place, it would seem like getting inmates their TV's and stuff would be a priority.	1
[REDACTED] since then I have periodically inquired about my status. I have been told by staff if I keep asking I will placed at he bottom of the list. During this COVID 19 crisis there is no other resources to reach out to. [REDACTED]	1
I get 2 answers to 2 complaints, a delay due to global covid-19 (...). What's this, I have 4-5 complaints and only delays.	1
I got a pay raise to "B" level last November 30, 2019. I worked all through Covid-19 as essential services. I would like my back pay.	1
[REDACTED] now as CSC does not provide radios or newspaper or internet, the TV is my only source of news. During the pandemic I have only been informed about Covid-19 by word of mouth. I have wrote the wardens office, my P.O and even the institutional psychology about the lack of cable and nothing has been done. I did file a complaint a few months ago and was told by the Inmate Affairs committee to withdraw it before I even met with the grievance coordinator. [REDACTED] and my and other inmates have tried to get answers to no avail.	1

I have requested access to Chaplain services, via Inmate Request, and have not recieved a response. As of this date, Aboriginal Elders are attending two to three days a week to see to the spiritual needs of Pathways participants and Indigenous inmates. Since the implementation of the Covid-19 plan, the Rockwood Chaplain hasn't been in. Sister Peter is a valued crisis resource as well as an important leader in inmate spiritual development. In providing guidance, as well as spiritual leadership. Sister Peter is an important asset that the inmate population should have access to. I am requested priority of access to spiritual resources that are being given to Indigenous Inmates.	1
we are confined to our units due to COVID and you think you guys would be trying to accomodate the little things to keep us busy such as pen packs and hobby supplies to help us keep busy while stress levels are high! It's ridiculous waiting a month after or more	1
I want to be tested for COVID-19 as	1
After 4 days (only) of meds my condition is no better. I am self-quarantining in my cell and am being denied more.	1
I was excused from school on and was promised a job in grounds straight away. But they locked the jail down due to COVID 19. I also should have been put back in pay level B along time ago. It's been over a year since I was taken away from level B.	1
Il a fait son dépistage covid et ça fait 14 jours qu'il attend le résultat	1
Il a fini son programme juste avant la covid et n'avait pas de job encore donc n'est pas rémunéré comme les autres	1
Il a seulement 1 heure de sortie par jour (durant le covid), il en avait au moins. C'est abusif et punitif; il y a quelques jours il pouvait sortir et plus maintenant, sans explications.	1
Il énumère des suggestion pour l'amélioration des activités en lien avec le Covid	1
I'm not happy about not being asked to talk to the Elder and Imam and Chaplin. I am angry about being isolated and feel my rights are being usurped. Buddist monk, Catholic nun, priest.. I want to talk to someone ASAP (only 1)	1
In this Covid-19 situation we are stuck in the halfway house 21h out of 24 we don't have nothing to occupy ourself, no cable, no gaming console, no hot water, sleeping 4 feet from roommate, 30 in the house, no coocking pot. These condition goes against all our right.	1
Inmate believes a medication audit is not essential and has issues with having to meet with HC staff unnecessarily during covid	1
Inmate claims COVID hit and he has been getting terrible treatment from healthcare every since. he has	1
Inmate claims He feels now is a perfect time with COVID going on.	1
inmate claims his last PFV he put in an application but it is still not approved and he is getting the run around. he wants it expedited so when the COVID pandemic is over, he can book a PFV.	1
Inmate claims the told him he could not go into Food Services because he is high risk to spread COVID. Is a doctor? How does he have the right to say this to him and especially in front of other inmates.	1
Inmate claims while his range was on lockdown due to suspected case of COVID 19, a guard came and threw all the mail on the kitchen table. In that mail was which was not in an envelope, stapled shtt and was there for all to open and read. this privacy breach could put my life in danger as people will know of my past and crime.	1
Inmate feels BCI is breaking the law and is infringing on his rights by making him stay he was told he would get the next side by side cell but he does not want to wait. with COVID now, he is spending more time in his cell and that is suppose to be his quiet space.	1
Inmate feels that because the windows don't open on L range that they should let them prop the door or get some air into the range. especially with covid 19 going on, they need fresh air.	1
Inmate feels that since COVID started, inmates living in Tundra unit do not have access to computers or a printer/copyier. Inmates need these things to	1
Inmate feels to stop the spread or risk of cross contamination of Covid 19 that workers should be hired in the kitchen that work in Tundra.	1
Inmate has concerns with his guilty charge for minor court. He stated that they did not have minor court hearing because of COVID and does not believe that is fair.	1
Inmate has concerns with not getting results for COVID and the unit being locked down.	1
Inmate has concnrs with how the staff are dealing with the covid-19 pandemic and inmates not recieving masks or gloves.	1
Inmate has concnrs with not being paid for his cell studies due to the suspension of the program because of covid 19.	1
Inmate has issue with multiple inmates using coffee urn and milk machine during covid	1
Inmate has issue with staff not wearing masks in a vehicle with him when he is high risk for COVID	1
Inmate has issue with V&C not sending his mail to another institution citing covid protocol	1
