

July 16, 2021

Kevin Walby  
[k.walby@uwinnipeg.ca](mailto:k.walby@uwinnipeg.ca)

Dear Mr. Walby,

**Re: Your requests for access to information under Part II of the Access to Information and Protection of Privacy Act, 2015 [JPS/143/2021, JPS/146/2021 - JPS/147/2021]**

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On June 2, 2021 the Department of Justice and Public Safety (JPS) received your requests for access to the following records:

**JPS/143/2021**

**Entry and Exit Screening Procedures - I am requesting memorandums, briefing notes, information notes, statistics and powerpoint decks documenting probation office entry and exit COVID-19 screening procedures for people on probation and other individuals currently on community release, prison staff, oversight body officials, lawyers, volunteers, and other parties. Timeframe – January 1, 2021 – April 30, 2021.**

**JPS/146/2021**

**Health, Cleaning, Distancing, and Contacts - Related to COVID-19 pandemic prevention and management, I am requesting all records outlining health and personal hygiene protocols, all records outlining cleaning protocols issued to and measures adopted, all records outlining protocols issued to and measures adopted, and all records outlining protocols issued to and measures adopted by your probation offices to restrict community contact for those currently on probation or other forms of community release related to COVID-19 pandemic prevention and management. Timeframe – January 1, 2021 – April 30, 2021.**

**JPS/147/2021**

**Information Distributed - I am requesting all documents and electronic materials distributed to people on probation and other individuals currently on community release, staff and visitors concerning COVID-19 measures taken in probation offices. Timeframe – January 1, 2021 – April 30, 2021.**

On June 3, 2021, you confirmed that JPS/146/2021 and JPS/147/2021 could be limited to final versions/records sent to all staff vs. draft and communications with specific staff

On June 29, 2021 you were notified of a 15 day extension in relation to these requests.

Please note that these requests were combined as there was significant overlap with responsive records. All of the attached records are responsive to JPS/147/2021. The records also contain information relating to JPS/143/2021 and JPS/146/2021. Additionally, it should be noted that the contingency plan referred to on pages 1-14 never took effect due to parts of province reverting to Alert Level 5 in February, 2021.

Please be advised that a decision has been made by the Deputy Minister for JPS to provide access to most of the requested information. However, some information has been refused in accordance with the following exception to disclosure, as specified in the **Access to Information and Protection of Privacy Act, 2015** (the Act):

29. (1) The head of a public body may refuse to disclose to an applicant information that would reveal

- (a) advice, proposals, recommendations, analyses or policy options developed by or for a public body or minister;

31. (1) The head of a public body may refuse to disclose information to an applicant where the disclosure could reasonably be expected to

- (a) interfere with or harm a law enforcement matter;
- (c) reveal investigative techniques and procedures currently used, or likely to be used, in law enforcement;
- (f) endanger the life or physical safety of a law enforcement officer or another person;
- (l) reveal the arrangements for the security of property or a system, including a building, a vehicle, a computer system or a communications system;
- (n) adversely affect the detection, investigation, prevention or prosecution of an offence or the security of a centre of lawful detention;

35. (1) The head of a public body may refuse to disclose to an applicant information which could reasonably be expected to disclose

- (c) plans that relate to the management of personnel of or the administration of a public body and that have not yet been implemented or made public;

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Please note page 16 was withheld in its entirety under s.31(1)(a);(c);(n).

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request as set out in section 42 of the Act (a copy of this section has been enclosed for your reference). A request to the Commissioner must be made in writing not later than 15 business days of the date of this letter or a longer period that may be allowed by the Commissioner. The appeal may be addressed to the Information and Privacy Commissioner as follows:

Office of the Information and Privacy Commissioner  
2 Canada Drive  
P. O. Box 13004, Stn. A  
St. John's, NL. A1B 3V8

Telephone: (709) 729-6309  
Toll-Free: 1-877-729-6309  
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act (a copy of this section of the Act has been enclosed for your reference).

Please be advised that this request will be published three business days after the response is sent electronically to you or five business days in the case where records are mailed to you. The goal is to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any questions please contact me by telephone at 709-729-7128, or by email at [sonjaelgohary@gov.nl.ca](mailto:sonjaelgohary@gov.nl.ca).

Sincerely,

A handwritten signature in blue ink that reads "Sonja El-Gohary". The signature is written in a cursive style with a large initial 'S'.

Sonja El-Gohary  
ATIPP Coordinator

### **Access or correction complaint**

**42.** (1) A person who makes a request under this Act for access to a record or for correction of personal information may file a complaint with the commissioner respecting a decision, act or failure to act of the head of the public body that relates to the request.

(2) A complaint under subsection (1) shall be filed in writing not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) A third party informed under section 19 of a decision of the head of a public body to grant access to a record or part of a record in response to a request may file a complaint with the commissioner respecting that decision.

(4) A complaint under subsection (3) shall be filed in writing not later than 15 business days after the third party is informed of the decision of the head of the public body.

(5) The commissioner may allow a longer time period for the filing of a complaint under this section.

(6) A person or third party who has appealed directly to the Trial Division under subsection 52 (1) or 53 (1) shall not file a complaint with the commissioner.

(7) The commissioner shall refuse to investigate a complaint where an appeal has been commenced in the Trial Division.

(8) A complaint shall not be filed under this section with respect to

(a) a request that is disregarded under section 21 ;

(b) a decision respecting an extension of time under section 23 ;

(c) a variation of a procedure under section 24 ; or

(d) an estimate of costs or a decision not to waive a cost under section 26 .

(9) The commissioner shall provide a copy of the complaint to the head of the public body concerned.

**Direct appeal to Trial Division by an applicant**

52. (1) Where an applicant has made a request to a public body for access to a record or correction of personal information and has not filed a complaint with the commissioner under section 42 , the applicant may appeal the decision, act or failure to act of the head of the public body that relates to the request directly to the Trial Division.

(2) An appeal shall be commenced under subsection (1) not later than 15 business days

(a) after the applicant is notified of the decision of the head of the public body, or the date of the act or failure to act; or

(b) after the date the head of the public body is considered to have refused the request under subsection 16 (2).

(3) Where an applicant has filed a complaint with the commissioner under section 42 and the commissioner has refused to investigate the complaint, the applicant may commence an appeal in the Trial Division of the decision, act or failure to act of the head of the public body that relates to the request for access to a record or for correction of personal information.

(4) An appeal shall be commenced under subsection (3) not later than 15 business days after the applicant is notified of the commissioner's refusal under subsection 45 (2).

## El-Gohary, Sonja

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**From:** Hicks-Young, Tammy  
**Sent:** Monday, January 25, 2021 3:52 PM  
**To:** Browne, Emilie; Burke, Lynn; Coffin, Sharon; Delaney, Barry; Greene, Gerard; Bradley, Angela; Oates, Johanna; Russell, Erin V. E.; Wiseman, Monica; Antle, Amanda; Bennett, Bailey; Channing, Robert; Cumby, Tracy; Evans, Megan; Groves, Renee M.; Kelloway, Jason; Lucas, Graham; Power, Patricia A; Sampson, Meagan; Snow, Chris; Waterman, Danielle; Wayne, Rhonda G.; Morrissey, Robert; Whiffen, Jerry; Roach, Heather; Eddy, Ashley; Lyall, George; Power, Michele; Campbell, Stella; Olson, Anna; Hall, Marion; Butler, Brenda M.; Oates, Johanna; Holloway, Penny; Penney, Beverley; Bozec-Young, Carmie; Wicks, Dana (Justice); King, Charlotte; Farewell, Bernadine; Piercey, Elaine 1; Payne, Alanna  
**Cc:** Hardman, Ashley; Pottle, Kimberly  
**Subject:** Updates Limited resumption of client contact guidelines  
**Attachments:** SWP Client Contact all modes Dec 2020.pdf; UPDATED\_Limited resumption of contact\_Jan 2021docx.pdf

Good afternoon,

As discussed on the last APOII call, updates have been made to the Limited Resumption of Client Contact Guideline and the SWP for client contact. These updates are intended to expand upon the clients being seen in-person, and to clarify the supervision standards and expectations around client in-person reporting.

Attached you will find both the updated guideline and SWP.

All staff are required to review these documents. The process for implementing the guideline and SWP will be as follows:

- All staff will review both documents. Any questions, comments or concerns on the documents will be provided to the APOII in your office by **February 5<sup>th</sup>**.
- The APOII will compile the feedback and provide it to the RM's and CAPO by **February 10<sup>th</sup>**.
  - If there are no comments, questions or concerns from your office please let us know that everyone has reviewed so we can ensure all offices have done so.
- The RM's and CAPO will review all feedback to determine next steps. Next steps may include a Q&A document outlining the responses to the feedback, an APOII call to clarify items, or an all staff call. For the next steps we will use the means necessary based on the nature of the feedback received.
- The documents will come into effect on **February 15<sup>th</sup>**. This date is tentative as it may change based on the feedback from the offices to permit time for additional clarification and/or changes.

