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March 13, 2020 – Fact sheet for inmates

March 13, 2020 – Fact sheet for inmates

Update on COVID-19

- The safety of staff, offenders and our institutions is a priority for CSC.
- COVID-19 is a new respiratory illness. It is spread through infected droplets (a sneeze or cough) or by touching an infected surface.
- Symptoms include fever, cough and difficulty breathing.
- If you have any of these symptoms, please see Health Services immediately. You will be assessed and given the necessary health care. You will be asked to self-isolate in your cell/room until health care can see you.
- CSC has robust health services in its institutions and experience caring for patients with infectious diseases and respiratory illnesses.
- We have protocols to deal with COVID-19 (hospital-grade cleaning products, enough food, water, medicine and other supplies).
- Take the following steps to prevent the spread of infection:
 - Wash your hands often with soap and water for at least 20 seconds
 - Avoid touching your eyes, nose and mouth with unwashed hands
 - Avoid contact with people who are sick
 - Cough or sneeze into your sleeve
- We recommend that you get the flu shot. Ask Health Services about it.
- To ensure your ongoing safety, all visits to inmates are being suspended and we will reassess in 10 days. Visits may still occur by telephone or video visitation with approved visitors.

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→ Update on COVID-19 – March 16, 2020

Update on COVID-19 – March 16, 2020

The continued health, safety and well-being of our employees and offenders is critical, as is our ongoing ability to maintain safe and secure environments as well as public safety.

Unprecedented steps are being taken by all parts of society, including the Correctional Service of Canada (CSC), to address the particular concerns raised by COVID-19. CSC continues to follow public health guidance and make decisions to protect your health and safety.

While there are no confirmed cases of COVID-19 in our institutions, we continue to actively monitor, plan and engage with authorities on precautions we can take to minimize risks associated with the virus.

Our work in managing inmates in institutions and the community is essential and critical work that must continue during this time. This means we are focusing on critical operations.

To protect our staff and offenders, we have suspended:

- visits from the public and volunteers
- all temporary absences from institutions (ETAs/UTAs), unless medically necessary
- work releases for offenders

The Parole Board has also cancelled observer and victim attendance at hearings. Employees are actively screening anyone that must enter institutions. This will be reassessed on an ongoing basis as this situation evolves.

For those that are working from home, be mindful that many public servants are doing the same and IT networks may be at capacity. Review these [tips \(http://myssc-monspc.ssc-spc.gc.ca/en/employee-centre/health-wellbeing/covid-19/best-practices-remote-access\)](http://myssc-monspc.ssc-spc.gc.ca/en/employee-centre/health-wellbeing/covid-19/best-practices-remote-access) and use smart phones as much as possible and personal devices for social media use.

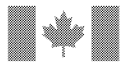
These are unprecedented circumstances and we appreciate everyone's hard work, professionalism and commitment as things evolve. Your health and safety continue to be a priority and we will continue to keep you informed as things evolve.

Thank you for your collaboration and understanding.

For up-to-date information about COVID-19, visit [Canada.ca/coronavirus](https://www.canada.ca/coronavirus)
(<http://www.canada.ca/coronavirus>).

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→ March 16, 2020 – Message from the Commissioner

March 16, 2020 – Message from the Commissioner

Hello,

The continued health, safety and well-being of our employees and offenders is critical, as is our ongoing ability to maintain safe and secure environments as well as public safety.

Unprecedented steps are being taken by all parts of society, including the Correctional Service of Canada (CSC), to address the particular concerns raised by COVID-19. CSC continues to follow public health guidance and make decisions to protect your health and safety.

In addition to the suspension of visits to inmates, we will also be postponing all Escorted Temporary Absences (ETAs), with the exception of medical ETAs, all Unescorted Temporary Absences (UTAs) and all Work Releases. We have also suspended visits from volunteers. The Parole Board has cancelled all observer attendance at hearings. This will be reassessed on a regular basis.

Understanding the impact these measures have on the inmate population, I have authorized to **waive food, accommodation, and telephone deductions**. This will be for the next 3 months, at which time, we will reassess.

If this situation causes you stress or anxiety, I encourage you to reach out to people who can support you, such as a peer support worker, chaplain or a health professional.

Please remember that frequent handwashing is an effective way to help prevent the spread of the virus.

I appreciate your cooperation, including minimizing disruptions, as we deal with this evolving situation. We will continue to provide updates as they become available.

Thank you,

Anne Kelly
Commissioner

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→ Update - COVID-19 - March 18, 2020

Update - COVID-19 - March 18, 2020

Team,

Thank you for your ongoing flexibility and understanding as we adjust to the rapidly evolving COVID-19 situation. Your health and safety is a top priority and we will continue to send you frequent updates to share the latest information.

What's happening:

- CSC's business is operational in nature and our core mandate of maintaining public safety **continues during this time**.
- I want to be clear that we are focused on critical services right now. Many employees are critical and essential to ensuring that correctional work continues across the country. A special **THANK YOU** to everyone!
- We have adopted flexible ways of working, including work from home arrangements where possible, as we work to #flattenthecurve. We all have a part to play.
- While there are **no confirmed cases** of COVID-19 in our institutions, we continue to actively monitor, plan and engage with authorities and our employees. As this evolves, we take daily decisions to minimize risks associated with the virus.
- CSC continues to take its COVID-19 guidance from Health Canada, the Public Health Agency of Canada (PHAC (Public Health Agency of Canada)) and the Treasury Board Secretariat.

Precautionary measures and operations:

- CSC has an Emergency Preparedness and Response Framework to address planning for an outbreak, which outlines plans, medical responses, equipment requirements, and protocols.
- We have dedicated health care services in our institutions and are prepared to handle cases of respiratory illnesses, such as COVID 19. In fact, we deal with influenza each year and have established protocols for medical isolation and treatment. We also have protocols for testing and providing clinical interventions.

- Given this situation is constantly evolving, we hold frequent meetings with regional and NHQ executives to adapt to changing circumstances and make key decisions, as needed.

Limiting comings and goings:

- To prevent the spread of COVID-19, in all of its institutions, the Correctional Service of Canada (CSC (Correctional Service of Canada)) has suspended (<https://www.canada.ca/en/correctional-service/news/2020/03/visits-to-inmates-suspended-at-federal-correctional-institutions-to-prevent-spread-of-covid-19.html>):
 - Visits from the public and volunteers
 - All temporary absences (ETAs/UTAs), unless medically necessary
 - Work releases for offenders
- Other options are available to inmates and their family and friends to stay in contact, such as video visitation or telephone. We continue to reassess this and explore other measures we can take, while protecting health and safety.
- For critical services where entry into an institution must proceed, these individuals are being actively screened.

What we are doing to keep workspaces safe:

- In addition to readiness on a number of fronts, we have enhanced cleaning protocols, including disinfecting common areas of contact. We have also increased prevention awareness in all workplaces.
- We reiterate that handwashing is the best way to prevent the spread of infection of this and most other infectious diseases. We have increased communications and public education around the virus, including posters, regular updates, offender information, infographics, Hub (<http://thehub/En/employees/wellbeing/covid-19/Pages/default.aspx>) content, web (<https://www.csc-scc.gc.ca/001/006/001006-1003-en.shtml>) content and social media.

REMINDER - The facts about COVID-19

- For up-to-date information, visit Canada.ca/coronavirus (<https://twitter.com/GovCanHealth>). The symptoms of COVID-19 have included fever, coughing and difficulty breathing.

- The virus is spread from an infected person through:
 - respiratory droplets when one coughs or sneezes
 - close personal contact, such as touching or shaking hands
 - touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands.
- The virus is not known to spread through ventilation systems or through water.

Prevent spread

- Like with any infectious disease, the best way to prevent the spread is to:
 - wash your hands often with soap and water for at least 20 seconds, or when water isn't available, use an alcohol-based hand sanitizer that contains 60-95% alcohol;
 - avoid touching your eyes, nose or mouth, especially with unwashed hands (we know it's difficult to do – resist the temptation);
 - avoid close contact with people who are sick;
 - cough and sneeze into your elbow, sleeve, or a tissue, and not into your hands; and
 - stay home if you are sick to avoid spreading the illness to others.

Information Technology

- We sent out a reminder yesterday and today about IT networks. **Only CSC staff essential to core activities should be accessing** VPN and using teleconferencing and videoconferencing systems, to minimize the burden on the systems.

Resources

- The Hub: all of CSC's latest information, posters and links.
- [Canada.ca/coronavirus \(https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronavirus\)](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronavirus): this is the public-facing website dedicated to updating and informing Canadians on COVID-19, including guidance on travel.

On Twitter:

- Dr. Theresa Tam, the Chief Public Health Officer ([@CPHO_Canada](https://twitter.com/CPHO_Canada) (https://twitter.com/CPHO_Canada) / [@ACSP_Canada](https://twitter.com/ACSP_Canada) (https://twitter.com/ACSP_Canada))
- Health Canada ([@GovCanHealth](https://twitter.com/GovCanHealth) (<https://twitter.com/GovCanHealth>) / [@GouvCanSante](https://twitter.com/GouvCanSante) (<https://twitter.com/GovCanHealth>))

On Facebook:

Health Canada ([@HealthyCdns](https://www.facebook.com/HealthyCdns) (<https://www.facebook.com/HealthyCdns>) / [@CANenSante](https://www.facebook.com/CANenSante) (<https://www.facebook.com/CANenSante/>))

Thank you for your continued support and cooperation.

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Update on COVID-19: March 20, 2020

As concerns about COVID-19 continue to be on everyone's mind, we want to assure you that we are closely monitoring this evolving situation and are committed to providing you with up-to-date information. Our number one priority is the health and safety of Correctional Service of Canada's (CSC) employees, offenders and the public.

As such, we are continually implementing and updating measures to ensure this. CSC remains in close contact with public health authorities and is well positioned to make any further clinical or operational decisions necessary.

Questions and answers

Treasury Board Secretariat has provided us more information about the impact of the current circumstances on Public Servants. Please consult the [updated questions and answers \(001006-1005-en.shtml\)](#).

Mental health

As we may be experiencing anxiety and stress about these unprecedented times, it is important to acknowledge these impacts and to engage in an open dialogue about them, including on ways to maintain and support our mental health. The Centre of Expertise for Mental health in the Workplace has valuable resources about [COVID-19 and Mental Health @ Work \(https://www.canada.ca/en/government/publicservice/covid-19/covid-19-mental-health-work.html\)](https://www.canada.ca/en/government/publicservice/covid-19/covid-19-mental-health-work.html). Please don't hesitate to consult them.

Remember that the Employee Assistance Program (EAP) is available to all of us. If you need support, please call Employee Assistance Services at 1-800-268-7708, which is a 24/7 number. The TTY number is 1-800-567-5803.

Reminders

We remind you that if you feel sick, stay home, inform your manager, and contact your health care provider or public health authority. There are also preventative measures we can take to safeguard ourselves and others, including washing our hands regularly; avoiding touching our eyes, nose and mouth; and following public health advice. By working together, we can make a difference in flattening the curve and preventing the further spread of COVID-19.

Please speak to your manager if you have questions. We will continue to share information about our preparedness and response. Information is posted regularly on The Hub and on CSC's social media streams. From now on, the information will also be available on our [website \(https://www.csc-scc.gc.ca/index-en.shtml\)](https://www.csc-scc.gc.ca/index-en.shtml).

We also encourage you to visit [Canada.ca/coronavirus](http://www.canada.ca/coronavirus) (<http://www.canada.ca/coronavirus>) for up-to-date information about COVID-19.

Thank you for your collaboration and understanding. Your continued hard work, professionalism and support are appreciated as we navigate through this challenging time.

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Thank you - March 23, 2020

Thank you everyone!

As we navigate through this evolving health crisis, nothing is more important than our individual health and well-being, and the health of our loved ones, and our communities as a whole. We have the added responsibility to watch over offenders in our care and keep Canadians safe.

I know that Correctional Service of Canada has the right people, expertise, systems and planning in place to carry us through this type of situation. We meet challenges with swift action, resilience and true strength of character. We are resourceful and diligent in seeing things through.

I would like to express my gratitude to all CSC employees, especially those who are working in our institutions, those on the frontline, and those in communities supervising offenders to keep Canadians safe. You are working tirelessly day in and day out to keep our operations going under exceptional circumstances.

I realize that this evolving situation can be stressful and challenging for all of us. It has disrupted the systems that keep our lives running, requiring us to be resourceful and adaptive. I know many of you are coming to work with added pressures, your loved ones top of mind.

These are unprecedented times and I am grateful for your exemplary service to Canadians. Thank you for doing your work with the highest level of professionalism and commitment.

I also want to offer a heartfelt thank you to your families who support you in doing the work you do in service to your country. It is important work, which makes a difference in the lives of many.

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Update on COVID-19: March 23, 2020

I want to thank you again for your ongoing commitment to the operations of Correctional Service Canada during this public health crisis. Below is an update on **what's new**.

Community supervision

In the community, our parole officers and Community staff continue to perform critical work in managing and supervising offenders. A key part of this is contact with offenders. Guidance has been provided to all regions to brief their staff.

During this time, additional flexibility and precautions are in place, such as increasing flexibility with supervision strategies, maintaining social distancing, using active health screening questions, and utilizing flexible work arrangements. It is important to continue assessing specific circumstances on a case-by-case basis with your supervisor as we work to balance everyone's health and safety and the need to maintain public safety.

I appreciate the professionalism and commitment of all of our community-based employees in ensuring public safety during this challenging time.

Staggered access to VPN

We are following direction from the Treasury Board Secretariat and public health authorities to make alternative work arrangements, wherever possible, in order to prevent the spread of COVID-19. However, when many public servants work from home at the same time, this can easily overwhelm the system.