Inmate indicates he was making 5.80 a day due to Covid and is not getting the same	1
Inmate is asking that his pay levels are restored to what his pay levels were at before Covid hit.	1
Inmate is concerned that the information being supplied to the population regarding the Covid19 is only in English. He indicates	1
Inmate states he had a fuul time job at and was on c level pay. He says the Commissioner said anyone gainfully employed before Covid 19 would have their pay level frozen until Sep 2020. He is on E level pay now and would like it to go back to C level.	1

Inmate wants Works to bring bleach to Tundra unit. They have had none since the Covid 19 started.	1
Inmate was promised to get his ICMP program but now COVID has hit. He was supposed to start [REDACTED]	1
Inmate would like response to requests to purchase books since library is closed due to Covid.	1
Inmate would like to be able to do Hobbycraft during covid to give him something to do. He would like his purchase order for supplies processed and items received.	1
Is a cleaner, is getting called in to work for COVID cleaning, is putting health at risk, should be paid overtime for this.	1
It is frustrating having to wait so long to receive our items from outside shopping. Sometimes it is months to get them even before COVID-19 caused delays.	1
It's part of my mental health to work with our Chaplain Sister Peter Mary. Her last day here in the institution was March 10th, 2020. Through all of Easter season and on my spiritual advisor Sister Peter Mary has been absent due to COVID-19. Since the middle of May Indigenous Elders have been present, ALOs, Elders and assistants - I can see them. - bring back our Chaplain.	1
[REDACTED] states he was working 7 days a week cleaning during COVID and would like full time pay for working during that time.	1
[REDACTED] feels that since he was employed when he was here last he should be paid as if he still had employment. [REDACTED] feels he can't find employment due to COVID and it's "unfair" he's not getting pay like "everybody else".	1
Le détenu allègue que sa santé et sa sécurité est compromise puisque la distanciation sociale de 2 mètres n'est pas possible dans une cellule double. COVID-19	1
Le détenu est insatisfait de tous les changements apportés à la cantine en raison de la situation liée au COVID-19.	1
Le détenu mentionne ne pas recevoir le bon salaire depuis qu'il est arrêté en raison de la COVID-19. Il n'a plus son taux de 5.80\$, mais bien un taux de 2.50\$ alors que le communiqué d'Anne Kelly ne mentionne pas cela.	1
Le détenu ne comprend pas pourquoi [REDACTED] durant la COVID-19.	1
Le détenu n'est pas en accord avec la fermeture de la bibliothèque, du gym et du local des sentences vie en raison de la COVID-19.	1
Le détenu n'est pas satisfait des consignes et de la gestion de la cantine par la direction lors de cette période de COVID.	1
Le détenu se plaint de la fouille du 18 juin 2020 fait par le personnel correctionnel et le chien dépisteur dans le pavillon B. Dit que ce n'est pas sécuritaire que le chien sente les autres détenus et se promène de cellule en cellule en tant de pandémie. Dit que c'est scientifiquement prouvé que les chiens peuvent être infecté à la Covid-19, le porter dans leur fourrure et le transmettre.	1
Le détenu se plaint puisque les programmes correctionnels continuent malgré les mesures mises en place pour contrer le COVID-19.	1
Le GC de son pavillon l'a autorisé à téléphoner [REDACTED] atteinte de la covid-19 en chsld. En soirée, l'agent P-L Lavoie interromp sa conversation avec sa conjointe qui devait lui donner des nouvelles sous prétexte que la [REDACTED] n'était pas sur la ligne avec sa conjointe. Il a ensuite demandé un formulaire de plainte et l'agent s'est amusé a lui remettre le mauvais formulaire.	1
Le plaignant mentionne des irrégularités sur ses derniers relevés de paie (mauvais grade de paye pendant X nombre de jours, statut d'emploi et prime COVID. Mentionne avoir été avisé par l'adjointe à la rémunération des détenu du changement de son grade de paye.	1
Les consignes émis pour le Covid-19 ne sont pas respectées.	1
Les détenus avec symptômes du covid sont retournés en cellule avec les autres détenus en rangée	1
Les employés ne respectent pas les directives en lien avec le Covid	1
Les nouveaux arrivés devraient être en isolement 14 jours pour éviter de les contaminer avec le Covid-19.	30
Les nouvelles admissions mets la santé et la sécurité des autres détenus en danger car ils pourraient avoir le Covid-19.	1
[REDACTED] and the disposable masks don't work well.	1
[REDACTED] do not have Covid-19 or other disease and bacteria that would cause harm to her.	1
[REDACTED] states that PW Pickford acted in an unprofessional manner while working in the MAX unit with regards to Covid-19 procedures.	1
[REDACTED] now that the COVID 19 crisis has cancelled the mother/child program.	1
She would like a [REDACTED] to be considered.	1
[REDACTED] states that she is unhappy with the way her recent Covid-19 quarentine was handled, including testing and follow up testing.	1
[REDACTED] states that she was told by her IPO that because of Covid-19 and the fact that her release [REDACTED] she is not a priority to attend the Self Management Program at FVI. She would like to attend sooner rather than later so [REDACTED]	1
[REDACTED] states that Officer Deakins treated her in an unprofessional manner by not following Covid-19 procedures.	1
[REDACTED] is upset that Nurse Shawn makes her put her fingers in her own mouth. She feels targeted and that this is unsanitary and has concerns about Covid.	1
N'a pas accès au téléphone après 18h00, dû aux nouvelles procédures Covid	1
ne peut pas faire de démarche pour se trouver un emploi à cause de la Covid donc il veut recevoir un salaire comme s'il travaillait.	1
n'est pas d'accord avec le fait que le barbier ferme à cause du Covid-19.	1
[REDACTED] feels that inmates should be released due to COVID-19	1
Not happy that the COVID-19 Pandemic has necessitated the cancelation of programs, gym, chapel and library services. wants the library opened	1