As always, please let us know if you have any questions,

Have a good day

Kim, Tammy and Ashley


Tammy Hicks-Young  
 Regional Manager-Western/Labrador  
 Department of Justice & Public Safety  
 709-637-2255 (phone)  
 709-637-2670

<p>General Health and Safety Requirements</p> <h2 style="text-align: center;">Covid-19 Clients Reporting in Person</h2>	
<b>Hazards Identified</b>	Covid-19 exposure from being in close proximity with others in the workplace.
<b>PPE Required</b>	Masks, Hand Sanitizer
<b>Training</b>	Pandemic Recovery Modules; GNL provided video; GNL provided reference materials; Safe Work Procedures
<b>Potentially Exposed Employees</b>	All employees of Adult Probation
<b>Safe Work Practice</b>	
<p>The Practices outlined in this SWP is a baseline and is meant to be adapted and updated continually based on changes to alert levels and to changes in the workplace. Each Regional Office is required to review the SWP on a bi-weekly basis and update as needed for their specific location. All changes to the SWP require OHS review, and Chief Adult Probation Officer (AP), or designate, signoff prior to implementation.</p> <p>To help control the spread of Covid-19 in the workplace, employees must do their part to prevent the transmission of the virus. This includes following all Safe Work Practices (SWP) and Protocols with respect to Covid-19 to ensure your safety and the safety of your co-workers.</p> <p><b><u>General Guidelines for Client Contact</u></b></p> <p>All staff are to refer to the "Limited Resumption of Client Contact" document which details modes of contact, scheduling of appointments, as well as the required screening questions.</p> <p>In all instances where a client is reporting to the Probation Office the following is to be adhered to. These are in place regardless of the mode (desk report, secure office, or individual office) being utilized:</p> <p><b>Prior to the appointment:</b></p> <ul style="list-style-type: none"> <li>• Hand sanitizer will be placed in the waiting area for offender use. This is to remain on the wicket counter in view of the CTIII wherever possible.</li> <li>• Appointments will be arranged by using the information and process outlined in the "Limited Resumption of Client Contact" document.</li> <li>• Clients are to be instructed when appointments are scheduled that they are to wait outside the office door, or main building door, at their scheduled appointment time until the door is unlocked.</li> <li>• Only one client is permitted in the waiting area at a time unless the space allows for two meters of physical distancing between clients.</li> </ul>	

- The client will not be permitted to bring any additional person(s) with them to their appointment unless approved in advance by their APO. A board room is to be used where possible if a support person is required.
- Any items that are not required for the appointment are to be removed from the area where the client will report, wherever possible.

s.31(1)(a);(c);(l);(n)

#### When the Client arrives:

- The client will be required to answer the screening questions outlined in the "Limited Resumption of Client Contact" document prior to the appointment commencing.
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- The APO will direct the client to sanitize their hands with the sanitizer located in the waiting room. If the client does not already have a mask one must be provided to them.
  - If the provision of a mask is needed:
    - The APO is to first use hand sanitizer and will then pass a mask through the wicket opening, laying it on the counter for the client to pick up. The APO will then advise the client how to properly don the mask (\*refer to <https://www.youtube.com/watch?v=quwzq7Vixsw>). Once the client dons the mask, they will be instructed to use the hand sanitizer again.
    - Offices without a wicket space and or offices where the building is locked and staff will have to meet the client at the main doors will have to deploy an alternate means of mask provision.
- The APO and the client are required to keep their masks on during the meeting. Any exception to this must be discussed with your direct report and must have the option of social distancing and/or an acceptable barrier.
- The APO will ask the client to refrain from unnecessarily touching anything while in the office
- Pens for client use only are to be available at the wicket, in the secure office, and in the APO's individual offices. These are to be disinfected at the conclusion of the appointment
- If providing the client with an appointment card the APO will sanitize hands and clean pen prior to completing the card. They will then pass the card through the wicket, laying it on the counter for the client to pick up. The APO will sanitize hands after the card has been passed through.

#### At the Conclusion of the Appointment:

- Before exiting the main entrance, the client will be instructed to sanitize their hands again using the sanitizer in the waiting room
- Surfaces that have frequent contact with hands are recommended be cleaned and disinfected at least twice per day.

#### Desk Reporting:

Desk reporting is not intended for appointments where clients will have to report highly confidential or personal information. Desk reporting is intended to be brief, and for instances where the information shared is not sensitive. The following measures are to be followed for desk reporting:

- The above "General Guidelines for Client Contact" are to be followed for desk reporting.
- If at any point during the desk report the APO determines that the client requires contact in the secure office or the APO's individual office, the below sections are to be followed.

### **Secure Office**

If a secure office is available then it can be used to meet with clients. Refer to the "Limited Resumption of Client Contact" document for information on when secure or individual offices should be considered.

The above "General Guidelines for Client Contact" are to be followed for secure office reporting. The following additional measures are to be adhered to:

- The APO will direct the client to the secure office and will remind them that:
  - The APO and the client are required to keep their masks on during the meeting
  - The APO will ask the client to refrain from unnecessarily touching anything while in the office
  - The APO will remind the client not to move their chair and to maintain social distancing
- At the end of the meeting, the APO will ask the client to exit the office and walk back to the waiting room area.
- Before exiting the main entrance, the client will be instructed to sanitize their hands again using the sanitizer in the waiting room

### **In-office Meetings:**

Refer to the "Limited Resumption of Client Contact" document for information on when individual offices should be considered.

The above "General Guidelines for Client Contact" are to be followed for in-office reporting. The following additional measures are to be adhered to:

#### **Prior to the appointment:**

- The APO is to have previously arranged their office setup to maintain six (6) feet of space between the client's chair and the APO's chair wherever possible. The APO is to take any additional measures necessary in ensuring distance can be maintained to the greatest extent possible, and that as few items as possible can come in contact with the client. This includes, but is not limited to:
  - If a plastic/non-cloth chair is available they should be utilized for client use
  - Remove any items from the desk that is not necessary for the appointment.
  - Do not leave items hanging on chairs or doors (i.e. jackets, bags, etc.)
- The APO is to sanitize their hands and don a mask prior to permitting the client past the waiting room/secure office.
- The APO is to advise the client of the requirement to wear a mask at all times, to maintain six (6) feet of social distancing wherever possible, and to refrain from unnecessarily touching anything while in the office

#### **When the Client Enters:**

- The APO will open the waiting room door and back away from the door as far as possible to permit the client to proceed into the space.
- The APO will direct the client to their office. In keeping with Probations standard SWP's, the APO is to walk six (6) feet behind the client wherever possible
- The APO should consider the means in which the client and APO will enter the office while maintaining as much distance as possible.
- The APO will remind the client not to move their chair and to maintain social distancing

#### **At the Conclusion of the Appointment:**

- At the end of the meeting, the APO will ask the client to exit the office and walk back to the waiting room area.
- In keeping with Probations standard SWP's, the APO is to walk six (6) feet behind the client wherever possible

### **Home Visits**

Level 1: Drive By visits continue to be an option for CSO supervision and for some Probation clients. Probation clients are limited to those necessary for maintaining/regaining contact. APO's are not to exit their vehicle for these purposes, thus no direct contact with client will be required.

Level 2: Face to Face visits are permitted for CSO supervision and for some Probation clients where deemed necessary. Staff are advised that there are some additions/alterations to the standard SWP's for Level 2 visits as noted below.

All APO's are required to adhere to existing SWP's for travel while conducting home visits. This is inclusive of the use of SafetyLine. APO's are reminded to review the existing SWP for home visits (SWP: Working Alone).

s.29(1)(a); s.31(1)(a);(c);(l);(n)

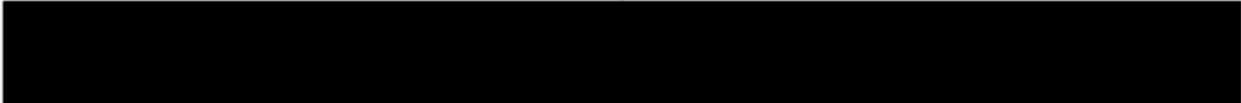
The following is in place for all level 2: Face to Face visits:

#### **Prior to the visit:**

- The APO will ensure they have a mask and hand sanitizer with them, and available to them, while completing home visit duties.
- The APO will ensure they have any appointment notices prepared and sealed in an envelope, using tape to seal.

s.31(1)(a);(c);(n)

#### **Upon Arrival:**

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- Wherever possible, the APO will contact the client by phone to advise the client to present themselves to the door. If contact by phone is not possible, the APO may proceed without phone contact.
- The APO will use hand sanitizer and don their mask, then exit their vehicle and proceed to the clients door
- The APO will use hand sanitizer both before and after knocking or ringing a doorbell
- Once the APO has knocked, they will step back/aside six (6) feet to maintain social distancing
- If providing an appointment letter it will be laid on the door step or in a mail box prior to stepping back.
- Should the client present to the door, the APO may speak briefly with the client while maintaining social distancing. The APO must be cognizant of the clients privacy at all times.

#### **Upon Completion:**

- The APO will return to their vehicle. As an added measure it is suggested that hand sanitizer is used prior to entering the vehicle.
- Once inside of the vehicle, the APO is to use hand sanitizer and may doff their mask.

**Regulations, Standards and References:**

<https://www.gov.nl.ca/covid-19/>

[https://www.health.gov.nl.ca/health/publichealth/h1n1\\_old/how\\_to\\_sanitize\\_hands\\_2009.pdf](https://www.health.gov.nl.ca/health/publichealth/h1n1_old/how_to_sanitize_hands_2009.pdf)

SWP, Covid 19 – Cleaning

SWP, Covid 19 – Hygiene

SWP, Covid 19 – Physical Distancing

SWP, Covid 19 – Shared Work Spaces

SWP, Covid 19 – Visitors to the Building

Health and Safety Review by:     Otto Ryan     Date:     December 2020    

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Approved by:     ,     Date:     January 2021    

Chief Adult Probation Officer (or designate)

Adult Probation  
**Update: Limited Resumption of Client Contact**  
 Last Revised: January 25<sup>th</sup>, 2021

<b>General Information</b>
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On Tuesday, September 8, 2020, Adult Probation began limited resumption of direct client contact, permissible by appointment only. The Limited Resumption of Client Contact document that was distributed at that time outlined the processes necessary for continued resumption and gradual increase in amount of client contact.