Information Management Services (IMS) is working closely with our service partners to meet the growing need for teleworking capacity. We are seeing improvements, but while more efforts are underway, I would ask that you follow this schedule as much as possible to relieve the load on the IT network and allow more of us to connect.

VPN Access Schedule*:

- **Atlantic** 6:00 a.m. - 9:00 a.m. (EDT) / 7:00 a.m. - 10:00 a.m. (ATL)
- **Quebec** 8:00 a.m. - 11:00 a.m. (EDT)
- **NHQ** 10:00 a.m. - 1:00 p.m. (EDT)
- **Ontario** 12:00 p.m. - 3:00 p.m. (EDT)
- **Prairie** 2:00 p.m. - 5:00 p.m. (EDT) / 2:00 p.m. - 5:00 p.m. (SK)
- **Pacific** 4:00 p.m. - 7:00 p.m. (EDT) / 1:00 p.m. - 4:00 p.m. (PAC)

**For a graphic overview of this schedule- :*

- [Information for employees \(https://www.csc-scc.gc.ca/001/006/001006-1004-en.shtml\)](https://www.csc-scc.gc.ca/001/006/001006-1004-en.shtml)

Distribution of devices

IMS is also working hard to ensure that devices, including laptops and smart phones, are being distributed to staff who are carrying out essential business activity. We are working with all Sectors and Regions to validate a priority list and IMS will be in contact with identified employees to arrange for delivery. As part of the delivery process, we ask employees to follow the recommended [hygiene measures \(https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html\)](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html) and please do not come into the office if you are sick or in self-isolation.

For more information about teleworking capabilities at CSC and for details on how to get in touch with IT services, please refer the [communiqué \(https://www.csc-scc.gc.ca/001/006/001006-1007-en.shtml\)](https://www.csc-scc.gc.ca/001/006/001006-1007-en.shtml) issued on March 18.

Phoenix Time and Labour: changes to submission and approval deadlines

Recognizing that there are limitations to networks across departments and agencies, Public Services and Procurement Canada made changes to the current Phoenix time sheet submission process for basic pay with the following time reporting codes:

- 001 – Basic Pay
- 132 – Basic Pay Ships' Crews/Ships' Officers X 1.0
- HAB – Rehab Period Salary
- LAB – Late Reporting REHAB Hours

The following deadlines have been changed:

- The deadline for employees to submit their timesheet(s) with basic pay has been extended to March 24, 2020, at 4:00 p.m. (EDT).
- The deadline for section 34 approval for timesheets with basic pay is now March 25, 2020, at 2:00 p.m. (EDT).

Information for CSC Employees and Public Servants

Recognizing that not everyone can access their email and the Hub easily, we are posting important staff information on [CSC's Web site \(https://www.csc-scc.gc.ca/001/006/001006-1004-en.shtml\)](https://www.csc-scc.gc.ca/001/006/001006-1004-en.shtml). Visit it regularly for updates and follow CSC's social media for new information and tips as well.

A section has also been added to the Canada.ca pages on Coronavirus for all public servants canada.ca/coronaviruspublicservice (<http://canada.ca/coronaviruspublicservice>). The most recent messages from the Office of the Chief Human Resources Officer are posted there, as well as information about telework, leave, mental health and other useful resources. There is also new information about public gatherings and guidelines for the workplace for critical workers.

Employee Assistance Program

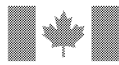
These are stressful times with lots on our mind. It is important to look after ourselves, both physically and mentally. Remember that the Employee Assistance Program (EAP) is available to all of us. You can also contact Employee Assistance Services at 1-800-268-7708, which is a 24/7 number. The TTY number is 1-800-567-5803.

The senior management team and I appreciate everyone's hard work and professionalism. Your health and safety continue to be our priority and it is our commitment to keep you informed as things evolve.

For up-to-date information about COVID-19, visit [Canada.ca/coronavirus](http://www.canada.ca/coronavirus) (<http://www.canada.ca/coronavirus>).

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Update on COVID-19: March 25, 2020

As we continue to face the challenges presented by COVID-19 together, I want to express my gratitude to all of you for doing so with professionalism and dedication. Please read the update below to find out **what's new**.

Limiting comings and goings

To protect our staff and offenders, the following continues to be suspended:

- Visits to inmates
- All temporary absences from institutions (ETAs/UTAs), unless medically necessary
- Work releases for offenders
- All inter-regional and international transfers of inmates

This will be reassessed on an ongoing basis. Regular communiques are being sent to inmates. We have waived telephone, accommodation and food deduction, and provided additional minutes on their phone accounts. This will help them continue connecting with family, friends and support networks.

Active screening

For critical services where entry into an institution must proceed, these individuals continue to be actively screened prior to entering.

CSC is working to reduce the risk of infection and prevent the spread of COVID-19. In addition to active screening questions, everyone entering our institutions must immediately wash/disinfect their hands on arrival as another important measure. In addition, all CSC institutions have been provided with a poster to put at the front door to promote this screening process. It provides information and actions to take, as required.

Information technology

Information Management Services continues to work closely with our service partners to increase our teleworking capacity. We appreciate everyone's ongoing patience. As we face this challenging time, we can all contribute by taking simple actions to reduce

the load on the network: use mobile devices to send and receive emails, work flexible hours whenever possible, download documents outside normal business hours and please follow the [VPN access schedule \(https://www.csc-scc.gc.ca/001/006/001006-1004-en.shtml\)](https://www.csc-scc.gc.ca/001/006/001006-1004-en.shtml).

A number of phishing and online scams have surfaced to take advantage of the public concern surrounding COVID-19. Please continue to be vigilant and do not open suspicious attachments or links. Contact the National Service Desk if have any doubts or concerns about a message you have received. And remember, never send e-mails containing sensitive information to your personal e-mail account. You can use the BlackBerry Messenger Enterprise (BBME) application to communicate with your colleagues, for up to Protected B work, when using a CSC issued smartphone device.

Tips for spotting phishing scams are available at:

- [Canadian Centre for Cyber Security \(https://cyber.gc.ca/en/guidance/spotting-malicious-email-messages-itsap00100\)](https://cyber.gc.ca/en/guidance/spotting-malicious-email-messages-itsap00100)

Working with stakeholders

We recognize that communicating with our stakeholders is key so that we can provide them with the latest developments and information concerning CSC's operations and preparedness. We have been providing stakeholders with regular updates, including one that I sent them earlier this week. We continue to share information as it becomes available. We are also posting news releases and targeted social media posts addressing some of their questions and concerns on our Facebook and Twitter accounts.

We have done targeted outreach to Citizen Advisory Committees to encourage CACs to remain in contact by telephone and email. It is important for CACs to uphold the mandate to liaise and advise during this situation.

Mental Health

I want to remind you that I know how mentally challenging the current situation can be. Whether we have to physically report to the workplace or work from home, it is important to maintain and support our mental health. The Centre of Expertise for Mental health in the Workplace has valuable resources about [COVID-19 and Mental Health @ Work \(https://www.canada.ca/en/government/publicservice/covid-19/covid-19-mental-health-work.html\)](https://www.canada.ca/en/government/publicservice/covid-19/covid-19-mental-health-work.html), and new [Mental Health tips for working from home \(https://www.canada.ca/en/government/publicservice/covid-19/mental-health-tips.html\)](https://www.canada.ca/en/government/publicservice/covid-19/mental-health-tips.html) are now available. There are tips available to help address isolation and loneliness we

may experience while working from home that include setting a schedule, staying connected, making time for self-care and much more. I encourage you to read them carefully.

Remember that the Employee Assistance Program (EAP) is available to all of us. You can also contact Employee Assistance Services at 1-800-268-7708, which is a 24/7 number. The TTY number is 1-800-567-5803.

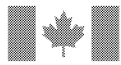
Your health and safety remains our top priority and we will continue to keep you informed.

For up-to-date information about COVID-19, visit:

- [Canada.ca/coronavirus \(http://www.canada.ca/coronavirus\)](http://www.canada.ca/coronavirus)
- [Canada.ca/coronaviruspublicservice \(http://canada.ca/coronaviruspublicservice\)](http://canada.ca/coronaviruspublicservice)

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March 25, 2020 – Message from the Commissioner

March 25, 2020 – Message from the Commissioner

Hello,

I would like to thank you for your collaboration in helping us maintain a safe and secure environment while we take measures to prevent and protect everyone against COVID-19.

We take the health and safety of our inmates and our staff very seriously, and we have implemented many measures in support of all of our well-being. Our plans include contingency planning for food, supplies and necessary medical equipment, and implementing enhanced cleaning measures.

We understand that this is a challenging time as you hear the news about COVID-19 and may have concerns about your health or loved ones in the community. We have dedicated health care staff who are experienced and equipped. They are assessing everyone's health and are prepared to act quickly in case anyone shows symptoms of the virus.

The best thing that you can do to continue to protect yourself is to wash your hands frequently.

As always, but especially during this time when we are making significant efforts, please help us to keep our institutions safe by following direction from health care and correctional staff. They are here to help you.

Visits, temporary absences and work releases will continue to be suspended for another 10 days. I know this is difficult on you. Deductions to food, accommodation and telephone will continue to be waived and, in addition, I am putting **\$5 worth of minutes on your phone account effective Monday, March 30th**. This will help you continue connecting with your family, friends and support network.

If you have concerns about your health, please see a health care provider. If you are feeling stress or anxiety, please reach out to someone who can help you, such as a peer support or a health professional.

The management and I are committed to keeping you informed. You will receive another memo from me within the next 2 weeks. Once again, I appreciate your cooperation as we work through this.

Anne Kelly
Commissioner

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Update on COVID-19: March 30, 2020

As the COVID-19 situation continues to evolve, I want to assure you that CSC is focused on keeping staff safe and healthy, and providing you with updates as it applies to our work in corrections and public safety.

Please read the update below to find out **what's new**.

Information on COVID-19 Tests

I want to share with you that there are now both staff members and inmates who have tested positive for COVID-19. Today, we announced that two inmates at Port-Cartier Institution tested positive (<https://www.canada.ca/en/correctional-service/news/2020/03/update-on-covid-19-testing-and-port-cartier-institution.html>). In addition, nine staff members also at Port-Cartier Institution, two at Joliette Institution and one at Beaver Creek Institution Minimum have also tested positive.

My thoughts are with all of them and their families, and I wish them a swift recovery.

I would like to say that in all of the cases, everyone has acted quickly, and management immediately notified colleagues who may have had close contact and advised them to go home, self-monitor for symptoms and contact public health for direction.

We can assure you that all of the employees are in isolation at their homes and are following direction from local health officials.

The inmates are also in medical isolation and are being treated by our excellent health care staff.

We are also communicating with inmates and have been working closely with our union partners.

I understand the stress and concern this may cause for CSC employees, and more specifically, to staff and offenders located at these sites. As we face this challenge together, I remind you to remain vigilant, continue to practice good personal hygiene, and monitor your health to take appropriate steps and prevent any spread.

I am committed to keeping you informed of the progress we are making and the actions we are taking to address the COVID-19 challenge and keep our CSC sites safe. In keeping with this commitment, CSC is maintaining a chart of all COVID-19 inmate tests

(/001/006/001006-1014-en.shtml) that have been administered in federal correctional institutions. The data we are tracking includes test results, as well as any pending results.

Temporary Public Service Health Care Plan changes

The Government of Canada has implemented temporary changes to the Public Service Health Care Plan (PSHCP) (<https://www.canada.ca/en/treasury-board-secretariat/topics/benefit-plans/plans/health-care-plan.html>). These new measures are designed to help plan members and their eligible dependents access healthcare benefits, while at the same time, minimizing their social interaction with healthcare professionals. These efforts help to support social distancing.

In summary, these measures include:

- Extending travel emergency benefits;
- Relaxing the dispensing limit for maintenance medications and allowing pharmacists to exercise professional discretion with respect to dispensing medication sooner;
- Accepting claims for social workers as mental health professionals; and
- Removing the requirement for a prescription for mental health and physiotherapy services.

These temporary changes will be in effect until April 24, 2020, with the possibility extension. More information on these changes is available on [canada.ca](https://www.canada.ca/en/treasury-board-secretariat/services/benefit-plans/health-care-plan/information-notice/covid-19-temporary-measures-public-service-health-care-plan.html) (<https://www.canada.ca/en/treasury-board-secretariat/services/benefit-plans/health-care-plan/information-notice/covid-19-temporary-measures-public-service-health-care-plan.html>).

Expansion of CSC's Network Capacity

Our Information Management Services (IMS) team has been working tirelessly over the past number of days to help maximize our network capacity for virtual work. This has included configuring and deploying hundreds of laptops, with another thousand to be deployed over the coming days and weeks.

Through collaboration with our Shared Services Canada partners, we have successfully upgraded some of our core infrastructure to expand our bandwidth and increased our VPN capacity from 750 concurrent connections to approximately 4000. More work is underway to help us reach our optimal state of 10,000 connections. This will continue to be a priority for us in order to ensure that we are mobilizing our operations now and for the future.

Although we have successfully secured additional capacity, we still need your support in ensuring that all regions have the ability to connect during the interim period. In the meantime, we ask that you continue to respect the schedule that has been shared (/001/006/001006-1013-en.shtml). This will help ensure that we continue to meet our critical operational needs.

Finance Year-end Changes

Year-end dates have shifted and have been shared with regional comptrollers. For goods and services received, year-end is still on March 31.

Should you have any questions, please contact your region's comptroller and in the case of NHQ sectors, please reach out to the Financial Operations team led by Bernard Emond. The Office of the Comptroller General is actively monitoring the COVID-19 situation and there is a possibility that further amendments to year-end processing deadlines will be forthcoming.

Communications is rolling up all key dates and changes into one handy document and we will share it later this week.