Nourriture est reçue froide en pavillon durant le covid-19, il demande l'accès à un micro onde	6

Nourriture est reçue froide en pavillon durant le covid-19, il demande un micro onde	1
Offender is upset that officers are not wearing COVID-19 PPE when on the unit and around inmates and other staff	1
Offender wants his yoga mat to deal with stress during this hard time of COVID-19.	1
offender alleges it is taking too long to get his mail - delay in mail is direction from NHQ re - covid 19	1
offender alleges not being provided proper cleaning items to fight covid 19	7
Offender believe some COVID restrictions should be changed	1
OFFENDER FEELS HE SHOULD NOT BE INCARCERATED DURING COVID-19. ALSO MENTIONS ISSUES DURING LOCKDOWN SITUATIONS AND TIMEFRAME FOR HIS ATIP REQUESTS.	1
OFFENDER FEELS HIS HEALTH AND WELL-BEING IS AT RISK DUE TO THE COVID-19 VIRUS WHILE BEING INCARCERATED.	1
OFFENDER FEELS HIS LIFE/WELL-BEING ARE AT RISK DUE TO COVID-19. HE FEELS GOING INTO LOCKDOWN IS DAMAGING TO HIS MENTAL HEALTH.	1
OFFENDER FEELS HIS LIFE/WELL-BEING IS AT RISK WITH THE COVID-19 VIRUS. HE FEELS A LOCKDOWN WILL NOT PREVENT THE VIRUS FROM SPREADING.	1
OFFENDER FEELS THAT HE SHOULD BE GIVEN FULL PAY DURING THE COVID-19 CRISIS AS HE IS UNABLE TO FIND EMPLOYEMENT AT THIS TIME.	1
OFFENDER IS CLAIMING HE SHOULD BE RELEASED AS [REDACTED] HE IS ALSO SCARED DUE TO COVID ENTERING THE INSTITUTION.	1
Offender is complaining about the fact that they are only allowed outside for a very short period during the day due to COVID-19. Offender states that there is not enough time to get everything done like laundry and phone calls.	1
Offender is frustrated that he is unable to continue his [REDACTED] due to Covid-19. He states that the sex offender program is still running and that this is a double standard by CSC.	1
Offender is inquiring as to why during the start of the COVID19 policies nurses were only required to wear face masks not officers.	1
OFFENDER IS REQUESTING TO BE [REDACTED] AND FEELS HIS PAROLE OFFICER IS IGNORING HIM. HE ALSO IS EXPERIENCING ANXIETY WITH THE COVID-19 PANDEMIC.	1
OFFENDER IS REQUESTING TO BE [REDACTED] HE ALSO INDICIATED CONCERNS REGARDING THE COVID-19 PANDEMIC.	1
Offender is upset as he claims CSC continues to violate his human rights by denied access to mental health services provided by well being programs and he has been unable to obtain counselling due to COVID19	1
Offender is upset that due to COVID19 he has been unable to access the garden area and tend to plants	1
Offender is upset that due to the Covid-19 pandemic and the institutional wait lists, he will be unable to complete his ICPM program before his parole date.	1
Offender is upset that his program has been put on hold due to Covid-19. States this is unfair and that it is going to have an effect on his parole.	1
Offender is upset that his unit is going through its 4th lockdown due to COVID, he is not happy with the restrictions	1
Offender is upset with officer Blaine. Claims the officer came up behind him without warning to search him. [REDACTED] states he is concerned about this due to COVID19. Does not agree with the searches as he think this COVID is serious	1
OFFENDER IS WORRIED ABOUT COVID-19. HE WOULD LIKE HOUSE ARREST OR BE RELEASED TO A HALF WAY HOUSE	1
Offender put in [REDACTED] He is doing cell time or unit restrict due to Covid-19 and he has nothing to work on to pass the time. [REDACTED]	1
offender states he has not been provided proper cleaning supplies to fight covid 19	7
Offender states he was given a memorandum from A&D stating he had unauthorized effects that needs to be shipped out or picked up. He claimed to have then sent in a request form to the on post officer CX Wight and the officer stated that due to COVID19 nothing is being shipped in or out but his stuff will be fine and she would inform him when RSD would open again. in May A&D sent him another letter thated he had been granted more than sufficient time and that his effects are now corwn assests.	1
Offender states he was segregated for 14-days in quarantine by CSC [REDACTED] he states he was advised it was due to covid19. Upset with his treatment while in quarantine	1
Offender states that [REDACTED] and COVID 19. Would like to work while finising and following his Correctional Plan	1
Offender states that he has not been given the opportunity to complete his psychological assessment and that that is having an affect on his parole hearing. Offender suggests that perhaps it could be done via video link given the Covid-19 pandemic.	1
Offender states that he is not being given [REDACTED] He states that health care is prescribing various medications [REDACTED] but it was cancelled due to Covid and has not been rescheduled.	1
Offender states that his application for [REDACTED] was denied because of his medical condition being of no conern. Offender states that [REDACTED] that would effect him if he contracted COVID 19. [REDACTED] states that due to COVID-19 and no school or programs, the medication for ADHD/ADD is not priority and offenders are not able to get it or have access to it. This is CM information to offender and also the DR who stated this.	1
Offender was [REDACTED] but was told he couldnt be released yet due to COVID-19	1
Offender would like early release due to the fact that [REDACTED] and is concerned about his health due to Covid-19.	1
Offender would like to see proper safety measures to combat the COVID-19 situation as he thinks CSC is not taking percautions and this is a huge risk.	1
Offenders are upset as they were placed into the [REDACTED] pending COVID19 results. He states they were promised the day before to be moved immediately back to their unit once the swabs come back, he states this did not occur and were forced to stay in a contaminated area	1

Offender is upset with an officer and is upset she threatened to send him to a prison with 77 people that have COVID19 and states she becvomes aggressive and acts like a bully and intimidates inmates	1