Since the initial resumption of limited client contact in September, Adult Probation has continually assessed the number of clients being seen, the COVID related measures that are in effect in our offices, the direction from GNL, as well as the current Public Health measures that are in place. This is done with the focus to maintain meaningful contact with our clients while protecting the health and safety of staff, clients and visitors.

At this time, Adult Probation will be increasing the number of clients being seen in-person, but will continue to do so by appointment only, where practicable, and where current COVID related protocols permit. Adult Probation will continue to monitor for GNL updates and Public Health measures, and will reassess how and in what means in-person contact occurs if and when necessary.

This Limited Resumption of Client Contact document has been updated to reflect the changes to client contact. The information enclosed replaces the previously disseminated Limited Resumption of Client Contact Guideline. These changes come into effect on February 15th, 2021.

It is of note that the design of each probation office & associated waiting space, staffing levels, and caseload sizes vary. Therefore alterations or additions to these guidelines will need to be considered in spaces where the general guidelines, or aspects therein, cannot be applied. This document is a general guideline, and any offices requiring alterations will consult with their Regional Manager (RM) or Chief Adult Probation Officer (CAPO).

**Pertinent Safe Work Procedures (SWP's)**

- SWP's have been developed and distributed for all modes of client contact and these remain in effect unless otherwise specified.
- The SWP for client contact has been revised to reflect changes herein, and is attached.
- Please ensure you review SWP's for further information related to cleaning and direct client contact.

**Reporting by Appointment Only**

- Main doors for the Probation Offices will remain locked with access to the office being granted by appointment only.
  - Should a client report to the office directly from court with a new order who is not an existing client, and call the office as per main door sign, consideration will be given to if the client can safely be seen at that time.
- With the exception of those reporting directly from court with new orders who are not existing clients, any client reporting unscheduled will not be granted access and will be directed to contact their supervising APO or the front desk for further reporting instructions.

- Signs had previously been provided that indicate that access is by appointment only with contact numbers for the front desk and APO's, the GNL appointment sign had also been distributed. These will remain in use.

### **Scheduling of Appointments**

- Each APO will be provided with a "block" of time where they are to schedule appointments with clients on their caseload
- How "blocks" of time are arranged is at the discretion of the Regional Office, and requires the approval of the APOII.
  - APO's blocked time may overlap where necessary, and where the waiting room can accommodate for more than one client to be seated at a time while maintaining a distance of 6 feet. If more than one client will be present at once, offices will have to space seating and/or mark some seats as "not to be used" if seating is permanently fixed to the floor or if the seating is attached.
  - Additional time should be factored into the appointment time to account for late arrivals, appointments that may take longer than anticipated such as PSR interviews or LS-CMI interviews, and to permit frequent disinfecting of high touch areas. Please refer to Covid-19 Cleaning Practices dated June 8, 2020.
- When scheduling appointments it will be necessary to inform the client of the COVID related processes and reporting expectations. A guideline to use when informing the client is enclosed as Appendix A.
- In offices that are shared with Victim Services additional measures may need to be considered, and consultation with the Victim Services Regional Coordinator may need to occur to ensure appointment times for both program areas are not conflicting.

### **COVID Client Screening**

- A screening questionnaire and information to share with the client is enclosed as Appendix B.
- The screening questionnaire will be read/reviewed with the client in all instances where they will be reporting to the office. As per Appendix A: Guideline for Setting Client Appointments, if a client has access to a cell phone the questions will be reviewed by phone prior to permitting access to the office. If the client does not have a phone it will be completed as soon as the client enters the waiting area. In addition:
  - Where possible, a copy of the questions may be emailed to the client in advance for review.
  - A copy of the questions will also be placed on the main door of the Regional Office indicating that the client is to return home and contact 811 should their response be "yes" to any of the screening questions. The sign for self-screening had been previously provided.
- The following points pertain to the use of a screening tool and the disclosure of information:
  - For health and safety of employees, it is reasonable to ask screening questions;
  - Individuals should be informed that the purpose of the questions is to determine if a person will be permitted to enter the office;
  - APO's or CTIII's are only permitted to ask the questions noted. We are not permitted to access more detail than is required.
  - Individuals' privacy is to be respected at all times. **The data pertaining to the screening questions that is recorded is to consist only of the minimum amount of information necessary for case management purposes.** As such:
    - There are to be no written copies of a client's responses to the screening questions created or maintained.

- There is no requirement to document if the client answered “no” to all questions and was seen as per their reporting requirement.
- Should a client answer “yes” to any questions and not be seen in person, the APO may note in PCOMS that the client was not seen in person due to their responses to the COVID screening questions. Additional information on why the person was not seen as it pertains to COVID screening may be entered if it is absolutely necessary for case management purposes.
- As per standard practice, all appointments should be noted in PCOMS, and all contact notes entered as per policy guidelines.

s.31(1)(a);(c);(l)



s.31(1)(a);(c);(l);(n)



- The following information pertains to the release of personal information:
  - It is possible that Adult Probation could provide personal information to a Health Authority for the purposes of contract tracking pursuant to s.68(1)(p) of ATIPPA:
 

*68. (1) A public body may disclose personal information only (p) where the head of a public body determines that compelling circumstances exist that affect a person’s health or safety and where notice of disclosure is given in the form appropriate in the circumstances to the individual the information is about;*
  - As such, we are to inform the client that it may be necessary to provide Public Health with their contact information should it be required for contract tracing purposes in relation to COVID-19.
- Additional guidance on COVID-19 screening can be found here: <https://www.gov.nl.ca/atipp/files/Guidance-on-Covid-19-Screening.pdf>

**Provision of PPE – Client Use**

- Hand sanitizer: will be placed in the waiting area for offender use. This is to remain on the wicket counter in view of the CTIII wherever possible. Encourage clients to use hand sanitizer before and after exiting office area.
- Masks: masks have been provided to each office in the event that a client does not have access to one. Where necessary, clients will be provided with one mask only, which is required to be worn for the duration of their appointment.
- As of Monday, August 24<sup>th</sup> masks became mandatory in all public places throughout Newfoundland and Labrador, this is inclusive of the Probation Offices and the buildings in which they are located. As such, all clients reporting to a Probation Office are required to wear a mask and they are to be informed of this requirement when scheduling appointments.



s.31(1)(a);(c);(l);(n)

## Modes of Reporting

The nature of reporting (in-person versus remote supervision) will now take a two tiered approach. The first tier will consist of those who are required to be seen in person. The second tier will consist of [REDACTED] and therefore will continue to be supervised remotely by phone/alternate modes.

All SWP's for client contact remain in place and are to be adhered to for all levels of client contact. APOII's continue to be responsible for monitoring Satellite Offices to determine when they will be available/accessible to us. We will be required to follow the SWP's for those offices when we enter and we will follow our SWP for "In Office Meetings" when in a private meeting space with clients. [REDACTED]

s.35(1)(c)

Every caseload and client presents a unique set of circumstances and challenges. Should a client not fit within the tiered approach as outlined below, or have exceptional circumstances that the APO determines needs to be considered for the purposes of supervision, a consult on reporting will occur with the APO's direct report. Upon consultation, any deviations from the two tiered approach below will be documented in PCOMS.

### Tier One: In-Person Supervision:

- All Probation and CSO clients, [REDACTED] who scores moderate and high are to commence reporting in-person if they have not already done so. This is inclusive of those who have had an administrative or clinical override due to the nature of the offence (sexual or domestic), or through the clinical judgement of the APO.
- [REDACTED] all Probation and CSO clients who would be required to report to that satellite office who scores moderate and high are to commence reporting in-person if they have not already done so. This is inclusive of those who have had an administrative or clinical override due to the nature of the offence (sexual or domestic), or through the clinical judgement of the APO.
- All new admissions, [REDACTED] for the client to report in person, are to maintain tier one reporting until the LS/CMI can be completed and a determination made into which tier the client will be placed in. This also permits the in person completion of the acknowledgement and consent forms.
- All PSR's [REDACTED] for the client to report in person, are to be completed in person.
- Those scoring a low risk to reoffend who cannot be placed Administratively Inactive may be seen in-person as a tier one client at the discretion of the supervising APO.
- [REDACTED]
  - It is of note that a client may fit into this category at various points throughout supervision. The APO is to monitor the client's suitability for in-person reporting and will commence in-person supervision when safe and appropriate to do so.

**Tier One: Supervision Standards**

- Supervision standards for those in the tier one group will adhere to the supervision standards as outlined in the Adult Probation Policies and Procedures Manual. This is inclusive of the required home visits for CSO's.
  - [REDACTED]
- For the purposes of "Direct Offender Contact" as identified in the supervision standards, the direct contact may continue to be a desk report, a report to the secure office, reporting to the APO's individual office, or reporting to the board room. APO's are to exercise sound professional judgement in determining which form of in-person reporting they utilize, and continue to adhere to the SWP's in place for in-person meetings.
  - Where deemed necessary, a [REDACTED] home visit may be conducted for Probation or CSO clients in lieu of direct contact that would otherwise occur in the office. Home visits in lieu of office visits should not be utilized as the sole means of direct offender contact, as it is intended to be short term and in instances that warrant it.
- [REDACTED]

**Tier Two: Remote/Alternate Modes of Supervision:**

- There will continue to be clients, [REDACTED] and/or [REDACTED] cannot be seen in person in a regional office or a satellite office. These clients will be considered tier two clients.
- [REDACTED]
- Those scoring a low risk to reoffend who cannot be placed Administratively Inactive may continue to be supervised as a tier two client at the discretion of the supervising APO.
- Any client who is determined to be in the tier two group is to have this documented in PCOMS.
  - A variety of circumstances may lead to a client no longer needing to be placed in the tier two group. The supervising APO is to continue to monitor the client's circumstances and suitability for in-person reporting, and will commence in-person supervision when safe and appropriate to do so.