Employee Assistance Program Still Available

While network carriers are experiencing significant and unexpected demands on their network, the Employment Assistance Program (EAP) is still available and current call volumes are manageable. In fact, most calls can be answered with a "live voice" counsellor.

EAP has received reports of sporadic unconnected calls and "service unavailable" messages. While the network congestion may impact the ability to connect with EAP, EAP has indicated that this is not an indication of their capacity to answer calls. EAP is working with Shared Services Canada to ensure Health Canada's EAP's Crisis and Referral Center has enhanced priority with network providers.

If you need support, I encourage you to reach out to EAP. You can also contact Employee Assistance Services at 1-800-268-7708, which is a 24/7 number. The TTY number is 1-800-567-5803.

LifeSpeak for Support

Another resource to help you during this stressful time is LifeSpeak. This is a digital platform that you and your family can access anonymously through any computer, tablet or smartphone.

Once you sign in, you will find several videos and tips on various topics, including anxiety. You can also find additional material regarding COVID-19.

To access LifeSpeak, simply follow the next steps:

- Sign in at <https://canada.lifespeak.com> (<https://canada.lifespeak.com/>)
- Chose the option "Access through group account"
- Enter your group account: Canada
- Select "Sign In"
- Select the arrow in the blue circle at the bottom right of your screen.

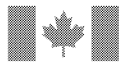
Your health and safety remains our top priority as we face this challenge together. We will continue to keep you informed.

For up-to-date information about COVID-19, visit:

- [Canada.ca/coronavirus](http://www.canada.ca/coronavirus) (<http://www.canada.ca/coronavirus>)
- [Canada.ca/coronaviruspublicservice](http://canada.ca/coronaviruspublicservice) (<http://canada.ca/coronaviruspublicservice>)

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Thank you - April 1, 2020

Thank you - April 1, 2020

Hello,

As you know, the pandemic is causing challenges across the country. The Correctional Service Canada (CSC) is seized with keeping the public, staff and offenders safe and healthy during this unprecedented time. Like many other public servants, CSC staff are working around the clock to ensure the health and safety of everyone.

During this time of national crisis, I was reflecting on my 37 years with CSC. Throughout my career, I have continuously been impressed with CSC staff. We are strong problem-solvers, dedicated to keeping Canadian communities safe. Each one of us has a significant role to play that contributes to our mandate of public safety. We are not able to succeed as an organization, without everyone's contribution. We are like a machine... a well-oiled machine, especially in times of crisis. When we are asked by Canadians to serve, we immediately pull together as one cohesive unit to serve. There has never been a time in my 37 years when we have been asked to serve more than now.

I continue to be impressed with the tremendous dedication and commitment of our staff from coast to coast to coast. We all know that a lot of the amazing work done by our staff is often unrecognized. The tremendous successes and contributions that are made by our staff behind the walls or in community parole offices or community correctional centres, or even in offenders' homes, are of course protected by privacy, so the public is mostly unaware of all that we do. I want you to know that I know. I appreciate all of your daily struggles and salute you for your successes.

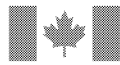
During these times, many members of the community are being recognized for the contributions and sacrifices that they are making to support Canadians during this global crisis. Our hidden heroes in CSC are often not included in these public declarations of gratitude. I know that many of us are tired, working many hours, frustrated by some of the working conditions, demonstrating flexibility, as we continually respond to the fluid and evolving nature of the pandemic.

In closing, I recognize that this is one of the most difficult times ever lived by many Canadians. Many Canadians are afraid; they have lost their jobs, are unable to work and are facing financial hardship, while counting on the critical services within Canada to continue. Coming to work and continuing to serve Canadians requires professionalism; characteristics of strength, courage, and patience; a commitment to duty and service to our country; all qualities lived by CSC staff daily.

I am grateful to all of you and thank you for your service to Canadians. Thank you for autographing your work with excellence.

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→ April 1, 2020 - Message from the Commissioner

April 1, 2020 - Message from the Commissioner

Hello,

As promised, I want to keep you informed as the COVID-19 situation continues to evolve daily.

As of this week, there are three inmates who have tested positive for COVID-19. The inmates who tested positive are in medical isolation and we are working carefully and closely with public health to prevent any spread. My thoughts are with these inmates and their families and I wish them a speedy recovery.

We have distributed posters, fact sheets and prevention information to institutions and directly to inmates. I want to remind you of COVID-19 information from the Public Health Agency of Canada. Those who are infected with COVID-19 may have little to no symptoms. You may not know you have symptoms because they are similar to a cold or flu. Symptoms may take up to 14 days to appear after exposure to COVID-19. Cases can range from mild to severe, and sometimes be potentially fatal.

Symptoms have included:

- cough
- fever
- difficulty breathing

It is crucial that **each of you** play a role in preventing the spread of illness, including monitoring your own health for symptoms and reporting them. Early detection is key to reducing the spread. Please speak to health services if you have questions or concerns. Don't wait. CSC staff are there to help you.

If you think you have symptoms of COVID-19, **please let somebody know before you leave your cell or room**, so we can give you a surgical mask to wear. Telling us will help us take measures to protect you, the staff and everyone else.

Physical distancing is a way you can reduce the spread of infection. This means keeping a distance of at least two arms-length from others. When officers conduct range walks, please return to your cell/room to allow proper distancing.

I know the routines in your institutions have been modified and this is affecting your ability to report to your work and/or program assignments. **This is beyond your control and I want to assure you that you will continue to receive your pay.** You will continue to receive pay at the same level you were paid during the March 2-15, 2020 pay period. If you had no pay or were receiving the basic allowance at that time, as of today, your pay will be increased to the rate of \$2.50.

To ensure your ongoing safety, visits, temporary absences and work releases continue to be suspended and we are constantly reassessing this. Please continue to connect with your loved ones during this time: by phone, video visitation or letters.

Please do your part to keep yourself and others safe and minimize disruptions during this challenging time. This is especially important to allow our correctional and health services professionals to focus on their jobs and be available to those who need their attention.

I will keep writing to you to keep you informed. Your cooperation is important and will make a difference as we work through this.

Anne Kelly
Commissioner

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Update on COVID-19: April 6, 2020

As we enter a new month, and continue to adapt to changing circumstances, I remain inspired by all of our staff at CSC. I am very proud of our team. We are working together to help one another as we fulfil our commitment to public safety.

I would like to extend my well wishes to any staff who are ill and recovering at home right now. My thoughts are with you and your families.

Please read this update to find out **what's new**.

CSC's preparedness and plans

As many of you know, CSC's core mandate of maintaining public safety and safely managing offenders continues during this public health crisis. I want to assure you that CSC is taking every measure necessary to keep staff and offenders safe and healthy. Whether enhancing cleaning practices, ensuring staff have essential equipment and supplies or minimizing the comings and goings into institutions and parole offices, we have taken quick and decisive action as we face this challenge. The advice of public health and infection prevention experts continues to guide our response.

For an overview of what we are doing at CSC to keep you safe, I invite you to review our placemat outlining:

- [preparedness and planning efforts \(https://www.csc-scc.gc.ca/001/006/001006-1017-en.shtml\)](https://www.csc-scc.gc.ca/001/006/001006-1017-en.shtml)

This is an evergreen document that we will continue to update as things evolve.

I want to thank everyone for doing their part. I remind you to not come into work if you are feeling sick. It is also important to prevent the spread of COVID-19 in our institutions. We all need to follow public health advice to practice physical distancing and avoid gathering in groups, cough or sneeze into our sleeve, wash our hands frequently and avoid touching our face. If we all follow these important measures, we can make strides towards planking the curve and overcoming this challenge.

Institutional visits continue to be suspended

To ensure the ongoing safety of staff and inmates, visits, temporary absences, work releases and group education and programs will continue to be suspended and we are continually reassessing this. We encourage inmates and their loved ones to stay connected during this time, by either phone, video visitation or letters.

Working Remotely

To respond to the substantial growth of remote working, web content has been expanded to address key issues including productivity, information management, and mental health. Many helpful resources are available, such as the Canadian Centre for Cyber Security's Staying Cyber-healthy during COVID-19 isolation and the Canada School of Public Service Digital Academy's Busrides' Going Remote Guide. Content will continue to be added, linking to additional material and other resources.

- [Coronavirus disease \(COVID-19\): Working remotely \(https://canada-preview.adobe.com/en/government/publicservice/covid-19/working-remotely.html\)](https://canada-preview.adobe.com/en/government/publicservice/covid-19/working-remotely.html)
- [Staying Cyber-healthy during COVID-19 isolation \(https://cyber.gc.ca/en/news/staying-cyber-healthy-during-covid-19-isolation\)](https://cyber.gc.ca/en/news/staying-cyber-healthy-during-covid-19-isolation)
- [Busrides' Going Remote Guide \(https://busrides-trajetsenbus.ca/en/going-remote-guide/\)](https://busrides-trajetsenbus.ca/en/going-remote-guide/)

We are adding content to the Hub and to our website regularly. I invite you to review and share this information and check in frequently for updates:

- [Information Technology \(COVID-19\) \(https://www.csc-scc.gc.ca/001/006/001006-1013-en.shtml\)](https://www.csc-scc.gc.ca/001/006/001006-1013-en.shtml) (website)

I want to thank everyone for doing their part to reduce traffic on the network by following best practices for teleworking, as well as the:

- [VPN schedule \(https://www.csc-scc.gc.ca/001/006/001006-1013-en.shtml\)](https://www.csc-scc.gc.ca/001/006/001006-1013-en.shtml)

Tips and tools for virtual teams

The Canada School of Public Service (CSPS) has released some tips for operating on a virtual team. As we adjust to our new routines, these tools are useful in ensuring we communicate effectively and remain connected.

Review CSPS's tips for working virtually:

- [COVID-19: Working Virtually \(https://cepublic.myschool-monecole.ca/ct.asp?id=DDF091A0D7C9FF1878EC0A9E69D1542D4B6D16E7D6CF11EF5BE5BF4CEC7D86C44F5FCE17DD2CF377FD33076B6344D863712bAgAEEU9GkbQnqaaNgPIU0aANAaHr2A2GcjExKn9c0WIYQLqBOivdi5a1WJ1ZYiXGDah1kN%2boZSQiOmhdvRThQkMDb8ssA%3d\)](https://cepublic.myschool-monecole.ca/ct.asp?id=DDF091A0D7C9FF1878EC0A9E69D1542D4B6D16E7D6CF11EF5BE5BF4CEC7D86C44F5FCE17DD2CF377FD33076B6344D863712bAgAEEU9GkbQnqaaNgPIU0aANAaHr2A2GcjExKn9c0WIYQLqBOivdi5a1WJ1ZYiXGDah1kN%2boZSQiOmhdvRThQkMDb8ssA%3d)
- [COVID-19: Working Remotely – Tips for Team Members \(https://cepublic.myschool-monecole.ca/ct.asp?id=70898480C140EF6FC4D08574ECABFCD65489AB1C0AB44AD2AF77C0F8F4D6B565CF01D4B08972F3F1947A21E3A0504B641A52bOj2OXSF4UtS1OZWBnfc/dHdnVP1BAHF8XckU4UJBEFaNIA\)](https://cepublic.myschool-monecole.ca/ct.asp?id=70898480C140EF6FC4D08574ECABFCD65489AB1C0AB44AD2AF77C0F8F4D6B565CF01D4B08972F3F1947A21E3A0504B641A52bOj2OXSF4UtS1OZWBnfc/dHdnVP1BAHF8XckU4UJBEFaNIA)
- [COVID-19: Working Remotely – Tips for Team Leaders \(https://cepublic.myschool-monecole.ca/ct.asp?id=26277BECD1C89E850E16C7909CFCA42DD15BA25B30AEa610B3177DF5EECF35E1FAA2192F791ACFD88B1B233A6A14CAB13/3d\)](https://cepublic.myschool-monecole.ca/ct.asp?id=26277BECD1C89E850E16C7909CFCA42DD15BA25B30AEa610B3177DF5EECF35E1FAA2192F791ACFD88B1B233A6A14CAB13/3d)
- [Virtual Team Toolkit \(https://cepublic.myschool-monecole.ca/ct.asp?id=019171859B912E6CBC06457C2191DFDE4C2AA818BB616FC491CAF516B60E75DC4D96395B709BC5A0890F21C50B4CC0076712bHQAAD5mAAAOAED//38AgAEhngqZGmnpP-SepgaQiaAaAAAtfkiNi7gZGT5Zmlzw4V9UQxxqemWz0BRZwkm13GdC4fL1WCJd8dHG3d\)](https://cepublic.myschool-monecole.ca/ct.asp?id=019171859B912E6CBC06457C2191DFDE4C2AA818BB616FC491CAF516B60E75DC4D96395B709BC5A0890F21C50B4CC0076712bHQAAD5mAAAOAED//38AgAEhngqZGmnpP-SepgaQiaAaAAAtfkiNi7gZGT5Zmlzw4V9UQxxqemWz0BRZwkm13GdC4fL1WCJd8dHG3d)
- [Virtual Team Charter Guidelines \(https://cepublic.myschool-monecole.ca/ct.asp?id=D6C67159B13530B36E08F4DF461BA047412B8F430351794F0DBE9B6F1839BD5A83C0433AE58991FE470D74975EDBF8206A80/2bppDTZR6ngPU2p6iu7cn8L6mDFUhwX1MEweCyFo0SepanAtJXnygFpV55ZDcyloFgaFP%2bLuSKcKEqWUj/kA%3d\)](https://cepublic.myschool-monecole.ca/ct.asp?id=D6C67159B13530B36E08F4DF461BA047412B8F430351794F0DBE9B6F1839BD5A83C0433AE58991FE470D74975EDBF8206A80/2bppDTZR6ngPU2p6iu7cn8L6mDFUhwX1MEweCyFo0SepanAtJXnygFpV55ZDcyloFgaFP%2bLuSKcKEqWUj/kA%3d)

Performance Management and Performance Assessments

In light of COVID-19, we are suspending deadlines for the completion of 2019 to 2020 employee performance reviews and the administration of performance pay for both executives and non-executives, subject to any collective agreement or legislative requirements. Specific adjustments to the process, deadlines, and guidance will be communicated in the coming weeks.