On April 17, 2020 I put in a request to our Unit 2 rep to get 25 large garbage bags and 8-9 rolls of papertowel. I received 3 papertowel and 8 garbage bags. How are we to clean and prevent a COVID outbreak without proper supplies.	1
On April 2, 2020 [REDACTED] Does not want to share cells especially now with COVID-19. Wants to self isolate.	1
On waitlist to re-start [REDACTED] since December 2019. Have seem inmates who just come into the Institution and start on program, and name keeps getting skipped over, perscription got cancelled prior to returning to Institution - have grieved Health Care already and was given the excuse - due to Covid that no Inmates were being started, and new inmates have started the program. At this point ready to file a human rights grievance as well as contact the media about this issue. Don't understand why [REDACTED] is less important than everyone elses.	1
PFV food order holds only being available from inmates current accounts. Prior to COVID-19 we were able to hold from our savings. This is punitive in nature rather than an incentive for good behaviour. Budgetting from current is not feasible for PFV or Christmas canteen.	1
Plainte a l'effet que le confinement imposé durant le covid-19 est une punition illegale.	1
Plainte contre le Dr. Coche, car il ignore les recommandations du détenu de fermer la buanderie qui reçoit le linge de l'extérieur pour être laver en temps de COVID.	1
Plainte contre l'horaire en quarantaine durant le covid-19, il peut seulement appeler le matin durant le 30 minutes pour la douche et le téléphone.	1
Plainte contre l'impossibilité de voir un dentiste depuis novembre (annulation a cause de son programme, ensuite a cause du covid). Il éprouve de la douleur mais on lui dit que le dentiste ne peut pas venir en établissement.	1
Plainte contre son ALC, car elle refuse d'échanger avec lui par email, que ses déplacements en pavillon sont dangereux en raison du COVID-19.	1
Procédure COVID-19 (Port de masque et distance de 2 metres.)	1
Range cleaners hired for COVID-19 have been verbally requested and submitted written requests for gloves, disinfectants, abrasives to use to adequately sanitize the range. SISstaff do not respond to inmate requests when verbal requests are made to SIS staff for supplies. Staff's response put in request.	1
Regarding the conditions and routine in the institution during the Covid 19 Pandemic. See related V80R0004066	1
regarding the current ban on workouts in the pod laundry room due to COVID-19 precautions.	1
Requesting A level pay for the risk he is putting himself in being a cleaner during COVID 19	1
[REDACTED] isn't satisfied with the amount of food he's been given during the COVID-19 lock up.	1
Sa libération était [REDACTED] et il est encore à l'établissement du a un test positif de Covid.	1
SASK PUBLIC HEALTH ORDER FOR COVID-19 STATES THAT PUBLIC PRIVATE GATHERINGS ARE RESTRICTED TO MAXIMUM 15 PEOPLE INDOORS AND 30 PEOPLE OUTDOORS. FOLLOWING THE PHYSICAL DISTANCING PROTOCOL. THE MEDIUM VISITING AREA ARE BOTH INSIDE AND OUTSIDE, WE SHOUD BE ALLOWED VISITS WITH OUR FAMILY.	1
Says the Med line window is not safe during COVID as there is no hand sanitizer masks have to be removed etc.	4
Se plaignent de la situation actuelle dû au Covid-19, de la réduction du temps d'activité, du confinement et du temps de téléphone disponible.	1
Se plaignent des mesures préventives prises pour contrer le Covid-19	1
Se plaint contre le fait de se faire fouiller a la sortie de son pavillon, que les autres pavillons ne seraient pas fouillés. En plus de se faire taponer, les gardiens mettent leur nez dans sa bouteille d'eau ce qui n'est pas hygiénique durant la covid.	1
Se plaint de la façon dont les détenus sont traités en lien avec la Covid-19 comparé aux employés.	1
Se plaint des conditions de vie avec la Covid-19.	1
Se plaint des conditions de vie depuis la Covid-19. Dit qu'ils sont en otage.	1
Se plaint des mesures mises en place pour la prévention du Covid-19.	1
Se plaint d'être placé en isolement car il aurait été en contact avec quelqu'un ayant des symptômes de Covid-19.	1
Se plaint que dû à la situation du Covid-19, sa vie est en danger. Il veut sa télé 24 pouces.	1
Se plaint que le téléphone est utilisé par une rangée qui en confinement à cause du Covid-19 n'est pas désinfecté et cela les mets tous à risque.	1
Se plaint que les mesures mises en place au CRR pour combattre la COVID n'est pas suffisante.	1
Se plaint que les mesures mises en place pour la prévention du Covid-19 ne sont pas adéquates.	1
Se plaint qu'il est en isolement car il aurait été en contact avec quelqu'un ayant des symptômes de Covid-19. Dit que la personne concernée n'a pas le Covid et que lui-même n'a rien.	1
Se plaint qu'il n'a pas accès à des activités à cause de la Covid-19 et de son horaire de travail.	1
Se plaint qu'il n'a pas reçu la même paye que la période précédente alors que le mémo de la commissaire stipule que leur paye ne sera pas affecté à cause des restriction dû à la Covid-19.	1
Se plaint qu'il n'a pas reçu sa télévision et son câble alors qu'il y a eu une entente pour les avoir pareil à cause de la situation de Covid-19.	1
Se plaint qu'ils n'ont plus accès à la bibliothèque à cause des décisions prises en lien avec le Covid-19.	1
Se plaint qu'une infirmière a refusé de lui donner des soins médicaux alors qu'il lui a dit qu'il avait des symptômes de Covid-19.	1
See related - regarding the saftey measures at Kent during the Covid 19 pandemic.	1

s.19(1)

Selon le détenu, le secteur des effets personnels n'avance pas du tout. Il demande d'y mettre un peu d'ordre, car suite à un paiement de 160\$ pour un Purolator, il trouve le délai de traitement trop long. Il est toutefois conscient de la situation actuelle de Covid-19, mais demande un redressement suite à des circonstances similaires dans le passé.	1
Ses droits sont brimés avec les mesures de sécurité en lien avec le Covid-19	1