**Tier Two: Supervision Standards**

- Supervision standards for those in the tier two group will adhere to the supervision standards as outlined in the Contingency Plan.
  - APO's are directed to the "Probation Supervision", and "Conditional Sentence Supervision" sections of the Contingency Plan for details.

**Electronic Monitoring (EM)**

- Clients subject to EM will be placed in a tier one or tier two group based on the above noted criteria. General supervision of the client and the order will adhere to the standards outlined above.

- The hook-up, alteration and removal of EM equipment continues to require direct offender contact and the level/means of contact continues to be as stated in the SWP's for each Regional Office.
- Additional considerations will be required for the scheduling of appointment times for EM hook-ups, alterations, and removals that are to occur in the Probation Office.
  - In the St John's Office: The APOII and APOII;PC will coordinate and communicate the plan for scheduling EM hook-ups, alterations, and removals that occur in the office space.
  - Nain and Wabush as sole charge offices will schedule EM matters as necessary.
  - Happy Valley-Goose Bay is currently with one APO and will schedule EM matters as necessary. This will be reassessed by the APOII upon the filling of vacant positions.
- All EM SWP's remain in effect and are to be adhered to.

### **Adult Diversions**

- Initial contact with the APO for the purposes of completing the risk assessment, identifying the contracted Diversions, and the signing of the contact will occur in person wherever SWP's can be adhered to and [REDACTED]
- It is to the discretion of the supervising APO if further in-person contact is required. When determining the need for in-person contact, the APO is to consider:
  - The nature of the contracted diversion;
  - The clients circumstances, risks and needs; and,
  - The health and safety of the APO and the client.

s.31(1)(a);(c);(n)

**Appendix A:**  
**Guideline for Setting Client Appointments:**

- 1) Your appointment time is (time), on (date) with (APO name) we are located at (address).
  - You cannot arrive more than 10 minutes prior to your appointment time, or later than 10 minutes after your scheduled appointment time. Please be respectful of this as we are not permitting any more than one client into our offices at a time.
  
- 2) In keeping with Public Health measures you will be required to wear a mask for the duration of your appointment and at all times while in the building. If you do not have a mask one will be made available to you. You should make every effort to maintain 6 feet of distance between you and others whenever possible. Hand sanitizer will be available within the office and you will be required to use this prior to and immediately after your appointment time.
  
- 3) **IF THE BUILDING IS CLOSED TO THE PUBLIC**
  - When you arrive at the building, the main doors will be locked.
    - IF client HAS a cell: When you arrive you are to call (APO's number or front desk) to advise that you have arrived and your APO will unlock the door for you.
    - IF client DOES NOT have a cell: Your APO will be waiting for your arrival and will only unlock the door once you are present.
  
  - IF THE BUILDING IS NOT CLOSED TO THE PUBLIC**
    - When you arrive at the office, the door will be locked.
      - IF client HAS a cell: When you arrive at the office you are to call (APO's number or front desk) to advise that you have arrived and your APO will unlock the door for you.
      - IF client DOES NOT have a cell: Your APO will be waiting for your arrival and will only unlock the door once you are present.
  
    - You are not permitted to bring anyone with you to your appointment unless previously approved by your APO.
  
- 4) You will be required to answer screening questions prior to your appointment.
  - IF THE CLIENT HAS A CELL PHONE
    - When you call to advise that you have arrived you will be asked some brief COVID screening questions
  - IF THE CLIENT DOES NOT HAVE A CELL PHONE
    - As soon as you enter the waiting room, you will be asked some brief COVID screening questions

## **Appendix B:** **Screening Questions and Information for the Client**

The following information will be communicated to the client when asking the screening questions:

- For the Health and Safety of you and our staff, we will ask you some brief COVID related questions prior to the appointment continuing.
- It is important that you know that these questions are being asked to determine if your appointment can proceed in person.
- We have to advise that it may be necessary for us to provide Public Health with your contact information should it be required for contact tracing purposes in relation to COVID-19.

### **Self-Assessment Questions**

Due to the current COVID-19 pandemic any visitors to government workplaces will be screened using the following questions. Those who are infected with COVID-19 may have little to no symptoms. You may not know you have symptoms of COVID-19 because they are similar to a cold or flu. All visitors must answer yes or no to the following 7 questions.

1. Do you have a fever or signs of fever such as chills, sweats, and lightheadedness?
2. Do you have new or worsening respiratory symptoms such as cough, runny nose, sore throat, shortness of breath or difficulty breathing, that are not like your usual allergy symptoms?
3. Do you have any of the following symptoms that are new, worse, or unexplained?
  - Nausea and/or vomiting
  - Diarrhea
  - Muscle Aches
  - Headaches
  - Loss of or change to sense of smell or taste
4. Have you travelled outside Newfoundland Labrador within the last 14 days?
5. Are you a resident of a community along the Labrador-Quebec border (Labrador City, Wabush, Fermont, the Labrador Straits area and Blanc Sablon) who has travelled outside of these areas in the last 14 days?
6. In the past 14 days, have you had close contact with a person with suspect or confirmed COVID-19?
7. In the past 14 days, have you had close contact with a person with acute respiratory illness who travelled anywhere outside of Newfoundland and Labrador in the 14 days before their illness?

**El-Gohary, Sonja**

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**From:** Power, Patricia A  
**Sent:** Wednesday, February 10, 2021 1:21 PM  
**To:** Bennett, Bailey; Channing, Robert; Cumby, Tracy; Evans, Megan; Groves, Renee M.; Kelloway, Jason; Lucas, Graham; Piercey, Elaine 1; Sampson, Meagan; Smith, Lori C.; Snow, Chris; Waterman, Danielle; Waye, Rhonda G.  
**Cc:** Pottle, Kimberly; Hardman, Ashley  
**Subject:** Update for Staff - Limited Client Contact and Safe Work Practice  
**Attachments:** Schedule Jan2021.xlsx

Good Day Everyone,

Renee and I met with Ashley, Kim and Tammy this morning to discuss our limited client contact and safe work practice for clients reporting in person. Given the increase in the Covid 19 numbers in the metro region, St. John's office will maintain status quo indefinitely and not implement the new "Updated Limited Resumption of Client Contact" guidelines as was planned for 2021-02-15. We will continue to follow the Limited Resumption of Client Contact (September 4, 2020) and the Client Reporting in Person SWP (August 2020). We will revise this direction if needed, pending further updates from Public Health.

APOs will continue to use the current block time schedule (as attached) for their caseloads until advised otherwise. At this time, clients will continue to report to the office as per the SWP (August 2020). We ask that you maintain your discretion with scheduling client contact and do so safely. Wherever possible clients should be screened for Covid 19 by telephone prior to your in-person contact. Be mindful, if a client is not reporting to the office, the justification should be documented in your case notes.

At this time, we ask all staff of the St. John's Office to please review the current Covid 19 safe work practices. We also stress that we must continue to use our diligence with sanitizing our own space as well as shared spaces, such as the copy room and kitchen facilities and to maintain physical distancing. Management has also recommended that we limit our exposure to our co-workers and suggest that we not be visiting each other's offices at this time. Skype, telephone or email options should be considered. Should you need to consult, the boardroom is available. Commencing tomorrow, we will also be returning to one way traffic in the hallways, maintaining the back door as the staff entrance/exit.

If you have any questions or concerns, please advise. I thank you all for your continued hard work and cooperation. We will continue to work together to keep our office space and each other safe! More information will be provided to staff as it becomes available.

Thanks  
 Patricia and Renee

*Patricia Power, BA, BSW  
 Adult Probation Officer II  
 Corrections and Community Services, St. John's  
 Department Justice and Public Safety  
 Tel: 709-729-0408  
 Fax: 709-729-2288*

**El-Gohary, Sonja**

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**From:** Hardman, Ashley  
**Sent:** Friday, February 12, 2021 1:37 PM  
**To:** Bennett, Bailey; Bradley, Angela; Browne, Emilie; Burke, Lynn; Butler, Brenda M.; Campbell, Stella; Channing, Robert; Coffin, Sharon; Cumby, Tracy; Delaney, Barry; Eddy, Ashley; Evans, Megan; Greene, Gerard; Groves, Renee M.; Hall, Marion; Kelloway, Jason; Lucas, Graham; Lyall, George; Morrissey, Robert; Olson, Anna; Pierce, Kevin; Power, Michele; Power, Patricia A; Roach, Heather; Russell, Erin V. E.; Sampson, Meagan; Smith, Lori C.; Snow, Chris; Waterman, Danielle; Waye, Rhonda G.; Whiffen, Jerry; Wiseman, Monica; Bozec-Young, Carmie; Collier, Holly; Farewell, Bernadine; Holloway, Penny; King, Charlotte; Oates, Johanna; Payne, Alanna; Penney, Beverley; Piercey, Elaine 1; Wicks, Dana (Justice)  
**Cc:** Pottle, Kimberly; Hicks-Young, Tammy  
**Subject:** COVID update

Hi all,

As a follow up to the update below that was provided yesterday, we wanted to advise everyone that we will not be going ahead with the new Limited Contact Guideline and subsequent SWP as planned for Monday, February 15th. We will maintain the current Limited Contact Guideline and existing SWP.