Your health and safety remains our top priority as we face this challenge together. We will continue to keep you informed.

For up-to-date information about COVID-19, visit:

- [Canada.ca/coronavirus \(http://www.canada.ca/coronavirus\)](http://www.canada.ca/coronavirus)
- [Canada.ca/coronaviruspublicservice \(http://canada.ca/coronaviruspublicservice\)](http://canada.ca/coronaviruspublicservice)

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→ Update on personal protective equipment: April 8, 2020

Update on personal protective equipment: April 8, 2020

CSC is continuing to take exceptional measures to prevent the spread of COVID-19 in institutions and limit the risk to staff, contractors and offenders.

Recognizing there is growing evidence that asymptomatic or pre-symptomatic people can spread COVID-19, critical staff and contractors will begin wearing masks when they are required to be within two metres of another person, including offenders, other staff and contractors. The masks will help minimize the spread of COVID-19 if a person is ill, but does not yet realize it.

Taking into consideration infection and prevention principles, guidance has been provided to critical staff on the use of personal protective equipment (PPE (personal protective equipment)). This includes how to properly wear a mask without excessively touching or manipulating it; proper hand hygiene, including before and after removing a mask; and measures to extend the use and reuse of masks, including safe storage.

Guidance has also been provided on additional PPE requirements when within two metres of an inmate with COVID-19 symptoms or diagnosis. In addition to this direction, additional measures are taken on a case-by-case basis in the event of a COVID-19 outbreak.

CSC is closely monitoring current PPE inventory and continues to order equipment to maintain an adequate supply for staff, contractors and offenders. We are also taking efforts to safely conserve PPE and reuse them, where suitable.

We will continue to keep you up to date on the measures we are taking to ensure our institutions, employees, contractors and offenders remain safe. Thank you for your ongoing collaboration.

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→ April 8, 2020 - Message from the Commissioner

April 8, 2020 - Message from the Commissioner

Hello,

I would like to thank you again for your collaboration in helping us maintain a safe and secure environment for everyone. Your ongoing cooperation is important and will continue to make a difference.

To ensure your ongoing safety, visits, temporary absences and work releases continue to be suspended. Please continue to connect with your loved ones during this time: by phone, video visitation or letters. Group education and programs also continue to be suspended. These will be reassessed on an ongoing basis

CSC is continuing to take measures to prevent the spread of COVID-19 in institutions and limit the risk to inmates, staff and contractors.

Staff and contractors have begun wearing masks when they are required to be within two (2) metres of another person, including inmates. The masks will help **reduce the spread of COVID-19** if a person is ill, but does not yet realize it. Inmates who have tested positive for COVID-19 or have symptoms are also required to wear a mask if they need to leave their cell or room.

CSC continues to order masks and cleaning products to ensure we have enough supply for staff, contractors and inmates and ensure that all institutions are well equipped. Wearing masks does not replace other effective measures to prevent the spread of COVID-19. Everyone should continue to:

- Wash their hands often with soap and water for at least 20 seconds
- Avoid touching their faces, especially their eyes, nose and mouth
- Physically distance from other people wherever feasible
- Cough or sneeze into their arm or sleeve

Talk to Health Services immediately if you have symptoms such as a fever, cough or difficulty breathing.

As the COVID-19 situation is constantly evolving, I will continue to keep you informed. CSC is continuing to take **exceptional measures** to prevent the spread of COVID-19 and it is crucial that we all play a role.

Anne Kelly

Commissioner

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Thank you: April 9, 2020

I continue to hear people say, in the media, on conference calls, in briefings: these are unprecedented times. They are indeed. In face of the challenges that each of you are addressing every day, I continue to see you rising to meet them every day. I am very proud of you and the work that you are doing. I always say there is no greater responsibility than the care of other human beings, and I see you demonstrating your commitment in the work you are doing:

- in our institutions
- in our correctional community centres
- in our communities, and
- from your home offices.

By doing your jobs well and caring for those around you.

Testament to this is the fact that positive COVID-19 cases among our inmate population remains relatively low, at less than 0.5% of our total population. This is due to the quick and conscientious response by the staff across our organization, including:

- responding quickly when people show symptoms
- providing excellent medical care, and
- performing contact tracing diligently

You are doing your jobs exceptionally well and it shows.

There are staff in our organization who have contracted COVID-19. I have had the chance to connect with some of these employees and they are in good spirits and truly appreciate the show of support from their colleagues. I told them that you, like me, wish them a speedy recovery. I was most touched to hear that one of our nurses, who has the virus and is at home recovering, continues to help others and lend support from home. Knowing that some sites need more capacity, she has volunteered to return to work, when she is better and cleared to return. This is who we are at CSC — dedicated, committed, and selfless — and I think it is important to share these stories.

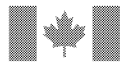
Tomorrow is the start of a long weekend, and though many of us will still be on duty, I encourage you to make use of all the time you can to spend time with your immediate family as well as call and video-chat with those in your extended family and community. Please take time to take care of yourself.

Thank you again for your hard work and your continued commitment. I wish you and your families well.

Please stay safe and healthy.

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2020-04-20



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→ April 9, 2020 - Message from the Commissioner

April 9, 2020 - Message from the Commissioner

Hello,

I want to say thank you for your patience, cooperation and for playing your part to help during this challenging time. Addressing the challenges presented by the COVID-19 health crisis has not been easy. I know some of the safety and prevention measures have made it harder on you and your families.

The measures that we are putting in place at our sites are helping to reduce the spread of COVID-19. Your cooperation is helping and it is much appreciated. By remaining calm and avoiding disruptions, you are helping the staff care for those in need and focus on keeping you safe.

This is making a difference. Thank you.

I understand that restrictions we are putting in place are having an impact on you. As such, I am putting an additional **\$5 worth of minutes on your phone account effective Monday, April 20th**. This will help you continue connecting with your family, friends and support network.

Please continue to follow the hygiene measures to prevent the spread of illness: physical distancing, washing your hands, sneezing and coughing into your elbow and avoid touching your face.

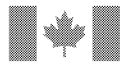
I will continue to stay in touch with you as the situation and our responses to COVID-19 evolve. Stay safe.

Thank you again,

Anne Kelly
Commissioner

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2020-04-20



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→ Fact sheet for offenders in the community: Masks for preventing the spread of COVID-19

Fact sheet for offenders in the community: Masks for preventing the spread of COVID-19

April 22, 2020

CSC is continuing to take measures to prevent the spread of COVID-19 in community correctional centres (CCCs) and limit the risk to offenders, staff and contractors.

Staff and contractors at CCCs have been provided with masks and have begun wearing them when they are within two (2) metres of another person. Offenders have been provided masks to wear when they are outside of their living environment. The masks will help reduce the spread of COVID-19 if a person is ill, but does not yet realize it.

Offenders who have tested positive for COVID-19 are isolated in the community, and they are provided with a mask and are required to wear it if they need to leave their room. They are also provided with cleaning supplies so that they can clean their personal space as well as the bathroom or any common space that they are required to use.

CSC continues to order masks and cleaning products to ensure we have enough supply for staff, contractors and offenders to ensure all CCCs are well equipped. Wearing masks does not replace other effective measures to prevent the spread of COVID-19. Everyone should continue to:

- Wash their hands often with soap and water for at least 20 seconds
- Avoid touching their faces, especially their eyes, nose and mouth
- Physically distance from other people wherever possible
- Cough or sneeze into their arm or sleeve

Talk to your parole officer or a staff member immediately if you have symptoms. These may include a fever, cough or difficulty breathing.

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→ Update on COVID-19: April 23, 2020

Update on COVID-19: April 23, 2020

As we continue to adapt to changing circumstances, I would like to thank everyone for your ongoing flexibility, as well as your tremendous diligence and support. I know that everybody in the organization is doing a lot of great work.

Please read this update to find out **what's new**.

Remembering those lost in Nova Scotia

Last weekend, the country witnessed a terrible tragedy in Nova Scotia. Our hearts go out to Nova Scotians, the families and loved ones of the victims, and everyone grieving the people who lost their lives. Although the identities of some victims have yet to be confirmed by the RCMP, media reports have indicated that two of the victims were CSC employees. Alanna Jenkins from Nova Institution and Sean McLeod from Springhill Institution, were both Correctional Managers who carried out their responsibilities with the highest level of integrity and professionalism. Our thoughts and sympathies are also with Alanna and Sean's colleagues in the Atlantic Region and across the country.

A vigil called *Nova Scotia Remembers* is scheduled to be livestreamed on Facebook and YouTube on Friday, April 24 from 7 to 10 pm ADT. A public Facebook page has been set up to this effect. Messages of condolence for their families can be sent to:

- CSC.Condolences-Condoleances.SCC@csc-scc.gc.ca
(<mailto:CSC.Condolences-Condoleances.SCC@csc-scc.gc.ca>)

Assault of staff member

On April 15, 2020 a staff member at Stony Mountain Institution was seriously assaulted in the structured intervention unit (SIU). The injured staff member was evaluated and treated at an outside hospital. These situations are always taken seriously. The assailant was identified and appropriate actions were taken. I spoke with the employee and he was in good spirits. He is expected to make a full recovery.

Thank you to amazing CSC staff

I would like to extend a special thank you to the individuals who answered my call for volunteers to assist during the COVID-19 situation. Despite these challenging times, we received more than 170 expressions of interest to help our colleagues at Port-Cartier and Joliette Institutions. I am moved by the sheer number of you putting up your hands, from various regions across the country, to help your colleagues in need. Coming together in this manner is an excellent reflection of our values and unity. I am so proud of you and our organization.

Passing of an inmate

We continue to work closely with public health to ensure we test, trace and treat anyone at our institutions. While there are some positive cases in certain institutions across the country, the overall rate of confirmed COVID-19 cases remains at slightly over 1% of the total inmate population.

Cases can range from mild to severe. We have had inmates and staff recover from COVID-19 while others can experience more severe symptoms. Unfortunately, we had our first death of an inmate at Mission Institution last week as a result of complications from the virus.

Practicing good hygiene to fight COVID

As you know, we all have an important role to play in the fight against COVID-19. Practicing good hygiene and continuing physical distancing is an excellent way to do your part. Stay six feet apart from people as much as possible. Avoid gathering in groups.

All workers at institutions are provided with masks. Given the growing evidence that asymptomatic people can carry the virus without knowing it, wear your mask. It is an added layer of protection, in addition to hygiene measures. Please ensure you wear it properly and handle it with clean hands to ensure your safety. I invite you to read more about how you can:

- [Help reduce the spread of COVID-19 \(https://www.canada.ca/en/public-health/services/publications/diseases-conditions/help-reduce-spread-covid-19.html\)](https://www.canada.ca/en/public-health/services/publications/diseases-conditions/help-reduce-spread-covid-19.html)

Use of videoconferencing tools

Recently, video-teleconferencing (VTC) platforms, such as ZOOM, have become a popular tool for many organizations and individuals, as many are now teleworking.

To preserve our network capabilities for critical business needs, the use of video technology on CSC devices or equipment must be limited, so that it is used primarily to deliver offender-based services. Your continued cooperation will help ensure that our network activity is prioritized accordingly.

There are risks associated with use of these platforms and we generally do not encourage the use of VTC tools. However, we recognize that our partners may initiate meetings using these tools, and we may need to attend as an invitee. If you are required to attend a meeting on a VTC platform, please read the available information and tips on the Hub on how to mitigate some of the risks associated with the use of these platforms. Every authorized CSC employee is responsible to ensure that they transmit sensitive information using authorized communication tools, and with proper classification.

Information Management Services is working hard at increasing secure IT solutions and enabling greater virtual connection. Information regarding these tools will be provided when they get closer to release.

Updated VPN schedule

Information Management Services is continuously looking for ways to increase our teleworking capacity. In the meantime, the VPN access schedule has been updated to allow more time for each region across the country. I ask that you continue to use this schedule, as well as other best practices for teleworking, in order to ease the load on the network. With everyone's cooperation, we can ensure that our critical work carries on throughout these challenging times.

- [VPN access schedule \(001006-1013-en.shtml#1\)](#)
- [Best practices for teleworking \(001006-1013-en.shtml#5\)](#)

Support for you and your family

As we continue to face this public health crisis, you may be looking for support available to help you cope. I encourage you to visit the COVID-19 Resources section on the Hub frequently for new information, tips and advice on issues such as managing anxiety during the COVID-19 outbreak, managing your money during a global pandemic, and how to make working remotely a success.

One of the resources available to all CSC employees and their families is LifeSpeak. This digital platform offers expert content on managing the effects of the pandemic in our daily lives. It is available at no charge, and you and your family members can access it anonymously, at anytime, through any computer, tablet or a smartphone.

- [LifeSpeak \(https://canada.lifespeak.com/Account/Login?language=1\)](https://canada.lifespeak.com/Account/Login?language=1)

For up-to-date information about COVID-19, visit:

- [Canada.ca/coronavirus \(http://www.canada.ca/coronavirus\)](http://www.canada.ca/coronavirus)
- [Canada.ca/coronaviruspublicservice \(http://canada.ca/coronaviruspublicservice\)](http://canada.ca/coronaviruspublicservice)

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→ Personal Protective Equipment and Physical Distancing: April 23, 2020

Personal Protective Equipment and Physical Distancing: April 23, 2020

Hello colleagues,

I'm writing to make a personal appeal to you to ensure that those of you who are working on the front lines **make full use of the personal protective equipment (PPE) that is available to you**. This, combined with physical distancing and hygiene, are the most effective ways to prevent the spread of the COVID-19 virus in our critical work environment.