would like to complain about the menu they've been getting since COVID hit. He states they have not got soup, celery, carrot sticks, coleslaw, or apple crisp. Also the salad is soggy and inedible. Croutons became soft and it does not taste like salad. Its become evident that the powers that be in the kitchen are more worried about penny pinching that following the national menu.	1
Since Covid lockdown - food sucks, quantity and menu not followed	1
Son ALC refuse de lui parler par téléphone et préfère avoir un rendez-vous en personne avec lui ce à quoi le détenu n'est pas d'accord afin de minimiser les interactions avec le personnel dû au COVID-19.	1
Soup has been cut out of diet since COVID routine began, and not been replaced with any other equally nutritional item.	1
Staff are not wearing PPE's and one CX officer is coughing and laughing about it. Offender does not feel safe from COVID-19	1
Staff are still not using masks and this is both on and off the unit, staff are the ones that can bring in COVID-19.	1
States a specific CX will not let the Covid cleaner clean between the tier times in the laundry room.	1
States staff in D unit are preventing Covid cleaners from properly cleaning the laundry room as it is one of the high traffic areas. As all inmates do thier laundry during thier tiers. When high traffic areas are to be cleaned on an hourly basis per Covid - 19	1
states that due to COVID-19 is in violation of his rights.	1
States that his teacher made an agreement that he gets paid " no matter what" in light of the lack of teachers on sight during COVID-19.	1
feels the vent system is helping COVID spread in the institution.	1
Sujet affirme ne pas avoir pu retourner a son pavillon après son travail pendant le covid-19, les gardiens n'ont pas voulu ouvrir la cloture.	1
that decision was made to allow a group of inmates through P9 and that exposes inmates to the Covid 19	1
that he has not been given anything to protect from covid 19	1
that he wants them to stop canceling his visits due to covid	1
that staff are still patting down inmates and can transmit covid 19	1
that the fact not being able to do hobbies during this covid-19. have had no response to request to mail out hobby crfts or put in order sent the request 4 weeks ago	1
that the lack of video visits during Covid	1
that the institution has no outside visitors or volunteers at this time due to the covid virus and still no substitution has been replaced	1
The inmate has been told that kitchen staff aren't wearing hair nets or beard nets. He believes this is even more necessary due to the COVID-19 virus.	1
The inmate says he has been on the waiting list for until the COVID-19 pandemic is over.	1
The small gym on unit 5 should be cleaned regularly due to COVID-19.	1
They feel that the guards at Matsqui are not taking the covid-19 seriously they are not wearing protection equipment to prevent the spread	1
due to Covid 19. At Pacific Institution	1
Trying to set up a feast for Eid that was postponed due to COVID-19, wants food services to pay for food recognized by the faith community as mandatory ritual.	1
due to COVID-19 and says that	1
Verbalise que	
être actualisée à cause de la COVID-19	1
à cause de la COVID-19	1
Veulent que la nourriture soit emballée sous vide afin d'éviter que celle-ci ne soit contaminée par le covid-19	1
Veut être payé temps plein au grade B pendant le covid	1
WANTS AN EARLY RELEASE DUE TO THE COVID-19 VIRES	1
Wants his security classification lowered Feels he is being held back due to COVID and not being able Also feels his CMT is not helping with the issue.	1
Wants pay for full 10 days each pay period as a COVID cleaner. This is what the Warden told them they would be getting during a townhall meeting with them.	1
Was to be going to school. School was cancelled due to Covid 19. Is not receiving the correct pay. Spoke with programs in regards to pay issue.	1
We have never had a problem with our visits til COVID-19 , I feel the institution is using this not to follow the policy put in place. Our rights have been denied due to COVID-19.	1

We received a cleaning manual for COVID 19. Before Covid the cleaning supplies we received would run out before we got new ones. Papertowel is always gone way before, especially now with Covid. Enough cleaning supplies are needed during the pandemic. Increase papertowels to double the allotment along with the other supplies	1
When the inmate requested toilet paper he claims that a correctional officer kicked it along the floor all the way to his cell. The inmate says this is very unsanitary, especially during COVID-19.	1
Why are they not being kept up to date on COVID 19.	1
feels CSC should issue spray bottles to each inmate to keep their cells clean due to COVID-19.	1
feels inmates should be allowed to use the TV room regardless of COVID concerns.	1
feels the inmates are lacking vitamin D due to COVID lock up routine.	1
has put in this complaint because all summer he has not had air flow on the unit, so he asked to have the air turned on because it was sohot on the Unit. They turned it on and it is so cold now that you have to wear layers of clothes just to stay warm. Someone is going to get sick and in the middle of a pandemic, it's going to get the Unit on lockdown. Everytime you ask Works to do anything with the heat or airflow it's one extreme to another.	1
Due to inmate canteen being pushed back due to the pandemic and lockdown,	1
Due to the global pandemic, my appointments have been cancelled. However,	1
Feels that based on letter received from Warden when the pandemic reduced employment started and that the population would not lose pay based on attendance because of corona virus he should be paid for the days that he did not attend to his job as he felt unsafe	1
would like the Elder's and 5 inmates (including himself) to hold a pipe ceremony to honour those who they lost during the pandemic.	1
Has not been paid correctly, was enroled in a computer class prior to the pandemic but is not getting paid according to that enrolment.	1
	1
	1
Inmate has concerns with the procededures during the pandemic.	1