As was noted yesterday, Government offices are not closed, and we have been advised that we are to continue to provide services and maintain normal operations. This does include seeing clients. As such all offices are required to continue seeing clients as scheduled. As of this morning, working from home continues to only be an option to those in the St. John's area.

We ask that if there is a concern with maintaining client contact that pertains specifically to your Regional Office that you please discuss these with your RM to determine what measures can be implemented where necessary.

As always, we will keep you updated, and please stay safe!  
 Ashley

**Ashley Hardman**

Chief Adult Probation Officer (A)  
 Corrections and Community Services  
 Department of Justice and Public Safety  
 Office: (709) 729-0407  
 Cell: (709) 631-2006



Please consider the environment before printing this e-mail.

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**From:** Hardman, Ashley  
**Sent:** Thursday, February 11, 2021 6:17 PM  
**To:** Bennett, Bailey <BaileyBennett@gov.nl.ca>; Bradley, Angela <AngelaBradley@gov.nl.ca>; Browne, Emilie <EmilieBrowne@gov.nl.ca>; Burke, Lynn <LynnBurke@gov.nl.ca>; Butler, Brenda M. <bbutler@gov.nl.ca>; Campbell, Stella <stellacampbell@gov.nl.ca>; Channing, Robert <RobertChanning@gov.nl.ca>; Coffin, Sharon <SharonCoffin@gov.nl.ca>; Cumby, Tracy <tracycumby@gov.nl.ca>; Delaney, Barry <BarryDelaney@gov.nl.ca>; Eddy, Ashley <AshleyEddy@gov.nl.ca>; Evans, Megan <MeganEvans@gov.nl.ca>; Greene, Gerard <gerardgreene@gov.nl.ca>; Groves, Renee M. <reenegroves@gov.nl.ca>; Hall, Marion <marionmhall@gov.nl.ca>; Kelloway, Jason

<JasonKelloway@gov.nl.ca>; Lucas, Graham <GrahamLucas@gov.nl.ca>; Lyall, George <georgelyall@gov.nl.ca>; Morrissey, Robert <robertmorrissey@gov.nl.ca>; Olson, Anna <AnnaOlson@gov.nl.ca>; Pierce, Kevin <KevinPierce@gov.nl.ca>; Power, Michele <michelepower@gov.nl.ca>; Power, Patricia A <patriciapower@gov.nl.ca>; Roach, Heather <HeatherRoach@gov.nl.ca>; Russell, Erin V. E. <erinrussell@gov.nl.ca>; Sampson, Meagan <MeaganSampson@gov.nl.ca>; Smith, Lori C. <lorismith@gov.nl.ca>; Snow, Chris <chrisSnow@gov.nl.ca>; Waterman, Danielle <DanielleWaterman@gov.nl.ca>; Wayne, Rhonda G. <rhondawaye@gov.nl.ca>; Whiffen, Jerry <jerrywhiffen@gov.nl.ca>; Wiseman, Monica <monicawiseman@gov.nl.ca>; Bozec-Young, Carmie <carmiebozecyoung@gov.nl.ca>; Collier, Holly <hollycollier@gov.nl.ca>; Farewell, Bernadine <bernadinefarewell@gov.nl.ca>; Holloway, Penny <PennyHolloway@gov.nl.ca>; King, Charlotte <CharlotteKing@gov.nl.ca>; Oates, Johanna <johannaOates@gov.nl.ca>; Payne, Alanna <AlannaPayne@gov.nl.ca>; Penney, Beverley <BeverleyPenney@gov.nl.ca>; Piercey, Elaine <ElainePiercey@gov.nl.ca>; Wicks, Dana (Justice) <DWicks@gov.nl.ca>  
**Cc:** Pottle, Kimberly <kimberlypottle@gov.nl.ca>; Hicks-Young, Tammy <TammyHicksYoung@gov.nl.ca>  
**Subject:** COVID update

Hi all,

Touching base to provide everyone with a brief update on what we know to date on the current COVID situation.

As of this afternoon, staff in our St. John's office may avail of a work from home arrangement for two weeks in circumstances where they:

1. Have a laptop and a cell phone
2. Currently have VPN access to work from home
3. Fulfill a requirement to report to the office for scheduled block times to see clients, report to the office when scheduled as duty officer, appear in court as required, report to the office to complete breach and PSR submissions as per our current practice.
4. Can work effectively from home
5. Submit an e-work agreement form and await approval

At current, this is only an option in the St. John's region. It is important to note that Government offices are not closed, and we have been advised that we are to continue to provide services and maintain normal operations. This does include seeing clients. As of late today, there are no changes to operations outside of the St. John's Metro region.

An update from Provincial Court was sent earlier this evening, and as noted in the update there is currently no change in their operations. This is the only partner update that has been received thus far.

Please ensure you review the SWP's that we have in place and be diligent in continuing to follow these in your spaces.

I anticipate that we will receive more information and updates over the coming days. Please be patient as we work through the information and plan accordingly. As always, we will keep everyone updated as we learn more.

Please stay safe, and take care!

Ashley

**Ashley Hardman**

Chief Adult Probation Officer (A)  
 Corrections and Community Services  
 Department of Justice and Public Safety  
 Office: (709) 729-0407  
 Cell: (709) 631-2006



Please consider the environment before printing this e-mail.

**El-Gohary, Sonja**

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**From:** Hardman, Ashley  
**Sent:** Sunday, February 14, 2021 2:39 PM  
**To:** Bennett, Bailey; Bradley, Angela; Browne, Emilie; Burke, Lynn; Butler, Brenda M.; Campbell, Stella; Channing, Robert; Coffin, Sharon; Cumby, Tracy; Delaney, Barry; Eddy, Ashley; Evans, Megan; Greene, Gerard; Groves, Renee M.; Hall, Marion; Kelloway, Jason; Lucas, Graham; Lyall, George; Morrissey, Robert; Olson, Anna; Pierce, Kevin; Power, Michele; Power, Patricia A; Roach, Heather; Russell, Erin V. E.; Sampson, Meagan; Smith, Lori C.; Snow, Chris; Waterman, Danielle; Waye, Rhonda G.; Whiffen, Jerry; Wiseman, Monica; Bozec-Young, Carmie; Collier, Holly; Farewell, Bernadine; Holloway, Penny; King, Charlotte; Oates, Johanna; Payne, Alanna; Penney, Beverley; Piercey, Elaine 1; Wicks, Dana (Justice)  
**Cc:** Pottle, Kimberly; Hicks-Young, Tammy  
**Subject:** COVID Contingency Plan Update  
**Attachments:** COVID-19 Contingency 7\_2.13.2021.pdf; Front Door Sign - FEB 2021.docx; SWP\_CTIII\_Working Alone AP 2.15.2021.docx

Good afternoon all,

As a result of the return to Alert Level 5, and the updates that have been received from partners over the weekend, we have adjusted our Contingency Plan to reflect the current COVID measures.

The revised contingency plan addresses working from home, supervision and case management standards, and provides a general updated plan based on what we know to date. The plan is attached, as is a main door sign, and an updated SWP. These items are elaborated on in the plan.

We recognize that, as always, what works in one location may not work in another. If you have personal or regional concerns, please let us know so we can work through these as they arise.

The coming days will likely be met with some challenges and new information. We will continue to adapt and work through these as best as we can.

Take care, and stay safe!  
 Ashley, Kim and Tammy

**Ashley Hardman**  
 Chief Adult Probation Officer (A)  
 Corrections and Community Services  
 Department of Justice and Public Safety  
 Office: (709) 729-0407  
 Cell: (709) 631-2006

 Please consider the environment before printing this e-mail.



Government of Newfoundland and Labrador  
Department of Justice and Public Safety  
Corrections and Community Services

**Adult Probation COVID-19 Contingency Plan  
Update #7  
February 14<sup>th</sup>, 2021**

**Attention:** All Employees of Adult Probation

As of February 12<sup>th</sup>, 2021, Newfoundland and Labrador has returned to Alert Level 5. Adult Probation is in contact with our Partners and Stakeholders to ensure we remain aware of what changes are occurring in order to adjust practices accordingly. Not all updates have been received, so staff should anticipate additional updates in the coming days.

Below you will find both an update on the status of key partners as well as an update to how Probation will adjust services based on the information and resources we have available to us.

As always, our contingency plan will remain fluid, and will be updated whenever new direction or information is received from the Department of Justice and Public Safety, the Department of Health and Community Services, or if updated information from a key stakeholder or partner will change the way in which we will provide services.

Please remember that despite best efforts, information is constantly changing and we may not have answers to all challenges immediately. We rely on staff to present challenges in their respective regions for resolve, and may at times rely on offices to find solutions with partners in their specific regions. Thank you all for your patience and continued efforts during this challenging time.

Take care and stay safe.

Kim, Tammy and Ashley

### Update on General Probation Practices:

#### APO's With a Laptop:

- As of Monday, February 15<sup>th</sup> APO's with laptops and cell phones will recommence working from home on a full time basis, except in instances where they may have to report to the office to complete required duties that cannot be completed from home.

#### APO's Without a Laptop:

- As of Monday, February 15<sup>th</sup> APO's with laptops and cell phones will recommence working from home on a part time basis.
- APO's without a laptop are to report to the office on Monday's, Wednesday's, and Thursday's to complete duties that cannot be completed from home. These duties include but are not limited to: entering contact notes, entering LS/CMI's, completing PSR's. etc.
- Please remember that SWP's remain in place and are to be adhered to.
- In the event that an APO is on-site alone, they are to use the SafetyLine while at the office.