Personal protective equipment (PPE)

It's there for you - the first word in PPE is **personal**. Your PPE is the personal control you have to prevent the spread of the virus.

It provides protection - the second word is **protection**. PPE is an additional measure to protect those around you, even if you don't have symptoms. So, if you don't wear it or you don't use it properly, it can't do its job.

We have provided all critical workers in institutions with masks because you and your loved ones are important. I want you to wear your masks.

Read and follow the guidance carefully on PPE. Your mask is less effective, and perhaps even dangerous, if you touch it with unwashed hands or put it on and take it off frequently. Wash your hands, put it on, and keep it on. Handle and store it with care.

Our guidance asks you to reuse your mask and other PPE as much possible to preserve our reserves. If you have a washable mask, make sure it is washed daily after use.

Physical distancing

COVID-19 is spread through droplets; droplets you exchange with others by being close to them or by touching them, or the surfaces they have touched. Maintaining a distance of two metres, or about six feet, is the most important way to avoid being exposed to the virus when we are unable to stay home.

We all enjoy and care about our colleagues, but we need to avoid sharing lunch close together or gathering in groups throughout the workday. Encourage your colleagues and the inmates to keep a safe distance between each other. When you cannot, the mask is an added layer of the protective measures available to you - wear it consistently when interacting with others.

Hygiene

We remind you to practice hand-washing guidelines, to cough or sneeze into a tissue or your upper sleeve, and to avoid touching your face. One of the most effective ways to eliminate the COVID-19 virus is handwashing. Washing your hands regularly with soap and water for at least 20 seconds significantly reduces the chances of spreading it. Where you cannot wash your hands, use hand sanitizer. Do so regularly and avoid touching your face, which is most vulnerable to the virus.

Keep workspaces clean and uncluttered. Disinfect them regularly. We have increased the cleaning protocols to disinfect high-touch surfaces, but you can do your part by keeping your hands clean and where possible, keeping surfaces clean and encouraging your colleagues and offenders to do the same.

These measures are in place to keep you and all of our staff and offenders safe. We will all do better if we work together.

Thank you again for your tremendous work.

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→ April 24, 2020 - Message from the Commissioner

April 24, 2020 - Message from the Commissioner

Hello,

I am writing to provide a weekly update on the COVID-19 situation. We have been working closely with public health to ensure we conduct testing of inmates, as needed, on a priority basis. While there are some positive cases in our institutions across the country, the overall rate of confirmed COVID-19 cases remains at slightly over 1% of the total inmate population.

Cases can range from mild to severe. We have had inmates recover from COVID-19 while others can experience more severe symptoms. Sadly, an inmate of Mission Institution in British Columbia died in hospital last week due to complications from the virus. This is the first - and hopefully only - death of an inmate in our custody. I want you to know that we are doing everything in our power to put measures in place to protect you.

All CSC workers in our institutions are provided with masks and we continue to train everyone on how to wear them. This is an added protection measure. Given growing evidence that asymptomatic people can transmit the virus, starting this week, all inmates are also being given masks to wear. Masks can help protect you. It is important that you wear your mask and continue washing your hands before handling it.

As you know, visits continue to be cancelled at all federal institutions across the country and we understand the impact of this situation. In places where we have had to modify routines or lock down, we are making sure everyone gets time out of their cells. It is important that you continue reaching out to others that can support you. Please remember that you can reach out to your inmate committee chair or Citizen Advisory Committee member by phone as well. They are there to listen if you need to talk.

As you know, according to CD 860 on Offender Money, you can transfer money from your savings account to your current account up to four times a fiscal year, and the amount cannot exceed \$750 per year. Recognizing the impact that some of the measures have had on the inmate population, I am authorizing an increase from \$750 to \$850 for the remainder of this year. This increase will provide you with additional flexibility.

I would also like to remind you to continue physical distancing, avoid gathering in groups, and continue washing your hands and avoid touching your face as prevention measures. You all have a role to play in minimizing the spread.

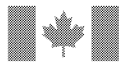
I have received letters about hand sanitizer and soap. We continue to send supplies to all institutions across the country on an ongoing basis. It is important that you have access to these and I have spoken to each region to ensure we continuously replenish these supplies - they are key to practicing good hygiene.

Thank you for your cooperation. I appreciate it. Stay safe and well.

Anne Kelly
Commissioner

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→ Update on COVID-19: April 30, 2020

Update on COVID-19: April 30, 2020

As COVID-19 continues to have an impact on our professional and personal lives, we are working hard to help one another, including the offenders in our care. I realize that many of you are working well beyond the scope of your regular roles and responsibilities. This hard work has not gone unnoticed and your dedication is helping to ensure that essential operations and services continue to be delivered in our institutions.

Please read this update to find out what's new.

Update on Mission

I would like to provide an update on the measures being taken to prevent the spread of COVID-19 at Mission Institution (medium security):

- [Statement on Mission Institution, a federal correctional facility in British Columbia \(https://www.canada.ca/en/correctional-service/news/2020/04/statement-on-mission-institution-a-federal-correctional-facility-in-british-columbia.html\)](https://www.canada.ca/en/correctional-service/news/2020/04/statement-on-mission-institution-a-federal-correctional-facility-in-british-columbia.html)

We continue to work very hard to prevent the spread of the virus and keep our employees and inmates safe. We continue to medically isolate inmates who are symptomatic or have tested positive. As an added protection, all inmates and staff have been given masks to wear.

Taking the advice of experts who have recently visited the facility, we have implemented additional hand-washing stations, increased hygiene supplies throughout the institution, and continue to disinfect high-contact surfaces multiple times a day. We also have a 24/7 nursing roster at Mission as well as physician coverage seven days a week to provide ongoing care to inmates.

Furthermore, we have made a call-out to staff who may want to work at Mission Institution. I am very appreciative of all CSC staff who have offered to assist and who continue to go above and beyond their usual work responsibilities. During this crisis, I am committed to keeping staff and inmates safe and healthy at Mission and all of our federal institutions. As we face this challenge together, it is through teamwork that we can work to curb the spread of COVID-19.

CORCAN helping to fight COVID

I would like to take this opportunity to thank those who have been involved in CORCAN's contribution to fight COVID-19. CORCAN is working closely with 18 of our operational sites to expand production of bath linens, bedding, clothing and mattresses, and to produce masks and gowns.

I know that all staff members involved in CORCAN are working hard to ensure the continued safety of our operations as we work on expanding to more sites. Your commitment to this valuable program is allowing the CORCAN team to produce the essential supplies needed to fight this pandemic. To date, an impressive 20,000 disposable masks and 3,000 washable masks have been produced. These much needed items will replenish our current stocks and enhance our ability to contribute to the response to COVID-19. I am proud of these teams and the inmates who are working to help make us all safer.

Honouring Nova Scotia victims

Recently, several people tragically lost their lives in Nova Scotia following a terrible, senseless tragedy in the province. Among the victims were two CSC employees. Our thoughts and sympathies remain with the loved ones of all the victims, including Alanna Jenkins' and Sean McLeod's CSC colleagues in the Atlantic Region and across the country.

To pay tribute to the victims, some employees participated in ceremonies and some wore red as part of **#WearRedFriday**.

Mental health week

Mental Health Week runs from May 4th to 10th. With physical distancing measures in place due to COVID-19, it is a good opportunity to focus on how important social connection is to our mental health.

Keep an eye out next week's issue of *This Week @ CSC* for a message with activities and resources to stay connected. Human connection is vital to our mental health and wellbeing. As we face the many challenges posed by COVID-19, it is more important than ever to remain connected, even if it is not in person. I strongly encourage you to connect with your loved ones and take care of yourself.

Support is available if you need it. I encourage you to reach out to your Employee Assistance Program or nearest crisis / distress centre. If it is an emergency, call 911 or go to your local Emergency Department.

- [Employee Assistance Program](https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/employee-assistance-program.html)
(<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/employee-assistance-program.html>)
- [Canadian crisis centres](https://thelifelinecanada.ca/help/crisis-centres/canadian-crisis-centres/) (<https://thelifelinecanada.ca/help/crisis-centres/canadian-crisis-centres/>)

Personal protective equipment

As you know, it is important to ensure you are making full use of the personal protective equipment available to you. This added layer of protection is an effective way to reduce the spread of COVID-19.

This equipment must be used properly and efficiently. For instance, avoid touching masks with unwashed hands and try to reuse masks in order to preserve our reserves. If you have a washable mask, ensure that it is washed daily. This equipment, in combination with physical distancing and proper hygiene practices, will help ensure that yourself, your colleagues and offenders are kept safe.

Communications recently pulled together this infographic for use on social media. It provides a few quick facts about masks. Shout out to our colleague in the photo, Lindsey Zdrill, Primary Worker at the Edmonton Institution for Women.

Please wear your mask! We are all in this together.

Let's talk about masks!

- ✓ Non-medical masks may help protect others around you
- ✓ Wearing a non-medical mask is **NOT** a replacement for physical distancing, hand washing, and monitoring your health
- ✓ Wearing a non-medical mask can increase your risk of infection if you touch your face more frequently

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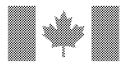
- ▶ Let's talk about masks!

For up-to-date information about COVID-19, visit:

- [Canada.ca/coronavirus](http://www.canada.ca/coronavirus) (<http://www.canada.ca/coronavirus>)
- [Canada.ca/coronaviruspublicservice](http://canada.ca/coronaviruspublicservice) (<http://canada.ca/coronaviruspublicservice>)

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April 30, 2020 - Message from the Commissioner

April 30, 2020 - Message from the Commissioner

Hello,

As we continue to face the COVID-19 public health situation, we want you to know that we are taking actions to protect your health and safety, and ensure you continue to maintain contact with your support networks and legal counsel.

As you know, CSC has suspended visits at all federal institutions across the country, including for legal counsel. You can continue to communicate with your legal counsel by telephone, mail, and fax.

During COVID-19, if your legal counsel is working from home and uses a third-party service for call forwarding, they can provide CSC with their number and it will be added to the institution's common access list. This will allow a three-way call with your legal counsel.

It is important that you continue to have access to your legal counsel. In cases where you are not able to fund the cost of phone calls, please provide notice to CSC staff at least 24 hours before you wish to have a phone call with your counsel. This allows us to facilitate your call as soon as possible, either by allowing you to place a collect call or by authorizing the use of a government telephone line.

Correspondence sent by mail or fax will continue to be delivered to you. We are following the Public Health Agency of Canada's guidelines related to mail correspondence. To prevent any risks associated with COVID-19, regular mail is quarantined for 72 hours before it is distributed, unless it is privileged mail, in which case it is distributed within 24 hours.

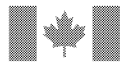
Effective immediately, CSC will temporarily waive the cost of all outgoing faxes from inmates to their counsel during the COVID-19 pandemic. You will likely be asked to complete an Inmate Request form as well as a consent form to share information with counsel. Please attach this to the documentation that needs to be sent by fax.

Thank you again for your ongoing cooperation. I appreciate it. Stay safe and well.

Anne Kelly
Commissioner

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→ May 6, 2020 - Message from the Commissioner

May 6, 2020 - Message from the Commissioner

Hello,

We continue to adapt to the changing circumstances presented by COVID-19 and I want to thank you for your continued cooperation. I understand these are stressful times for everyone. We are closely monitoring the situation and looking for ways to ease the impact on you.

It is really important that you continue connecting with your families and support networks during this time. As such, the equivalent of \$5 worth of additional minutes was put on your phone account as of May 4th.

Sadly, an inmate from the Federal Training Centre, multi-level unit, in Laval, Quebec passed away last weekend as an apparent result of complications related to COVID-19. Please know that we continue to do everything we can to ensure your health and safety.

We have enhanced cleaning protocols, including disinfecting common areas and high-contact surfaces. And, as we have for many weeks now, we continue to actively do health screening on anyone that must enter our institutions. We continue to work with public health to test, trace and treat any positive cases of COVID-19. To date, there are cases at five of our 43 institutions. Out of 290 positive inmate cases, 155 have now fully recovered. This means that the number of recovered cases has surpassed the number of active positive cases, which currently sits at 134. I continue to send my best wishes for health and recovery to all those who still have the virus.

You have all been provided with masks to wear and staff have as well. It is important that you wear them while continuing to keep up with other measures. Please continue to practice physical distancing and good hygiene. It is important to wash your hands before you put on your mask and after you take it off to keep it clean, and avoid touching your face while wearing it. This added layer of protection helps reduce the spread of infection.

Some of you have written with questions about access to soap and hand sanitizer. Soap is one of the basic hygiene products provided to all inmates and this will continue. CSC just received 13,031 litres of hand sanitizer and is expecting to receive 11,349 more litres soon. These items continue to be provided to each institution as well as masks and other personal protective equipment.

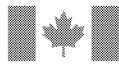
I would also like to take this opportunity to thank those who have been involved in CORCAN's contribution to fight COVID-19 and make us all safer. CORCAN is working closely with 18 of our operational sites to expand the production of items such as bed and bath linens, mattresses, as well as masks and gowns. To date, almost 40,000 disposable masks and 6,000 washable masks have been produced. These items will help replenish our current stocks and enhance our ability to fight this pandemic. I am very proud of the contributions of so many of you.

We can all do our part to help prevent the spread of COVID-19. Early detection is key in preventing any spread of illness. Please continue to self-monitor your health and talk to Health Services if you have questions. They are there to help you.

I recognize that these are very challenging times and I want to sincerely thank you for your cooperation.

