

# ATTENTION

**Due to the COVID-19 outbreak in the Province of Alberta and current state of public health emergency, the following changes have been made to our visiting and reception protocols, effective immediately and until further notice:**

1. Reception hours have been reduced to 0700 – 1630 hours, Monday through Friday, excluding holidays. Thereafter the main entrance will be secured and access restricted to pre-approved individuals only. If you are here outside of these hours to remit funds or to pick up a friend or family member, please activate the intercom on the wall adjacent to the lobby entrance and you will be connected to a Correctional Peace Officer for direction.
2. Members of the public picking up or dropping off individuals to and from the Calgary Remand Centre are asked to remain in their vehicles if possible and avoid loitering in the lobby area.
3. Familial visitation is suspended until further notice. Correctional Services Division is currently exploring alternative ways for friends and family of incarcerated individuals to visit their loved ones and maintain meaningful contact.
4. Professional visitation (legal counsel, law enforcement, interested third-party agencies, etc.) is restricted to:
  - Appointment only via (403) 695-2118
  - Secure (indirect contact) visitation – no direct contact visits are being permitted at this time
5. Friends and family wishing to remit funds for an incarcerated individual may still do so, via the Telmate kiosk at any time between 0700 and 2200 hours daily, or directly to the Receptionist during hours of operation. We ask you limit your party to no more than 1 (one) individual in the lobby at one time, and please use hand sanitizer before and after contacting the kiosk. The kiosk is subject to regular sanitizing by correctional staff.

The logo for the province of Alberta, featuring the word "Alberta" in a stylized, cursive script font, followed by a small square icon.