Inmate is claiming that correctional managers, correctional officers and health care workers are not wearing masks consistently. As there is a pandemic on, the inmate is concerned about his health and would like staff to follow policy.	1
Inmate states Anne Kelly sent a memo out stating inmates should have their pay levels maintained for a period of 3 months during the pandemic.	1
NO PROGRAMS DUE TO PANDEMIC WHICH INMATES REQUIRE;	1
Offender states	1
On April 9 a female PW who I believe to be named Sandra came thought without wearing her mask. She was definately within 6ft. They also walked though the upstairs door of the row houses. House 6 is currently qarentinedand they are supposed to go threw that house last and they weren't supposed to go through the upstairs door. These are precautions that they informed us of yesterday that were put in place due to the serious pandemic and the fact that the PW is ignoring precautions is a blatant disregard for our safety	1
that the institution has not taken the necessary steps to assure the safety or well being of the population dure this pandemic	1
The inmate is concerned about the current cleaning supplies provided during the coronavirus pandemic.	1
THIS GROUP IS WANTING THINGS TO CHANGE IN REGARDS TO THE FOOD AND DRINKS BEING PREPARED AND SERVED TO THE UNITS DURING THE PANDEMIC.	1
We have always had bad cable, I was told along with the rest of the institution that our cable would be fixed last month, yet Shaw came and made it worse. We don't get a newspaper nor have internet, so TV is our only source of news. With a pandemic going on it would be nice to be updated and to use TV as entertainment while locked up. We do pay for cable but I can't make out the picture on my screen.	1
With this pandemic going on, all nurses should be wearing gloves and face masks, especially since they have contact with every unit even the unit where they have inmates quarantined.	1
A peur pour sa santé, certains employés du pavillons 31 ne respectent pas le protocole de porter masques et gants durant la pandémie.	1
Aujourd'hui le 3 avril à 16h20, les salles à mangé en pavillon ont été barrées sans préavis et l'accès à nos ustensils, sel, poivre a été refusé, j'ai donc dû manger mon souper et dessert avec les doigts, je trouve que comme mesure dce propagation à la p	1
Durant la pandémie, les routines, annonces et etc ne sont pas bilingues, seulement en francais.	1
Le 13 mars, la GCU a ordonné aux officiers sur le plancher de me refuser l'accès à une cellule simple, me confinant ainsi en occupation double, et ce en période de Pandémie, alors que les manuels et règlements priorisent l'accès à la cellule simple pour les détenus purgeant une longue sentence.	1
Le 13 mars, le DAO a cautionné la décision prise par la GCU de me refuser l'accès à une cellule simple, me confinant ainsi en occupation double, et ce en période de Pandémie alors que les manuels et règlements priorisent l'accès à la cellule simple pour les détenus purgeant une longue sentence.	1

Le détenu n'est pas d'accord que durant la pandémie, tous les détenus touchent le distributeur de lait pour en mettre dans leur propre bouteille.	1
Le détenu se plaint de ses conditions de travail durant la pandémie. Il est toujours stand by, il est appelé à travailler ailleurs, il n'est pas payé 14 jours.	1
Le détenu se plaint que l'agent d'administration ne fait pas sa job et qu'elle utilise la pandémie comme excuse. Elle devrait avoir plus de temps puisqu'elle n'a pas à se déplacer lorsqu'elle est en télétravail.	1
Le sujet ne comprend pas pourquoi il est seulement payé 14\$ par paie, ce n'est pas de sa faute, il avait un emploi avant la pandémie.	1
Ne pas fouiller le temps de la pandémie.	1
Officiers ne respectent pas le port de gants et masques durant la pandémie	1
Plainte contre la video conférence disponible pour voir/parler as a famille durant la pandémie: seulement 2 ordinateurs pour toute la population et la connection n'est pas bonne ce qui empeche de communiquer adéquatement, voir pas du tout.	1
Plainte contre le fait de ne pas avoir de comité de détenu depuis plusieurs mois, ce qui n'aide pas en temps de pandémie.	1
Grand Total	379

List of COVID-19 related advance notices received at the initial level between 2020-05-01 and 2020-08-31	
Grievance synopsis	Number of grievances
6 page synopsis...wants access to the Chaplains as the Aboriginal Elders have been onsite since the beginning of the Covid-19 pandemic but they do not have adequate access to their spiritual rights.	1
A ressenti des symptomes de la covid-19 en plus d'etre informé que 3 personnes seraient infectés à Cowansville, a demandé à etre testé mais ce fut refusé.	1
due to COVID-19.	1
contre le fait qu'il a déposé des documents de visite avant la Covid et que rien n'ait fait.	1
contre l'économe car elle l'a obligé à travailler à cause de la Covid-19 et de la cessation de son programme. Il dit être victime de harcèlement.	1
COVID 19 - Beginning shortly after Covid 19 entered the prison system inmates who had pre-existing medical conditions such as high blood pressure, diabetes etc have been on a "watch list" to monitor their health, this was done 3 times per week as these inmates are at vey high risk of health problems, even death if that contract covid 19. Recently a few inmates have requested that health care detail wht they are on this "wacth list" in writing. This ha become a concern for adminstration as they have taken the position that no one have any health concerns that could be grounds for an early release, parole, medical pass etc...	1
COVID-19 Inmate is not happy with complaint response regarding distancing	1
CX II Jesse Blain harrassing not wearing his protective mask when he should have been, and saying he hopes contracts COVID.	1
Inmate claims the A/AWO is covering up for people that have not been doing their job by answering inmate requests on time. COVID is not an excuse for people not being at work.	1
Inmate feels that and stop using COVID as an excuse.	1
Inmate is not happy with response from HC regarding covid and nurses meeting with inmates	1