Anne Kelly
Commissioner

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→ Update on COVID-19: May 8, 2020

Update on COVID-19: May 8, 2020

It has been eight weeks since we quickly shifted the way we work to focus our efforts on the Canada-wide fight against COVID-19. Many of us also transitioned to a work-from-home model to reduce the number of employees in our buildings. I know for some of you, March may feel like it was an eternity ago given the rapid pace of change and uncertainty we all had to adapt to, both in our personal lives and in how we perform our work.

We are starting to hear about different provinces and territories making plans to lift certain restrictions that would see certain businesses and services reopen over time. I wanted to provide an update on what this means for CSC. While any decisions on when and how we will phase back in some of our activities will be informed by public health guidance, it is important that we develop a plan for a coordinated, safe and gradual return to work for employees so we are ready when the time comes.

Shaping the new normal

Many of you are probably wondering when you will be back in the office. Of course, the health and safety of our employees is the biggest priority and the timeline of when that will happen will likely vary across the country, based on provincial and local circumstances and public health advice. We do know that it is important not to move too quickly and undo any of the great work we have done so far.

The first step is to work collaboratively to think through factors like which functions need to return first, the safeguards we need to put in place, and exactly how any return to our workplace will roll out. This exercise will force us to rethink how we work and ensure the appropriate safety measures are in place to protect our employees and the families they go home to each day.

While some employees will return to their physical workplace sooner than others, we will adopt a phased approach and you will be given notice and information to plan ahead. To provide a bit of certainty, most employees currently working at home can expect to continue doing so until at least May 31st.

Using our lessons learned to be prepared

A lot of work has already been done in short order to allow the organization to turn on a dime and continue operations during this time. There is definitely no “one-sized fits all” approach to how our different sectors, community resources and regions operate. As we start to think to the future, each sector and work site will need to reflect on the things that we have learned over the past months – lessons on how to prevent spread of COVID-19 through safety measures, the way we work together as teams, what worked well, and what we need to be successful moving forward. The organization worked very hard to mobilize during a difficult and trying time and using that work to update any of our practices, tools and processes will ensure we are even more ready if and when we face a similar situation in the future.

What’s next

To tackle our path forward, I have stood up a transition working group chaired by the Senior Deputy Commissioner, Alain Tousignant. The group, made up of subject matter experts, union representatives and senior managers from different sectors of the organization, including regional representation, will make recommendations to help inform decisions related to how we resume activities and operations. I have asked that they keep in mind that our eventual return to work must be gradual, in-line with provincial and federal guidelines, and be relevant to local circumstances. This group will also provide guidance around the continued use of safety measures. This work will not be done in isolation. Sector heads and RDCs will be asked to engage employees to help inform recommendations. Keep your eye out for opportunities to share your thoughts and ask questions.

The silver lining

Our collective success is defined by continued progress. When restrictions are lifted and life begins returning to a more “normal” state, not all things will go back to the “old way” of doing things. Our way of working in the past few months has led to extensive innovation, as agile and creative new work practices, tools and equipment have been deployed and implemented across the organization. Some of our new processes, flexibility, ways of working, and health and safety practices will stay.

As relentless as this year has been so far, I want to tell you how proud I am of our team. All of your work and efforts are making a huge difference – at all levels of the organization. While there has been a lot out of our control, you have all pulled together to adapt, overcome challenges and deliver results in fulfilling our mandate.

I hope this information and continued updates help provide clarity and certainty in these uncertain times. Please know that you are doing great work and I am thankful for your ongoing support and steadfast commitment.

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Message from the Commissioner: May 12, 2020

Message from the Commissioner: May 12, 2020

I hope you all had a great weekend and took time to celebrate Mother's Day. Thank you to all of the amazing, hard-working mothers in our organization, and to all those who have helped to shape our lives.

I have a few updates for you this week on a variety of subjects. My last note was about shaping the new normal and learning from our lessons over the past two months as we worked through this public health crisis. I hope you had a chance to read it and reflect on what it means to each of you in your specific roles.

National Nursing Week

This week is National Nursing Week. It is a wonderful opportunity to express gratitude to CSC's more than 900 nurses who are working tirelessly to ensure our institutions and communities are safe during these unprecedented times.

I would like to thank all of our nurses and health care professionals for their exceptional work in providing ongoing medical care to offenders during these challenging times and throughout the year. Whether providing prevention education, palliative care, addressing trauma, managing infectious diseases, or administering harm reductions measures, your ongoing commitment and expertise is commendable. I appreciate all of you and your hard work. Thank you!

Let us all take the time to show our appreciation to nurses across the country, either in person or on our social media channels.

New transition working group

Today, the new working group tasked with looking at issues related to shaping our new normal had its first meeting. The group discussed principles that will guide its work and the different phases that will go into a plan for CSC.

The working group draws on expertise from across the organization and union partners to come up with a plan that ensures we:

- make evidence-based decisions

- put in place the proper safeguards, and
- determine exactly how any return to a new normal will roll-out

I want to reiterate that we will adopt a gradual approach to resuming any activities. The health and safety of our employees and offenders, and everyone's families, remains a top priority and the timeline of when that will happen will likely vary across the country, based on provincial and local circumstances and public health advice.

Please continue operating the same way you have been while we work to make decisions that will guide CSC's path forward. We will ask for your input along the way.

Update on COVID-19

Thankfully, we are starting to turn a corner as we see many of those that had COVID-19 making a full recovery. For our employees, out of 123 who tested positive since the beginning of the pandemic, 87 (or over 70%) have now fully recovered. My thoughts and warm wishes are with those who are recovering.

To date, there are 118 active COVID-19 cases among inmates at three of our 43 institutions, in Quebec and British Columbia. This means that out of 333 positive tests since the beginning of this pandemic, 213 inmates have now fully recovered.

Your health and safety remain our top priority. We have put in place enhanced cleaning protocols, including disinfecting common areas and high-contact surfaces. In addition, we continue to actively screen anyone that must enter our institutions or community offices.

An emerging body of evidence suggests that asymptomatic and pre-symptomatic individuals may transmit COVID-19. That is why CSC has provided masks to all staff and inmates, in order to protect them from individuals who may unknowingly have, and transmit, COVID-19.

Please know that we continuously evaluate our practices and protocols, and engage public health and infection prevention and control experts to guide our response and see what we can do better.

Community operations

We often talk about institutions because we manage the health care response for inmates. We cannot forget about the CSC staff in the community who have continued to supervise and manage offenders to keep our communities safe.

These have been unprecedented times and staff in communities across Canada have worked tirelessly to continue upholding public safety by implementing innovative ways to continue supervising offenders while implementing public health measures. A big shout out to our community-based employees for your great work! The job you do is critical to providing safe and successful reintegration support to offenders.

CSC is also working closely with its existing community-based residential facilities (CBRFs) partners across the country to work through any capacity pressures, in light of specific local realities and public health measures. We continue to work hard to ensure that offenders released into the community have a safe and supportive environment to go to, which is a key part of their successful reintegration. Thank you to all of our teams in the community.

Key changes to corporate deadlines

During this time, we have postponed many corporate deadlines and modified some normal procedures.

Please consult the new section on the Hub to find out more. New information is added regularly.

Changes in dates to schedule vacation leave for the summer leave period

Given the uncertainty that exists due to the COVID-19 pandemic, in accordance with Article 34.05 (ii) of the Program and Administrative Services (PA) collective agreement, the Public Service Alliance of Canada and the Treasury Board Secretariat of Canada have agreed to alter the dates for the submission of leave requests.

This includes temporarily extending the deadline for employees to submit their annual leave requests for the summer leave period to **May 15, 2020** and the Employer's deadline to respond to such requests to **June 1, 2020**. If you have any questions about collective agreements, I encourage you to raise them with your union representative, or speak with your manager. If you are a manager and have questions, please contact your labour relations advisor.

Hope springs

Despite a cooler and snowy beginning to the Spring, I hope you are taking time out for yourself and connecting with friends, family and your support networks. This connection is key to talking things through and remaining optimistic for the future.

Last week we celebrated Mental Health Week, which provided an opportunity to reflect on where you are at and how you and your family are coping, and what makes you hopeful. These are difficult times and we all experience things in our own way. Check in with others, with yourself, and try to find the positive in each situation. Your work and efforts contribute to a larger purpose, one that keeps Canadians safe and one that provides hope and help to others. We are all in this together.

Thank you, once again, and have a great week.

For up-to-date information about COVID-19, visit:

- [Coronavirus disease \(COVID-19\) \(http://www.canada.ca/coronavirus\)](http://www.canada.ca/coronavirus)
- [Information for Government of Canada employees: Coronavirus disease \(COVID-19\) \(https://www.canada.ca/en/government/publicservice/covid-19.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronaviruspublicservice\)](https://www.canada.ca/en/government/publicservice/covid-19.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronaviruspublicservice)

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2020-05-15

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May 14, 2020 - Message from the Commissioner

May 14, 2020 - Message from the Commissioner

Hello,

I know that these have been challenging times for all of you given the measures we had to put in place for your continued health and safety due to COVID-19. I want to thank you for your ongoing cooperation - it is making a big difference.

In recognition of the continued impact this situation has had on our inmates, I have authorized the addition of two days of allowance to be included on your current pay period of May 11 - May 24, which will provide you with additional flexibility for your canteen purchases.

In terms of COVID-19, we are starting to turn a corner in terms of the number of cases we are seeing. We still have some active cases at three of our 43 institutions: Mission Institution in British Columbia, and Port Cartier and the Federal Training Centre in Quebec. However, out of the inmates that have tested positive for the virus since the beginning of the pandemic, over 60% of them have made a full recovery with more and more recovering each day. There are currently no cases among inmates in the Atlantic, Ontario and Prairie regions.

With different provinces starting to talk about their plans to lift restrictions around COVID-19, you may be wondering when we will reinstate visits, regular programs and activities. To look at this and shape our new normal, we have established a working group that will make decisions around how we phase back in programs and activities, the safeguards that need to be in place, and how it will roll out. The timeline around reinstating any activities will vary across the country, based on provincial and local circumstances and public health advice. Adopting a gradual approach to resuming any activities – including decisions around who can enter our institutions – is key to making sure we keep everyone, and their families, as safe as possible.

As part of our awareness and prevention efforts, we recently mailed handouts about COVID-19 to each institution. You will all get one. It includes helpful tips for reducing your risk of infection and self-monitoring your health. Please continue to wear your masks and practice physical distancing. If you experience any symptoms or have questions, please reach out to Health Services. They are there to help you.

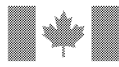
This week is National Nursing Week. It is a good opportunity to thank our nursing professionals who are working tirelessly in each institution to keep you safe and provide any care you need. Take time to show your appreciation to our nurses and Health Services staff.

As always, thank you for your ongoing cooperation. As we all continue to do our part, I know that we will get through this challenging time together.

Anne Kelly
Commissioner

Date modified:

2020-05-14

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→ May 21, 2020: Message from the Commissioner

May 21, 2020: Message from the Commissioner

Hello,

I am pleased to report that we are seeing fewer new cases of COVID-19 in our institutions. Since the end of March, we had an outbreak in five of our 43 institutions and we are now down to one institution, the Federal Training Centre in Quebec, with more than two active cases.

We recently got some feedback from inmates on these weekly notes. I hope you all find them useful. We also post them online to keep your families informed. We were asked to share the suite of measures we have put in place to protect both employees and inmates in our institutions. The measures in place in all institutions to minimize spread of COVID-19 include:

- preventing the introduction of COVID-19 into our sites by limiting access to all but critical workers and actively health screening anyone that must enter
- temporarily suspending visits, temporary absences (unless medically necessary), group programming and work releases
- increasing access to health care services and professionals, and the necessary equipment, supplies and medications
- working in partnership with public health to implement comprehensive public health protocols, including patient testing, medical isolation, contact tracing and follow-up
- strengthening infection prevention and control measures by working with specialists to implement recommendations that help prevent exposure and spread of illness
- enhancing and increasing cleaning protocols, hand sanitizing stations and prevention education; and
- providing all workers and inmates with masks. Additional personal protective equipment is available for employees, as needed, including gloves, face shields/goggles and gowns

I know many of you have started to hear about different Provinces beginning to lift certain COVID-19 restrictions. We have started putting some thought into this too. We need to remain vigilant and avoid going too quickly in reinstating activities, such as allowing outside visitors back into our institutions. I know it has been a few months

since you have seen family but please know that these measures are in place to protect you, our employees and your families. We have a committee in place that is looking at decisions pertaining to lifting any restrictions. This will be gradual, in line with public health advice and it will likely vary across the country. I will keep you informed before we implement any changes.

Please continue to:

- wear your mask
- practice physical distancing
- wash your hands regularly and
- avoid touching your face

If you have questions, please reach out to Health Services.

I appreciate your cooperation as we work through this together.

Anne Kelly
Commissioner

Date modified:

2020-05-25

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→ Message from the Commissioner: May 22, 2020

Message from the Commissioner: May 22, 2020

I hope everyone had a great long weekend. There is a lot underway as we continue to work hard to do our part to prevent the spread of COVID-19 while, at the same time, putting thought into our path forward. Below is an update on various items.

Indigenous Awareness Week

It is Indigenous Awareness Week! Every year, Indigenous Awareness Week (IAW (Indigenous Awareness Week)) provides an opportunity to celebrate Indigenous peoples in Canada. As we observe IAW, I invite everyone to honour and learn more about the diverse cultures and traditions of the First Nations, Métis, and Inuit peoples.

CSC is strongly committed to providing culturally responsive interventions and programs to support Indigenous offenders. I am also proud that CSC is one of the largest employers of Indigenous peoples in the core public administration. We have 1,668 outstanding self-declared Indigenous employees and approximately 140 Elders representing rural and urban Indigenous communities across the country.

I would like to thank all CSC staff who work closely with Indigenous community members and organizations to support Indigenous offenders in our care and guide them on their path to a safe and successful reintegration.