#### CTIII's Without a Laptop:

- As of Monday, February 15<sup>th</sup> APO's with laptops and cell phones will recommence working from home on a part time basis.
- CTIII's are to report to the office on Tuesday's and Fridays to complete duties that cannot be completed from home, and/or cannot be completed without a laptop. These duties include, but are not limited to: any necessary file set-up, sending/receiving mail, coping/scanning, the entry of orders, etc.
- CTIII's are only required to be on-site for the time they are scheduled to work with Probation. Direction on Victim Services work will be provided by Victim Services.
- Please remember that SWP's remain in place and are to be adhered to.
- A SWP for CTIII's working alone has been developed and The SWP is attached.

#### Working From Home, and From the Office: General Information:

- On a go-forward basis, whenever an employee enters the workplace, the date and time/duration that they were present is to be logged in the book [REDACTED] s.31(1)(a);(c) This is the book that was previously used for tracking client reporting;
- On Monday February 15<sup>th</sup>, Offices are to arrange for each individual to attend the office to retrieve their laptop, cell phone, and any additional office supplies they require. The following applies when doing so:
  - Offices are to stagger who is on-site when retrieving items to the greatest extent possible;
  - Each staff person should disinfect the areas/surfaces they will be in contact with upon arrival, and those that they were in contact with prior to leaving the office;
  - Paper files should remain on-site as staff can access these if needed at the work place.
  - At this time, staff should not remove items such as chairs, printers/scanners or monitors or any other item that is not their laptop, phone, or general office supply. Updates will be provided should this become an option.
- When attending the office on February 15<sup>th</sup>, all staff will complete the following:
  - Update all voicemails and out of office replies;
    - **Out of office voicemails will state:**  
*You have reached (APO/front desk) with the (office location) Regional Probation Office. For precautionary measures in relation to COVID-19, our office is*

*currently closed and we are working from home. During this closure messages left on this voicemail will be monitored and returned as soon as possible. If you are calling for reporting purposes, messages left on this number will be recognized as your phone or office report until further notice. This voicemail will be updated to indicate office reopening when the information is available. In case of police or medical emergency please dial 911. The Mental Health Crisis Line is also available at 1-888-737-4668. For other health related concerns please call 811.*

▪ **Out of office replies for those with a laptop should state:**

*Please be advised that for precautionary measures in relation to COVID-19, our office is currently closed and I am currently working from home. Emails and voicemails will be monitored and returned as soon as possible. In case of police or medical emergency please dial 911. The Mental Health Crisis Line is also available at 1-888-737-4668. For other health related concerns please call 811.*

▪ **Out of office replies for those without a laptop should state:**

*Please be advised that for precautionary measures in relation to COVID-19, our office is currently closed. During this closure my emails are not being monitored. Should you require assistance, please contact (your number) and leave a message. Voicemails will be monitored and returned as soon as possible. In case of police or medical emergency please dial 911. The Mental Health Crisis Line is also available at 1-888-737-4668. For other health related concerns please call 811.*

- APOII's and/or CTIII's will ensure there is a sign on the door indicating that the office is closed to the general public. The sign is attached.
- APO's who will not have access to a laptop are to ensure they have a copy of their caseload printed and have all necessary phone numbers/addresses for their clients and/or partners to assist them with their duties while off-site;
- Take away kits as referenced in the BCP are prepared. The APOII will take these home with them;
- Should a client report while a staff member is on-site, please complete a desk report only, and provide a follow up appointment to occur by phone.
- Staff are still permitted access to their offices to complete work related duties, and at times may have to present to the office, to court, or to an alternate location to complete duties as required. This includes, but is not limited to:
  - Completing PSR duties that cannot be completed from home;
  - Completing breaches, CSO violations, or completing the issuance of subpoenas or warrants;
  - To attend to EM matters;
  - Attend court as required, or in the manner court requires;
- If staff need to access the office space during a time that they are not scheduled to be on-site they are to inform their APOII, and the following applies:
  - Except for EM purposes in the St. John's office, all effort is to be made to ensure [REDACTED] s.31(1)(a);(c);(f);(l);(n)
  - All SWP's remain in effect and are to be adhered to;
  - SWP's are being reviewed, and updates or additional SWP's may be distributed.
- Should an office be informed that the building in which their office is located is closed, please advise your RM immediately.
- Should an employee be advised by Public Health to self-isolate, please advise your RM, and no not enter the workplace;

- Offenders should not be seen in office at this time, with the exception of those requiring an EM hook up, alteration, or removal.
- Staff should not use personal email addresses for work related purposes.
- Staff with GNL laptops but no VPN capabilities are currently able to access the GNL network (see previously communicated instructions, and email from PS Network). Staff with a laptop are required to continue to monitor and respond to emails.
- All staff are to monitor their work phone lines and return messages. Messages will be checked at a minimum of once per hour. CTIII's are to complete this for the main line for their offices and will forward matters to the supervising APO or appropriate person.
- [REDACTED] will be monitored by the on-call worker during regular business hours, and after hours.
  - During regular business hours, the on-call worker will direct any matters to the supervising APO.
- When working from home be sure to take all precautions necessary to protect the privacy of your clients and the information that you have available to you while in your home.

### General Supervision and Case Management Practices

Staff are reminded that supervision and case management processes are subject to change as new information becomes available. This may result in an increase or decrease in supervision or case management expectations from update to update. There is currently no indication as to how long staff may be working from home; therefore, we need to plan and act in such a way that ensures we maintain contact with offenders, and that we uphold our duty to maintain public safety in the best way possible, with the resources available to us.

#### **Provincial Court Operations Pertaining to Probation Operations:**

***As per the Provincial Court updated circulated on February 14<sup>th</sup>, Provincial Court will be operating from a "regional perspective", so when submitting documents, etc. offices will deal with the Court Centre in their region directly. There will be a staff person in every Court Centre daily unless otherwise notified. As such it is imperative that the APOII (or designate) in each region maintain contact with Provincial Court to determine how, or if, practices outlined below will change for your region.***

***APOLL's are to reach out to the Court in their region on Monday February 15<sup>th</sup> to determine the process for receiving new orders, PSR requisitions, and the submission of breach documents. APOII's will advise their offices of the process that will be in place and will advise their RM of the agreed upon processes.***

#### **New Orders:**

##### **Provincial Court Orders:**

- APOII's (or designate) are to liaise with their respective court centres to determine the method of receiving all new orders and PSR requisitions.
- APOII's (or designate) are still required to check IPCIS daily for new sentencings and advise their RM if new orders are not received.
- Once a process is identified with Provincial Court, the APOII will identify the necessary process for entry. The APOII's will have to advise CTIII's who the order is to be assigned to. The APOII is responsible for informing the APOI in their office when a new order is assigned.
- All new CSO's are to be **emailed** to Patricia Power and Holly Collier in St. John's office for on-call purposes.

**Supreme Court Orders:**

- APOII's (or designate) are to liaise with the respective Supreme Courts to determine the method for receiving all new orders and PSR requisitions, and the means in which existing PSR's will be submitted.

**Intake**

- Acknowledgement is to be completed by phone (we will note verbal acknowledgement until the form can be signed).
- Consent forms may need to be emailed where possible to the client and returned by email. A picture of a consent can be accepted.
- Consent forms may be sent and returned by mail if necessary.

**Documentation**

- Each APO who has a GNL laptop are to maintain documentation standards as outlined in Adult Probation Policies and Procedures.
- APO's who do not have access to a GNL laptop are to maintain written records, which will be entered in PCOMS. This will be completed on-site on the designated days;
  - All documentation is to be kept confidential and secure.
- The CAPO is working with the Department to deploy additional laptops.

**New Releases**

- APO's are to continue to monitor the docket to ensure release dates have not changed for any remand or incarcerated files assigned to them.
- Release planning should continue to occur with Classification, and reporting instructions provided to have the initial report completed by phone, and further reporting instructions provided.

**LS/CMI's and Static 99's:**

- LS/CMI's will be completed as per policy standards. This is inclusive of reassessments.
- Static 99's will be completed as per policy standards.

**Sex Offender Notification**

- A consultation on notifications for sexual offenders will still be required. APOII's in each region should reach out to their local Detachment and CSSD office to inquire into if an emailed notification can be accepted.
- If a community notification is required, the APO will consult with their RM to determine a safe means of delivery.

**Probation Supervision**

- There is to be no direct offender contact at this time for the purposes of regular supervision (office visits).
- For the time being, voicemails will be accepted as phone reports.
- Phone reporting will replace direct and alternate modes of supervision. This means that APO's should schedule phone reports to maintain the frequency of contact that is required for monthly supervision standards:
  - High risk will report [REDACTED]
  - Medium risk will report [REDACTED]
  - Low risk will report [REDACTED]

s.31(1)(a);(c);(n)

- (keep in mind that deviations in frequency of contact will need a consult and documentation).
- APO's are to ensure that all clients have a scheduled phone appointment(s) as per the above standards.
- Although we will accept voicemails as phone reports, APO's should continue to respond to matters that arise with clients. Every effort is to be made to maintain meaningful contact with clients.
- APO's are reminded that high risk, sexual offenders, and domestic offenders remain a priority and efforts should be made to maintain up to date information and contact with these clients.
- Home visits for the purpose of maintaining contact and supervision may be considered for those on Probation if they can be completed safely, [REDACTED] visit is permitted. APO's are to follow the SWP's for home visits at all times.