by Dale Dotten for losing his job and not getting paid during the COVID 19 shut down even though it was stated at the town hall meeting that no inmates would be losing their jobs or suffering financialy from COVID.	1
Offender is stating specific staff on the Bow unit are trying to kill him by means of placing something in his food, giving him COVID 19 and ruening his reputation by calling him offensive/inappropriate names.	1
Requesting A level pay for the risk he is putting himself in being a cleaner during COVID 19	1
that the Institution does not have testing kits for Covid for the staff.	1
Until the time of the Covid Pandemic he resided in	1
was informed that would be put on a rotating schedule due to the ongoing pandemic, and feels that	1
Inmates are concerned that the chaplains will leave the institution if/when there is a 2nd wave of the pandemic ... comparisons made to indigenou ceremonies and events continuing on while Ramadan, Easter, Passover were cancelled.	1
It is not my fault that CX or whomever completes evaluations within Drummond do not do their duties. The Commissioner is very clear, she states "You will continue to receive pay at the same level you were paid prior to the pandemic"	1
Saskatchewan has begun to roll back restrictions in the community. Phases are in order for non essentials to go back to new normals. Complete ranges have been quarantined together the entire duration of the pandemic. It is time to end Sask Pens illegal secret segregation on its population. New legislation criminalizes this torment on inmates. 20 hour cell confinement is cruel and inhumane in Canada. Violating Human rights and liberties.	1
States that his Human Rights mediation is being delayed due to the Pandemic and this is harassment.	1
The response failed to address the following: 1) An interview was requested but no one bothered to conduct said interview. 2) An alternate resolution was proposed under CD 085(6) that was not mentioned/addressed. 3) No mention of the abysmal failure rate of V&C staff in applying policy - at time of complaint, 5 letters with address labels were allowed, 2 rejected. An embarassing failure rate if this policy is so important. Letters are opened by V&C before delivery. It would not require any real extra effort to place letter in a new envelope and deliver with a note to inform sender in the future of address label issue (see CD 085(6)) - Especially during visit restrictions and isolation procedures during pandemic.	1
The response is false; laundry and drier products has nothing to do with pandemic.	1
Grand Total	23

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List of COVID-19 related grievance synopses received at the National level between 2020-03-01 and 2020-08-31	
Grievance synopsis	Number of grievances
feels the COVID unlock routine at Mission Medium is being used against inmates who put in a class action lawsuit against the institution.	1
against COVID-19 measures	1
feels that he is being treated inhumanely in the [redacted] and that he was refused another COVID-19 test [redacted]	1
Certaines mesures prises concernant la Covid-19 le discriminent au niveau de son hygiène	1
feels that being on lockdown during the COVID-19 outbreak is akin to torture and wants to know what is being done to resolve the outbreak. He feels as if the Warden is not providing basic needs and that the Warden thinks it is easier to "keep us in isolation". [redacted] feels that this is now a legal issue and states that this is the start of his class action lawsuit.	1
feels the warden failed to manage the COVID-19 outbreak seriously which put his [redacted] at risk.	1
feels that the cleaning supplies being used to clean the living units are exposing the inmates to biohazardous chemicals that cause cancer and that the reason behind using these chemicals is to make it look like COVID-19 is being negated "after the fact". He states that there has been no proper management of the outbreak.	1
contre la quarantaine due à la Covid-19 et au fait qu'il est déjà géré et qu'il ait eu de la difficulté à respirer	1
Contre le directeur qui ne respecte pas le communiqué d'Anne Kelly concernant le covid-19	1
COVID - Cannot see the Doctor in person because of the COVID virus.	1
COVID-19 - Le détenu n'est pas d'accord que n'importe qui puisse entrer dans les pavillons en ne portant pas le masque adéquatement ou pour des raisons qui ne sont pas nécessaires.	1
COVID-19 - Le détenu n'est pas en accord avec la décision du directeur d'imposer l'isolement aux détenus.	1
COVID-19 - Le détenu se plaint de la décision de la sous-commissaire en ce qui concerne la fermeture du gym et de la bibliothèque afin de limiter la propagation du virus.	1
COVID-19 - Le détenu se plaint de la gestion de l'établissement par le directeur en place après qu'il vient d'apprendre que deux employés ont la COVID-19. Les employés ne devraient pas leur servir de la nourriture.	1
COVID-19 - Se plaint des conditions de détention et des procédures mises en place en lien avec la COVID-19	1
COVID-19 Inmate is not happy with responses to his concerns.	1
COVID-19 Le détenu allègue que la directrice infirmière met la vie des prisonniers en danger puisque malgré la pandémie qui continue, elle ordonne d'ouvrir plusieurs rangées à la fois pour les repas et l'établissement ne distribue plus de lait de façon individuelle.	1
COVID-19 [redacted] feels that complete isolation in this pandemic is against the law and that we are not practicing humane social distancing. He requests tablets, kindles, and internet access for all inmates to decrease mental instability.	1
COVID-19 Le détenu se plaint des conditions en établissement suite à l'imposition du confinement d'Archambault.	1
[redacted] He feels that the organization who performed this procedure gave him COVID and would like to take them and CSC to court.	1
Does not want to cascade down to Medium due to Covid 19 concerns.	1
Grief contre la coupure des VFP depuis la pandémie Covid-19.	1