COVID-19 update

As I noted in a past message, we are making progress in managing cases of the virus in our institutions. Throughout this pandemic, we had positive cases at six out of our 43 institutions with many of those inmates having made a full recovery. CSC tracks all testing conducted and results can be found at:

- [Inmate COVID-19 testing in federal correctional institutions \(/001/006/001006-1014-en.shtml\)](/001/006/001006-1014-en.shtml)

Thank you to the teams that are working hard to innovate while managing the spread of this virus in our institutions, it is no easy task but you are doing a great job!

For up-to-date information about COVID-19, visit:

- [Canada.ca/coronavirus \(https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronavirus\)](https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronavirus)
- [Canada.ca/coronaviruspublicservice \(https://www.canada.ca/en/government/publicservice/covid-19.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronaviruspublicservice\)](https://www.canada.ca/en/government/publicservice/covid-19.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronaviruspublicservice)

Principles for shaping the new normal

As mentioned in my past two messages, a governance structure, including different working groups, is now in place to inform decisions and our plans around eventually phasing back in activities and operations. For now, it is the status quo but we want to be ready for when the time comes. Review these principles that will guide our planning. I know there are many questions as to how this transition will unfold.

I want to reiterate that any reintegration of our activities will be gradual, based on public health evidence in each Province and you will be given proper notice of any changes before they happen. I will continue to give you regular updates in my weekly messages.

Principles

- Ensuring the **safety, wellness and physical and mental health** of CSC staff, offenders, stakeholders and public. This is our top priority. We will continue to make **ethical and evidence-based health practices** decisions that are in **adherence with public health** advice.
- Ensuring that any planning and actions to prevent, manage or restore services following COVID-19 is implemented in a manner that is **dynamic, adaptive, coordinated, collaborative and transparent**. Easing of restrictions and the restoration of interventions, programs and services will likely vary across Canada.
- Adopting an approach that is **phased and gradual when restoring interventions, programs and services**. This will help ensure appropriate measures are in place to limit health and safety risks while also supporting public safety efforts. CSC will adjust restrictions as may be required by public health authorities.
- Restoring interventions, programs and services in an **appropriate** manner considering the local level of the pandemic and threat. Our response will be **tailored** so that it is in line with national, provincial and territorial public health guidance. The development of local plans and activities will include **meaningful consultations** with the local occupational health and safety committee and union executives.

VPN schedule update

Great news! The schedule for access to VPN is no longer in effect. You can all log on and conduct your work during regular hours. I encourage everyone to continue to follow the best practices for teleworking and limit the use of video for only critical business needs.

- [Best practices for teleworking \(/001/006/001006-1013-en.shtml#5\)](#)

I would like to thank everyone for their cooperation in following the schedule. A special thank you goes out to Information Management Services employees who worked very hard over the past months to monitor, make adjustments and improve access to the network.

Statistics Canada COVID-19 survey

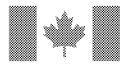
Statistics Canada launched a survey last week to collect data on Canadians' perceptions of crime, safety and violence in their community during the pandemic. I invite you to participate in this survey, as the results will be used to evaluate security needs and establish critical programs and services both during and after the pandemic. You can take this short survey until May 25.

Positivity

In a previous message, I talked about looking at the "silver lining" in each situation. There is always good that comes out of challenges and hard work. It is important to focus on our strengths and build upon what we do well. I would also like to see us taking time to celebrate our successes and motivate each other. Take time out to recognize a colleague for a kind gesture or a job well done, or to lend a helping hand. Acts of kindness can be powerful in building others up, boosting their energy and helping them feel good. We are all in this together and I encourage you to spread kindness.

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→ May 28, 2020: Message from the Commissioner

May 28, 2020: Message from the Commissioner

Hello,

As we continue to navigate the COVID-19 public health pandemic, our top priority continues to be your health and safety. That is why strict protocols and health measures are in place to prevent the spread of COVID-19. Last week I shared with you the health measures we have put in place in our institutions.

We continue to move in the right direction with fewer new cases in our institutions every day. Today, I am pleased to say that there are no longer any COVID-19 cases at Port-Cartier, Grand Valley and Mission institutions. To date, 90% of inmates that have contracted the virus have fully recovered.

I know many of you must be eager to see your families and loved ones again. It has been a difficult time and I appreciate your ongoing cooperation. We are all doing our part to prevent spread of this virus. Work is underway at CSC to look at activities that could be gradually phased back in. We have employees, community members, unions and subject-matter experts working together to look at specific operational activities and make recommendations. Please know that any decisions will be based on public health advice and may vary across the country based on how COVID-19 is affecting different communities. We need to make sure that before resuming any activities and having your loved ones visit, it is safe to do so and proper measures are in place to protect everyone. Visits continue to be suspended for now and I will keep you updated as our planning evolves.

A big thank you to those who are involved in CORCAN activities related to COVID-19 prevention. To date, 101,000 disposable masks, 23,000 washable masks, and over 1,000 gowns have been produced as well as bed and bath linens and mattresses. I am using one of your masks myself and it is well made – thank you. You have also ensured that laundry services continue to be provided. This is an incredible contribution and an important part of our ability to fight the pandemic. Thank you to everyone involved in these efforts and to everyone else for doing their part to prevent the spread of the virus.

Please continue to wear your mask, practice physical distancing, wash your hands regularly and avoid touching your face. And remember, Health Services is there to help if you need it or have questions.

If you need support, please remember to reach out to your support networks. You can also speak with your inmate committee chair or Citizen Advisory Committee member. They are there to listen if you need to talk.

Thank you for your continued cooperation. I appreciate it very much.

Anne Kelly
Commissioner

Date modified:

2020-06-02



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→ Message from the Commissioner: May 29, 2020

Message from the Commissioner: May 29, 2020

June is quickly approaching and I hope that everyone is taking some time to enjoy the nice weather. Thank you all for your continued commitment to the important work we do and have been doing in the last few months. To the front-line staff, I want to take this opportunity to commend you for your professionalism and compassion in dealing with the offenders during this challenging time.

Update on COVID-19

Since the beginning of the COVID-19 health crisis, CSC's top priority has been the safety of our employees, offenders and the public.

To date, we have had COVID-19 outbreaks at five of our 43 institutions – with two remaining. The outbreaks at Port-Cartier, Grand Valley and Mission Institutions have been declared over. As of May 29, of the 360 inmates who have tested positive since the beginning of the pandemic, 352 (or **98%**) have now recovered.

Since the beginning of the pandemic, 137 CSC employees have tested positive for the virus. As of May 28, 105 (or **77%**), have made a full recovery. My thoughts are with those still recovering.

We must continue doing our part to prevent spread of the virus – please wear your masks at work and continue to follow public health protocols and diligently apply the appropriate health measures. It does make a big difference!!!

Recently, I accompanied our Minister to a meeting with the Prime Minister (PM) to provide the PM with an update on the status of outbreaks in federal institutions. We discussed the measures we have collectively put in place to manage COVID-19. The Prime Minister was thankful for this update and both the Minister and Prime Minister expressed their gratitude and appreciation for all the work that CSC has done during this pandemic.

For up-to-date information about COVID-19, visit:

- [Canada.ca/coronavirus \(http://www.canada.ca/coronavirus\)](http://www.canada.ca/coronavirus)
- [Canada.ca/coronaviruspublicservice \(https://www.canada.ca/en/government/publicservice/covid-19.html?\)](https://www.canada.ca/en/government/publicservice/covid-19.html?)

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Shaping the New Normal Update

I know many of you continue to wonder when we will resume business activities and what that will look like. While we are making progress in shaping our plans – we are not there yet. If you are currently **working from home**, you can **continue** to do so until further direction is provided.

We are working collaboratively across the organization, with unions and our partners, to start looking at what needs to resume, when, which safety measures need to be in place and how that would roll out. Please know that you will be **involved and given advanced notice** before any changes are made.

The resumption of any activities will be influenced by a number of factors including: public health guidance; the type of work you do; your work location's readiness to accommodate workers in a safe way; and, whether your work can be done remotely.

We have established a governance structure to shape the new normal for CSC. Our labour partners are part of the Advisory Committee that will receive input from a number of working groups. They will provide advice to an overarching Steering Committee.

We will continue to share information about the work underway as well as opportunities for you to provide input moving forward.

30 years of Creating Choices

CSC has reached an important milestone this year. Thirty years ago, the Service adopted the principles outlined in [Creating Choices \(/002/002/002002-0007-en.shtml\)](#). These five principles - empowerment, meaningful and responsible choices, respect and dignity, supportive environments, and shared responsibility – have guided CSC's approach to women's corrections ever since.

I am proud of the progress CSC has made in women's corrections over the last three decades. Over the last 30 years, correctional and social programming has evolved to reflect emerging evidence-based research on what works with women offenders. Further information will be forthcoming regarding events to commemorate this important milestone throughout the fiscal year.

Kudos Corner

I would like to extend my gratitude to everyone for their ongoing commitment and dedication.

I would also like to send a shout out to the sentence management staff across the country. This group of creative individuals has worked diligently to develop and implement various “outside the box” methods to enhance communication and effectively respond to court and police requirements. When the COVID-19 health crisis began, sentence management staff had to quickly adapt the work they do, including authorizing admissions and releases of offenders, and reporting on sentences and convictions. Obtaining and disseminating information was difficult under this new reality given that court orders and other legal documents have traditionally been sent via fax or regular mail. Their hard work and innovation has resulted in progressive changes to the way information is routed to and from CSC.

CSC is so lucky to have the remarkable staff that we do from coast to coast to coast. I invite you to visit the weekly Kudos Corner to read more about our hard-working staff. This week, we are highlighting the contributions of staff from Correctional Community Centres and Correctional Learning & Development Centres in the Quebec Region.

In this same vein, **June 1 is CSC Appreciation Day**. This is especially meaningful this year given what we have faced over the past few months and the work we continue doing during this public health crisis. I will send more information on this next week.

National AccessAbility Week

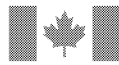
From May 31 to June 6, it is National AccessAbility Week (<https://www.canada.ca/en/employment-social-development/campaigns/national-accessability-week.html>). This is an opportunity to celebrate the many contributions of Canadians living with disabilities – and to take action to make our work and lives more inclusive. Watch for more information on this and plan time with your teams to engage in discussions about inclusion and how to better increase the accessibility of the work we do.



Commissioner Anne Kelly and Minister Bill Blair brief Prime Minister Justin Trudeau on CSC's measures to manage COVID-19.

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2020-06-02



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COVID-19: Flyer




COVID-19

Physical distancing is proven to be one of the most effective ways to reduce the spread of illness.
 With patience and cooperation, we can all do our part.

REMEMBER TO



 Wash your hands often with soap and water for at least 20 seconds and avoid touching your face	 Cough or sneeze into the bend of your arm	 Keep a distance of at least 2 arms lengths (approximately 2 metres) from others
 Avoid common greetings, such as handshakes or high fives	 Avoid crowding and gatherings	 Avoid touching surfaces people touch often

SYMPTOMS MAY INCLUDE

 FEVER	 COUGH	 DIFFICULTY BREATHING
 WEAKNESS	 HEADACHE	

Symptoms may include fever, cough, headache, weakness, difficulty breathing and other symptoms similar to influenza.
 If you have any of these symptoms, even mild, report them to Health Services. They are there to help you.

 If you think you have symptoms of COVID-19, please let somebody know before you leave your cell or room, so we can make sure you have a medical mask to wear.

[Download the alternative format \(092/001006-1045-en.pdf\)](#)

(PDF format, 423 KB, 1 page)

Organization: Correctional Service Canada

Date published: 2020-05-27

Physical distancing is proven to be one of the most effective ways to reduce the spread of illness. With patience and cooperation, we can all do our part.

Remember to:

- wash your hands often with soap and water for at least 20 seconds and avoid touching your face
- cough or sneeze into the bend of your arm
- keep a distance of at least 2 arms lengths (approximately 2 metres) from others
- avoid common greetings, such as handshakes or high fives
- avoid crowding and gatherings
- avoid touching surfaces people touch often

Symptoms may include fever, cough, headache, weakness, difficulty breathing, and other symptoms similar to influenza.

If you have any of these symptoms, even mild, report them to Health Services. They are there to help you.

If you think you have symptoms of COVID-19, **please let somebody know before you leave your cell or room**, so we can make sure you have a medical mask to wear.

Date modified:

2020-05-29

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→ Message from the Commissioner: June 5, 2020

Message from the Commissioner: June 5, 2020

June, we are celebrating many important commemorations dedicated to inclusion, diversity, history and pride:

- National AccessAbility Week (until June 6)
- National Indigenous History Month
- Beginning of Pride Season
- National Public Service Week (June 14-20) – Theme: Proudly Serving Canadians
- National Indigenous Peoples Day – June 21
- Canadian Multiculturalism Day – June 27

As we look to commemorate these important moments, this year will be a little different, with a greater focus on virtual celebrations given public health advice. I will touch on a few of these commemorations below with more to come on others in coming weeks.

National AccessAbility Week

As mentioned in my last note, it is National AccessAbility Week! It reminds us that an important part of inclusion is removing barriers and focusing on our strengths and abilities. It urges us to find positive ways and solutions to promote everyone's full participation in anything we do.

CSC's Employment Equity and Diversity Committee (EEDC (Employment Equity and Diversity Committee)) has committees in all of our regions. They do great work to create a barrier-free, accessible and inclusive work environment. I encourage you to learn more about EEDC resources.

National Indigenous History Month

Every June, Canadians across the country celebrate National Indigenous History Month. At CSC, we will take this opportunity to honour the heritage, contributions, and cultures of First Nation, Inuit, and Métis Peoples across Canada.

CSC is proud to be one of the largest employers of Indigenous peoples in the core public administration. Watch for more information in This Week @ CSC including how we provide culturally responsive interventions and programs in support of Indigenous offenders.