### **CSO Supervision**

- There is to be no direct offender contact at this time for the purposes of regular supervision (office visits).
- For the time being, voicemails will be accepted as phone reports.
- APO's will continue to have to respond to requests for time-outs as needed. APO's are reminded to be cognizant of Public Health guidelines when permitting time out.
- Curfew checks should continue as per usual standards.
- Home visits for the purpose of on-going supervision may be considered if they can be completed safely, [REDACTED] visit is permitted. APO's are to follow the SWP's for home visits at all times.
  - If a Home Visit is not recommended (I.e. [REDACTED]  
[REDACTED]  
[REDACTED] This can be at the APO's discretion, but will have to be documented;
- The initial home visit for CSO's are to be assessed to determine if it can be completed safely. Should it be safe to proceed, [REDACTED] visit is permitted. APO's are to follow the SWP's for home visits.
- If a Home Visit is not recommended (I.e. [REDACTED]  
[REDACTED] This can be at the APO's discretion, but will have to be documented.
- Phone reporting will replace direct and alternate modes of supervision (other than Home Visits if they are safe to proceed). This means that APO's should schedule phone reports to maintain the frequency of contact that is required for monthly supervision standards:
  - High risk will report: [REDACTED]  
[REDACTED]
  - Medium risk will report: [REDACTED]  
[REDACTED]
  - Low risk will report once per month by phone with one curfew check;
  - (keep in mind that deviations in frequency of contact will still need a consult and documentation).
- APO's are to ensure that all clients have a scheduled phone appointment(s) as per the above standards.
- Although we will accept voicemails as phone reports, APO's should continue to respond to urgent items that arise with clients. Every effort is to be made to maintain meaningful contact with clients.

- APO's are reminded that high risk, sexual offenders, and domestic offenders remain a priority and efforts should be made to maintain up to date information on these clients.

### **CPIC**

- APOII's are to maintain contact with their local detachments for further updates into how a CPIC can be requested and received.

## **PSR Information**

### **PSR's - General**

- It is imperative that PSR's are completed as per the dates identified in the requisition; A backlog of PSR's can occur quite easily and we will not be requesting extensions to complete reports that were not completed when initially requested.
- Consent forms may need to be emailed to the client and returned by email. A picture of a returned consent can be accepted.
- Existing consent forms can be scanned to your P: drive so they are accessible.

### **PSR's Provincial Court**

- APOII's (or designate) are to liaise with their respective court centres to determine the method of receiving all new orders and PSR requisitions.
- If email continues to be the preferred practice then the following guidelines remain in effect:
  - PSR's must be saved as pdf documents prior to being emailed to court to ensure that documents cannot be edited after we submit them;
  - PSR's must be emailed in secure format using the MFT system. An initial email must be sent to the recipient notifying them that you will be sending them documents through a secure MFT link/email, as well as providing them with the receiving instructions. You will find the receiving instructions listed in the general MFT instructions for you to copy and paste into the initial email.
- Email addresses for each court centre are as follows:
  - stjohns@provincial.court.nl.ca
  - harbourgrace@provincial.court.nl.ca
  - grandbank@provincial.court.nl.ca
  - clarenville@provincial.court.nl.ca
  - gander@provincial.court.nl.ca
  - grandfallswindsor@provincial.court.nl.ca
  - cornerbrook@provincial.court.nl.ca
  - stephenville@provincial.court.nl.ca
  - happyvalleygoosebay@provincial.court.nl.ca
  - wabush@provincial.court.nl.ca
- When submitting a Pre-Sentence Report by email using MFT, the subject line of your email should state: PSR on (*client initials*) – Sentencing Date (*enter date*)

### **PSR's Supreme Court**

- As noted above, APOII's (or designate) are to liaise with the respective Supreme Courts to determine the method for receiving all new orders and PSR requisitions, and the means in which existing PSR's will be submitted.

## **Breach Processes**

**Breach: General**

- Given current circumstances, APO's are to exercise sound professional judgement when deciding if a breach charge is needed. Technical breaches at this time (i.e. failure to report) should be carefully considered for willfulness. If an APO is uncertain in this respect, they should consult their direct report. Should an APO be concerned for public safety or victim safety and believe a breach is required, APO's should proceed by way of warrant.
- APOII's (or designate) are to liaise with their respective court centres/police agencies, Crown, and Sheriffs Office (where applicable) to determine the method for filing breach charges.
- Should email continue to be the agreed upon method, then the instructions below remain in effect:

**Breach of Probation**

**Warrants** – If proceeding by way of warrant you must add the additional statement in the Information, in a new paragraph below the above statement: *I pray a warrant for the arrest of the said (enter offender name).*

As per the directive issued on September 15<sup>th</sup>, 2020:

- It is required that if you are proceeding by way of warrant for a Breach of Probation then you are to consult with your Regional Manager prior to issuing the warrant to discuss if the warrant should be endorsed. In keeping with Bill C-75 and the principle of restraint we should be proceeding with the least restrictive option and allowing our policing agencies to determine if release by an officer is most appropriate. Please consider this when providing your recommendation/summary to your RM for consideration for endorsement.
- When an endorsement for release by an officer is determined as appropriate you will have to advise the court clerk of that when you either send the breach documents by email or appear at court to swear the Information and warrant. The court clerk will then bring the warrant to a Judge for issuance. There may be times where this cannot be completed immediately and you will have to arrange with the court clerk to either send you the warrant by email or you can return to pick it up, whichever is appropriate at each court centre.
- When you provide the warrant to the policing agencies for service please ensure to attach the "Police Records Copy" of the Information to the warrant.

**Summons** – Prior to issuing a summons the APOII for each office is responsible for connecting with their individual court centre to discuss the date for the court appearance

As per the directive issued on September 24<sup>th</sup>, 2020:

- APO's are to attach the "Police Records Copy" of the Information to summons when we are sending them to police agencies for service.
- Please note that if you are sending a summons to the Sheriff's Office for service, it is not necessary to attach the Information.

**Email process (if email is the preferred method):**

- Request certified copies of the Probation Order and Criminal Record by emailing the appropriate court centre. Request that they return the copies by email to the address specified in the email request (court email addresses are listed above in the PSR section);
- Complete your Information and sign with electronic signature. Below the charge, in a new paragraph, include the statement: *All matters contained in this information are true to the best of my knowledge and belief.*

- Breach documents must be saved as pdf documents prior to being emailed to court to ensure that documents cannot be edited after we submit them.
- All breach packages must be emailed in secure format. An initial email must be sent to the recipient notifying them that you will be sending them documents through a secure MFT link/email, as well as providing them with the receiving instructions. You will find the receiving instructions listed in the general MFT instructions for you to copy and paste into the initial email.
- All breach packages are to be submitted to the appropriate court centre at the previously noted email addresses;
- In your email submission please be sure to clearly indicate that you need the signed documents returned to you by email as you will need to circulate the documents to the Crown, RNC/RCMP or Sheriff's office. The Court cannot circulate these documents on our behalf.
- Crown copies – Complete Breach packages including certified copies of order and record, information, and summons or warrant are to be emailed to: [provcrownwash@gov.nl.ca](mailto:provcrownwash@gov.nl.ca). Please indicate your region in your email to allow for faster processing by the Crown.
- RCMP warrants and summons – Email to the appropriate RCMP detachment in your area. If you have difficulty reaching the detachment please call the RCMP Communications Centre at 709-772-5400.
- RNC (Provincially) warrants (or summons as applicable outside St. John's) – Email to [RNCIMD@rnc.gov.nl.ca](mailto:RNCIMD@rnc.gov.nl.ca)
- St. John's Sheriff's Office summons – Please email summons to 3 parties: [kerrysears@gov.nl.ca](mailto:kerrysears@gov.nl.ca); [KatherineYates@gov.nl.ca](mailto:KatherineYates@gov.nl.ca); and [NicholasBruce@gov.nl.ca](mailto:NicholasBruce@gov.nl.ca). Please also include any special instructions that may be received from the court for the individual being summonsed referencing how they are appearing, and any telephone number for them to call for more information. This information can be requested when you call the St. John's Registry to determine an appropriate date for the summons.

### **Breach of CSO**

Breach documents can be faxed or emailed to the police agency, as per the identified agreed upon method.

### **Email process (if email is the preferred method):**

- Must be emailed in secure format. An initial email must be sent to the recipient notifying them that you will be sending them documents through a secure MFT link/email, as well as providing them with the receiving instructions. You will find the receiving instructions listed in the general MFT instructions for you to copy and paste into the initial email;
- RCMP – Call and then email the appropriate RCMP detachment in your area. If you have difficulty reaching the detachment please call the RCMP Communications Centre at 709-772-5400;
- RNC (Provincially) – Call and then email (if requested) to [RNCIMD@rnc.gov.nl.ca](mailto:RNCIMD@rnc.gov.nl.ca)
- Once arrested we continue to rely on police to swear affidavits for CSO breaches outside of St. John's. Correctional Officers at The St. John's Lock Up will swear to affidavits for St. John's clients. Please see the process in the WASH Court Section below for arranging service of documents at the St. John's Lock Up. APO's are to request that a copy of the signed affidavit be returned to them via email upon signing;
- APO's will include the affidavit in the full breach package when we send it to court. If the affidavit is not received in time, please forward the breach package to the court and indicate in the email that the affidavit will be forwarded when received from (indicate detachment);

**Email process for circulation of breach:**

- All breach packages must be emailed in secure format. An initial email must be sent to the recipient notifying them that you will be sending them documents through a secure MFT link/email, as well as providing them with the receiving instructions. You will find the receiving instructions listed in the general MFT instructions for you to copy and paste into the initial email.
- All breach packages from the entire province are to be submitted to the appropriate court centre at the previously noted email addresses, and to the Provincial Crown at: [provcrownwash@gov.nl.ca](mailto:provcrownwash@gov.nl.ca) or to the Federal Crown at: [Elaine.Reid@ppsc-sppc.gc.ca](mailto:Elaine.Reid@ppsc-sppc.gc.ca)