[redacted] does not like the COVID 19 rules and feels all inmates should have a laptop or tablet among other concerns due to COVID 19 institution changes.	1
[redacted] feels Mission Medium was negligent in handling COVID-19. He feels the mail is no longer being held for 3 days and inmates are being punished due to the outbreak.	1
[redacted] feels that the Warden Shawn Hulsh and the Correctional Service of Canada are to blame for the COVID-19 outbreak and that they "knowingly and willfully endangered... the lives of every inmate at Mission Institution". He has also noted that he will pursue legal action.	1
I am currently under stress because of the Covid-19 outbreak and I'm locked up here waiting for the worst to happen. No open visits, locked down on our ranges, eventually our cells [redacted] [redacted]. I could be there for them and no visits [redacted]. I'm asking you to check the Prisoner Release Proposal as we are going to be quarantined in the community regardless. It's high level stress in here and thinking that this could be my death sentence is a living nightmare. My complaint is that being incarcerated now has become sitting on death row, with no family, with no technology and no relief.	1
I had symptoms of Covid-19 and I should have never [redacted] I feel better now for now but I should have been tested. The Jail knew there was casis in the jail and did not handle it well instead they kept it a secret to the inmate population.	1
inmate feels the Warden is not doing enough to help make Covid-19 Pandemic easier on the inmates. He asked the Warden for exempt for a 30 day window to have video game system sent in.	1
Inmate has concerns with his security review and states that there are errors. *Submission received at GCI on 2020-05-28 after the 3 day Covid hold for mail on 2020-05-25, this was due the 26th of May and could not be dealt with properly due to short notice; extended by 2.5 weeks	1
Inmate is blaming healthcare for not having his medication for his mental health, COVID and not having the support of his parole officer for being sent to the medium institution	1
Inmate was denied minimum security. [redacted] and was suppose to go on ETAs to the minimum unit but COVID hit and he thinks he may now have to wait a long time. please let me go to minimum security.	1
La direction fait preuve de laxisme pour gérer la crise du Covid-19. Il n'y a aucune mesure d'hygiène dans l'UIS.	1
Le délinquant mentionne ne plus vouloir que des détenus provenant que CRR ou de l'établissement Archambault soit admis à l'Établissement La Macaza, car il n'a pas envie d'attraper le virus Covid-19.	1
Le détenu allègue que la réponse est fausse. En raison du COVID, toutes les entrevues doivent avoir lieu par téléphone. Il allègue n'avoir reçu aucune nourriture alternative et qu'il devrait pouvoir utiliser le micro-ondes de la salle commune.	1
Le détenu n'est pas d'accord avec le message inscrit sur les lettres de prolongation mentionnant qu'en raison de la COVID-19 et de ses impacts sur les opérations, les délais pourraient être plus longs.	1
[redacted] feels that there are not enough safety protocols in place for the COVID-19 outbreak at Mission Medium.	1
On March 13th [redacted] That day the Correctional Managers came to say that due to COVID-19 all personal family visits, ETAs and UTAs are cancelled. [redacted] states that W2 visitors, AA and NA as well as church and Celebrate Recovery are still coming into the institution. [redacted] and is an unnecessary measure.	1
Requesting A level pay for the risk he is putting himself in [redacted] during COVID 19	1
Se plaint que la directrice de l'établissement ne fournit pas l'équipement sécuritaire dans le cadre de la Covid-19	1
[redacted] wishes to rebut the decision on [redacted] for the following reasons;	
1. All his community support is in [redacted]	
2 The Pacific Region, such as WHI is far better to suit his [redacted]	
3. There is no Covid cases in GCI or WHI. So there is no health risk to himself or the population at WHI.	
4. He refuses to be [redacted]	1
States that COVID-19 should not prevent him from being approved for a [redacted] even if it can't happen right now due to the Pandemic.	1
The inmates who resided in [redacted] of the Minimum Security Unit feel they were discriminated against during the Covid-19 Outbreak and in the weeks after the outbreak.	1
The SGMP weekly per diem @ \$42.56 is insufficient considering the to-date price increases for fruit and vegetables that can only be expected to increase with COVID 19.	1
The substantive issues he raised have yet to be addressed. House Food Handlers are essential and extensive cleaners 7 days a week and this has been compounded since the COVID 19 pandemic struck.	1
violation of human rights during this time of emergency with COVID [redacted] is stealing monies from the inmates accounts and is subjecting all inmates at GCI to abuse/harm by withholding fruit as a part of their Canada Food Guide Diet. By withholding all fruit (except Bananas and Honeydew) since COVID-19 stated. Inmates are being restricted from all canned fruits, apples oranges, grapefruits, kiwi, etc..	1
[redacted] disagrees with the COVID-19 lock downs and feels it's cruel and unusual punishment/treatment.	1
At the time of the pandemic he was employed [redacted] He was told because he changed Units he was no longer employed and they had to close his assignment and put him on Level E pay. When he moved to [redacted] until the Pandemic hit at which time no movement was allowed within the Institution. The Unit [redacted] CX advised that he did not suspend him.	1
The inmate says since the pandemic he has submitted a level 1 & 2 grievance, but has yet to receive a response. The inmate is also asking for a pen box as some of his effects have gone missing.	1
COVID-19 - Le détenu n'est pas en accord avec la bulletin émis et signé par Kevin Snedden en lien avec les directives à suivre pour la gestion de cas durant la pandémie.	1
Grief contre la réponse du directeur concernant les fouilles en temps de pandémie.	1
Grand total	51