**WASH Court (inclusive of On-Call and Standby)**

- On-Call and Standby for WASH as well as EM will continue as scheduled. Any schedule changes will be communicated by Patricia Power and/or Renee Groves;
- At the end of the day on Friday Patricia Power will update the On-Call Voicemail at [REDACTED] as follows:
  - *You have reached [REDACTED] the breach line with Corrections and Community Services. Due to COVID 19 Corrections and Community Services has made adjustments to the conditional sentence breach process. On call workers continue to monitor the breach line for court purposes. Should you have a conditional sentence breach, please leave a detailed message on this line for the on call worker. In addition, we also ask that you please email a copy of the CSO as well as the event occurrence to (person on call @ gov.nl.ca). Thank you.*
- Voicemail is updated after WASH Court to Renee Groves email address;
- There will be no transportation of in custody accused to the Provincial Court from the St. John's lock up for the purposes of WASH court. Any accused will appear in WASH Court by telephone;
- Breach packages must be emailed in secure format. An initial email must be sent to the recipient notifying them that you will be sending them documents through a secure MFT link/email, as well as providing them with the receiving instructions. You will find the receiving instructions listed in the general MFT instructions for you to copy and paste into the initial email;
- In the event of a St. John's breach, APO's are to call the lock up at 729-3873 or [REDACTED] to consult with lock up staff and arrange service. APO's are to arrange to send the breach package by email to the on duty correctional officer; APO's are to include a blank affidavit and request that it be signed and returned by email to the APO once the documents are served to the offender. Please be advised that while operating at restricted capacities that service may take additional time;
- In the event of an out of town breach the police are advised on our voicemail to email their documents to us instead of faxing them. Upon contacting the police and confirming the police email address, please send them the breach package and a blank affidavit by email, requesting that they serve the offender and send the signed affidavit back to you by email for you to forward to the court;
- The Provincial Court clerk for WASH Court is Audrey Genge. All breach packages are to be emailed to her in secure format [AudreyGenge@provincial.court.nl.ca](mailto:AudreyGenge@provincial.court.nl.ca). To ensure that we have confirmation the documents are received please send the email with a "Send notification on file delivery" option that requires a check mark to be enabled; it is located just above the "Send" button. This is included in the general MFT instructions. If there is any reason that Ms. Genge is not available the on-call probation officer will be notified by probation management of the alternate contact person. As a backup plan, in the event of

any difficulty connecting with Provincial Court by email for WASH Court, the WASH Court clerk will monitor messages left at 729-1539. The WASH Court clerk is on duty beginning at 8:30am. Please note that the clerk will be in the courtroom at 10:45am and cannot monitor the voicemail while court is in session. If you anticipate any delay in providing the documents prior to 10:45am please call and advise the clerk of the delay prior to that time. You may also be able to communicate with the clerk via Skype;

- Once the breach package is complete, email it in secure format to the Court as above, and to the Crown Attorney's office at: [provcrownwash@gov.nl.ca](mailto:provcrownwash@gov.nl.ca)

## **Status of Pilot Programs and Speciality Courts**

### **Family Violence Intervention Court (FVIC)**

- Will proceed via virtual appearances, if possible.

### **Electronic Monitoring**

- EM will continue to operate in all four regions.
- The SWPs for EM remain in effect and are to be adhered to.
- The following remains in place:
  - On-call and standby will continue as scheduled;
  - Those currently subject to EM will continue on EM;
  - EM referrals will be processed as per the normal EM policies and procedures;
  - Due to the limited number of staff in offices and buildings, when it is not possible to have two staff on-site during EM hook up, removal or alterations, the APO is to advise Renee Groves that an EM matter is taking place, and will use Safetyline while completing the duty in the office.

### **Bail Supervision**

- Remains on hold until further notice.

### **Fines Options Program**

- Remains on hold until further notice;

### **Diversions**

- For the time being, Diversions matters will continue as per the contract. If a contracted Diversion cannot be completed as a result of the Level 5 limitations (i.e. Community Service is discontinued), the APO is to advise the Crown.
- An update will be provided on the general status of the program as soon as it becomes available.

## **Partner and Stakeholder Information**

### **Provincial Court**

- Notices to the Profession will continue to be circulated as they are received from Provincial Court. Please refer to the latest updates or Provincial court website for further information.

### **Supreme Court**

- Supreme Court of NL notices will continue to be circulated as they are received from Supreme Court. Please refer to the latest update or Supreme Court website for further information.

**Adult Custody**

- Operations as usual, but limiting persons entering the prisons.

**Sheriff's Office**

- Operations as usual.

**John Howard Society**

- Awaiting update

**Victim Services**

- Are working remotely and are available by phone and email.

**Crown Attorney's Office**

- Awaiting update

**Legal Aid Offices**

- Awaiting update

**National Sex Offender Registry (NSOR)**

- Annual in-person registrations are being completed by appointment due to the COVID-19 pandemic;
- All offenders must call the NSOR office at 709-772-8479 or 1-866-709-6767 for direction on or before their registration due date;
- Failure to contact the NSOR on or before their registration due date may result in criminal charges;
- All NSOR conditions remain in effect during the COVID-19 pandemic.

**DNA Orders**

- For questions regarding DNA Order appointments in RNC jurisdictions, Sgt. Stuckless has been identified as a contact with the RNC. She can be reached by phone at (709)729-8144.
- For questions regarding DNA Orders outside of RNC jurisdictions, contact the local RCMP detachment for local practices during COVID-19

**Other Items/General Operations****Accommodations:**

- Should an accommodation be required the standard/pre-COVID practices are in place for requests for an accommodation.

**Compressed:**

- Compressed schedules may continue as scheduled. However, this will be assessed on an ongoing basis to ensure operational needs are met.
  - In the event that a staff is required to report to the office on a day that compressed typically falls, the staff will communicate with their direct report on how compressed will proceed. The final plan will have to be approved by the RM.

**Leave: General**

- Requests for annual leave will continue to follow pre-COVID practices. As a reminder:

- As a reminder, email communication pertaining to leave carry overs was recently distributed. This continues to be in effect.
- Annual leave must be approved by the direct report prior to the leave being taken;
- APOII's will return to the practice of emailing the weekly leave requests/approvals to their RM each Friday.
- Probation will continue to follow directives provided by GNL on how/if the pandemic impacts leave use. These directives are provided through the Public Service Network emails to all GNL employees.

#### **Sick Leave: General**

- All staff are to inform their direct report of needed sick leave as soon as it is known that they are unable to complete their duties from home.

#### **Sick Leave: COVID and SWP related**

- Guidance on pandemic related illness and leave use has been provided by GNL via the Public Service Network emails. Probation will continue to follow the guidelines in place.
- If an employee is advised to self-isolate by Public Health they are not to attend the workplace.
- As reminder:
  - The link to the COVID-19 Self-Assessment tool is:  
<https://www.811healthline.ca/covid-19-self-assessment/>

#### **Sending/Receiving Mail**

- Awaiting update



**General Health and Safety Requirements**

**Adult Probation  
Covid-19 Working Alone**

<b>Hazards Identified</b>	Potential for injury or medical emergency while working alone
<b>PPE Required</b>	None required
<b>Training</b>	Pandemic Recovery Readiness Modules; Provided video; provided reading materials.
<b>Potentially Exposed Employees</b>	All Employees of Adult Probation

**Safe Work Practice**

The Practices outlines in this SWP is a baseline and is meant to be adapted and updated continually based on changes to alert levels and to changes in the workplace. Each Regional Office is required to review the SWP on a bi-weekly basis and update as needed for their specific location. All changes to the SWP require OHS approval, and Chief Adult Probation Officer signoff prior to implementation.

To help control the spread of Covid-19 in the workplace, employees must do their part to prevent the transmission of the virus. This includes following all Safe Work Practices (SWP) and Protocols with respect to Covid-19 to ensure your safety and the safety of your co-workers.

**Working Alone – Adult Probation Officers (APO)**

Adult Probation Offices will utilize the existing SafetyLine procedures at all times when working alone.

**Working Alone – Clerk Typist III's (CTIII)**

CTIII's are to utilize a buddy system at all times when working alone.

Any time a CTIII is aware that they will be working alone, or finds themselves in a working alone situation, they are to complete the following:

1. With as much advance notice as possible, contact the APOII or designate for your office and identify the dates/times that you will be working alone.
2. The APOII or designate will act as, or appoint, a buddy for the required times.
3. The CTIII will provide their buddy with an alternate contact number. [REDACTED]
4. The CTIII will also identify the preferred check-in type ([REDACTED])
5. The check-in will occur as follows:
  - [REDACTED] the CTIII who requested the buddy will contact the buddy that has been arranged, and in the manner that has been agreed upon.
    - The CTIII is to also advise their buddy when they complete their duties and are leaving the workplace to ensure the buddy is aware that check-ins are no longer needed.
  - If the CTIII has not contacted their buddy [REDACTED]

- If there is no response after [REDACTED] the buddy will attempt to contact the CTIII [REDACTED]
- If there is no response after [REDACTED] the buddy will contact the CTIII's [REDACTED]
- [REDACTED]

**Regulations, Standards and References:**

Existing Working Alone Procedures for Adult Probation.

Health and Safety Review by: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Chief Adult Probation Officer (or designate)