Pride Season

June marks the beginning of Pride Season, which runs until August.

The diversity of CSC's workforce makes us stronger as an organization. We all have a role to play in fostering inclusiveness and respect. Together, we need to continue creating workplaces that are inclusive, safe and welcoming for everyone, including Canada's LGBTQ2+ community. I encourage you to share photos on social media to show how you are #ServingWithPride.

National Public Service Week

I want to let you all know that National Public Service Week (NPSW (National Public Service Week)) celebrations, which normally take place during the third week of June annually, will proceed and take place from Sunday, June 14, to Saturday, June 20, 2020. This year's NPSW celebrations will be an opportunity to recognize the ongoing extraordinary contributions of our staff, especially in the current context. As a result, the 2020 NPSW celebrations will be primarily held through virtual activities and in ways we can adhere to physical distancing measures, in order to ensure that we are adhering to public health guidelines. I look forward to celebrating this week with all of you.

CSC Appreciation Day

We just celebrated CSC appreciation day on Monday, June 1st. This year was particularly meaningful given it marked the 185th anniversary of federal corrections in Canada. It is incredible to think about how far we have come as a Service since 1835.

Since the COVID-19 public health crisis began, we have strongly come together to efficiently adapt the critical work we do to care for offenders and keep our communities safe. Thank you to the CSC family for all of your hard work. The Minister also sent a video message stating his appreciation. I invite you to watch his video on the Hub.

COVID-19 Update

As of today, 99% of inmates who tested positive for COVID-19 since March have recovered. There is only one active case remaining at the Federal Training Centre in Quebec. We continue to monitor the situation across all of our institutions and diligently apply our prevention measures.

As we talk about the importance of accessibility this week, I wanted to make you aware there is Government of Canada COVID-19 information available in 33 languages and various formats. I encourage you to share these resources with anyone who would benefit. This information is also available on the Hub.

- [Coronavirus disease \(COVID-19\): Awareness resources](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html# covid-awareness-table)
(<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html# covid-awareness-table>)

Gratitude

I would like to extend my gratitude to management teams and their staff working at sites across the country. Your hard work continues to make a big difference and I appreciate all of your efforts.

Every week, I send a message to inmates to keep them updated as we navigate the COVID-19 pandemic. In recent weeks, I have received cards and letters from inmates expressing their appreciation for the work we are doing to keep them safe. I have read several accounts of the compassion and professionalism demonstrated by CSC employees throughout this difficult time. It was nice to receive these expressions of gratitude and I wanted you to know that your efforts are having a positive impact. Keep up the great work!

Current events - news coverage

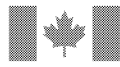
Recently, the tragic death of George Floyd in the United States has sparked protests around the world. News reports touch on discrimination and racism, both here in Canada and elsewhere. It links well to the need for inclusion, diversity and equality I spoke of earlier. Many of us are reminded that, as a community, we need to make changes to ensure a safer future – both within our systems of justice and in the mindsets of Canadians.

To our black employees or those who are racialized, we see you. We all need to listen and learn from you, and use this as an opportunity for understanding, unity and betterment – and most importantly, dialogue. There is no place for discrimination and we all have a role to play in making a positive difference. I also touch on this in my communique to inmates this week.

Reports in the media can be difficult to hear. I remind you that the Employment Assistance Program (EAP (Employment Assistance Program)) is available if you need support. You can also reach out to your manager or colleagues.

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2020-06-17

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→ June 5, 2020: Message from the Commissioner

June 5, 2020: Message from the Commissioner

Hello,

June is a month of national celebrations dedicated to inclusion, diversity and equality.

June is National Indigenous History Month and an opportunity to honour the history, heritage and diversity of Indigenous Peoples in Canada. To all of you who are Indigenous, we celebrate your heritage and culture, and welcome the opportunity to learn from you. As we continue to walk the path of reconciliation, listening is a key to our collective healing.

June marks the beginning of Pride Season, which runs until August – a time to recognize the LGBTQ2 community, and promote the importance of equal rights and inclusion. Acceptance in all its forms is crucial, especially within our correctional system.

Finally, this week is National AccessAbility Week. It reminds us that an important part of inclusion is removing barriers and focusing on our strengths and abilities. It urges us to find positive ways and solutions, to fully participating in anything we undertake and including the greatest number of people possible.

I wanted to touch on what is happening right now in the news around the reality of racism, both here in Canada and elsewhere. It links well to the need for inclusion, diversity and equality I spoke of earlier.

Many of us are reminded that, as a community, we need to make change to ensure a safer future – both within our systems of justice and in the mindsets of Canadians. To our black inmates or those who are racialized, we see you. We all need to listen and learn from you, and use this as an opportunity for understanding, unity and betterment. We can all do better.

The knowledge of our past – and realities of our present – help us work to build a more inclusive future. Change is at the root of all of the things we commemorate this month. Changing divisiveness into unity. Turning wrongs into rights. Embracing differences. And owning our individual roles as a powerful source of progress.

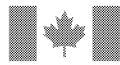
During this pandemic, we are learning that each of us has a role to play in protecting the health of those around us – we each have the power to help prevent the spread of a virus, just like we have the power to contain the spread of intolerance in all of its forms.

I am pleased to report that we are down to only one case of COVID-19 in our institutions nationally – a big thank you for your contribution. It is making a positive difference. Almost all inmates (99%) who tested positive since March have now recovered. This is a good sign that will help inform decisions on when and how we resume programs and activities. As I mentioned last week, your health and safety remains my top priority as we continue to shape our plans around what our “new normal” will look like. I want to thank you and your families for your continued patience as we work through this public health crisis. To help you stay connected with your families, I am putting an additional \$5 worth of minutes on your phone account effective Tuesday, June 9, 2020. Video visitation is also available.

In closing, I have heard from many of you and your families over the past months, where you have expressed appreciation for being kept informed through weekly communiques. I will continue to provide information as we make decisions. In the meantime, please continue to practice good hygiene and wear your mask, when required. I appreciate your cooperation.

Anne Kelly
Commissioner

Date modified:
2020-06-15



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→ Message from the Commissioner - June 12, 2020

Message from the Commissioner - June 12, 2020

Hello,

June provides many opportunities to celebrate values important to us as individuals, CSC employees and as public servants. Next week, we celebrate National Public Service Week. This year's theme is "Proudly serving Canadians". It is an opportunity to reflect and share what makes you proud as a public servant.

Shaping the New Normal: Resumption of Group Programming

Programming is critical to the work we do to rehabilitate offenders and ensure they return to communities as law-abiding, contributing members of society. We are working towards having group programming for offenders resume in certain institutions across the country. We are looking at locations where there is no community transmission of COVID-19, as determined by public health. We are also working to implement appropriate measures to be able to do this safely. I expect to be in a position to provide more details in my next note. Any staff involved in this work will be provided with at least two weeks notice prior to the resumption of any activities.

The working groups are continuing to meet regularly to make recommendations on how we shape our new normal. Throughout this process, employees, unions and stakeholders continue to be engaged.

Government Funding Announcement for National Voluntary Organizations

On June 9, [Minister Blair \(https://www.canada.ca/en/public-safety-canada/news/2020/06/government-to-support-the-safe-reintegration-of-offenders-under-community-supervision-during-covid-19.html\)](https://www.canada.ca/en/public-safety-canada/news/2020/06/government-to-support-the-safe-reintegration-of-offenders-under-community-supervision-during-covid-19.html) announced the Government's intention to provide up to \$500,000 to five National Voluntary Organizations (NVOs) to develop pilot projects that will help reintegrate offenders being supervised at community-based residential facilities (CBRFs).

Our CBRF partners are critical to the work we do in successfully rehabilitating offenders. These funds will go towards supporting our partners at the Association des services de réhabilitation sociale du Québec, Canadian Association of Elizabeth Fry Societies, John Howard Society of Canada, National Associations Active in Criminal Justice, and St. Leonard's Society of Canada. Since the beginning of the pandemic, these organizations have been working hard to manage and reduce the spread of COVID-19 in their facilities. Their successes and challenges will help them to identify and implement innovative practices and pilot projects that will assist in efforts to reduce the spread of COVID-19, while also maintaining essential services.

Current Events and Anti-Racism Protests

Current events, racist actions and protests around the world have been on our minds in past weeks. Prejudice, discrimination, and violence is a reality for far too many people. They are the result of systems that normalize and perpetuate inequality and injustice. Racism divides communities, breeds fear and fuels animosity. Canada is not immune to racism and discrimination.

It is not enough to say we value diversity or to speak about inclusion in general terms. We have an obligation to work hard – and actively – to listen and to learn from all members of racialized communities, religious minorities and Indigenous Peoples who may be experiencing situations of racism, discrimination or hate. By doing this, we show leadership in creating an environment that is conducive to inclusion and discussion.

I want to be clear that racism and discrimination have absolutely no place in our society, inside or outside of our workplace. We condemn all racist and discriminatory practices. We are all defined by our conduct both at work, on social media and in our personal lives, and our organization will not tolerate racist or discriminatory behaviour. We must all do our part.

More than ever, this is a time to lead by example and be respectful and inclusive in everything we do. This means upholding the Values and Ethics Code for the Public Sector (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=25049>), as well as CSC's Code of Discipline (<https://www.csc-scc.gc.ca/politiques-et-lois/060-cd-en.shtml>). We have worked hard as an organization to develop a culture of respect and acceptance where everyone feels safe, but we know there is more to do. While I am proud of the professionalism and integrity you demonstrate, we all have a responsibility to continually reflect on whether our words and actions express bias, consciously or unconsciously.

We promote belonging and inclusiveness in an environment where individuals with diverse backgrounds and talents can excel – and where we respect everyone equally. We need to make everyday choices that take a stand against racism and discrimination in all of its forms.

If you have been affected by recent events and require support, remember you can reach out to an EAP referral agent or CISM peer at any time, as well as the EAP counselling services.

Kudos Corner

I want to share with you some uplifting stories. Here at CSC, we are lucky to have incredible staff that go above and beyond their regular duties.

In Monday's Kudos Corner, we highlighted Marilyn Stone, Saskatchewan Penitentiary Librarian, who worked alongside volunteers from the community, as well as inmates at Saskatchewan Penitentiary, to sew non-medical masks for staff and inmates at the institution. You can also read about a wonderful initiative started by the Prairie Region chiefs of education and teachers to express gratitude to our front-line staff.

It is Indigenous History Month. I recently read a moving [story \(https://www.lte-ene.ca/en/csc-employee-part-pan-am-games-history\)](https://www.lte-ene.ca/en/csc-employee-part-pan-am-games-history) by William Chippeway who is a CSC Indigenous Community Liaison Officer. He describes the discrimination he experienced during the 1967 Pan American games, as well as the hardships he has faced as a survivor of residential schools. I encourage everyone to read Mr. Chippeway's story. I am thankful he shared his story – it shows us how strength and resilience can help us overcome adversity. It also highlights the importance of support networks.

COVID-19 Update

Thanks to the dedication and perseverance of CSC staff, we only have one remaining active inmate COVID-19 case in our institutions. If there are no new cases, we will be outbreak free on June 16. While this is great news, we need to continue diligently applying our health and safety measures at work to prevent spread of the virus.

This pandemic has tested us in so many ways. It has challenged us both as an organization and as individuals. However, I do believe it has had its silver linings. It has shown us the true strength of our employees and the importance of staying connected and working together. I am grateful for all of your hard work.

Anne Kelly
Commissioner

Date modified:

2020-06-17



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→ June 16, 2020: Message from the Commissioner

June 16, 2020: Message from the Commissioner

Hello,

The situation around COVID-19 has significantly improved in our institutions. We currently have only one active inmate case at the Federal Training Centre in Quebec. We expect all outbreaks to be declared over by June 16 if there are no new cases. While this is good news and a positive step forward, we will continue to monitor the situation closely and keep up with our prevention measures. Please continue doing your part.

I know these past few months have been difficult on you and your families and I appreciate your patience and collaboration. You will remember that starting in March I waived **food, accommodation**, and telephone deductions for three months. I am renewing this for **another three months** effective yesterday, June 15.

As you know, CSC is preparing to resume some services, activities and programs. These decisions are based on whether there is community transmission of the virus and on public health guidance.

We are looking at resuming group programming in the near future. Group programming will look different than prior to COVID-19. Groups will be significantly smaller, chairs will be spaced 3 meters apart, everyone will be wearing masks, and session lengths may be shorter. CSC will continue to explore and identify with public health authorities how to adapt our environments and infrastructure to increase our ability to prevent the transmission of COVID -19.

For correctional programs, in places where there is no local transmission of COVID-19, we expect to begin resuming correctional programs at some sites by the end of the month. We are hoping that within the next few weeks, if it is safe to do so, and with appropriate infection prevention control measures in place, to have Social Programs Officers, Elders and Chaplains on site, increased yard time, access to gym and equipment. I will keep you updated.

I have heard many positive stories over the past couple of months of how many of you have taken the time to help others. Keep up the good work.

I want to end this week's message with a big thank you to a group of inmates in the Pathways unit at Saskatchewan Penitentiary who helped sew 500 non-medical masks for staff and inmates at the institution. Thank you to everyone involved in this wonderful project.

Please continue to practice good hygiene, physical distancing and wear your mask, especially when close to others. Your continued cooperation is necessary and greatly appreciated as it makes a difference.

Thank you again for your cooperation.

Anne Kelly
Commissioner

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2020-06-17

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→ Message from the Commissioner - June 25, 2020

Message from the Commissioner - June 25, 2020

Hello,

I wanted to provide you with a more fulsome update on how we are shaping the new normal and making progress towards easing restrictions related to COVID-19.

Our top priority is the health and safety of our employees, offenders and the public. We are carefully making decisions based on public health evidence and risks in each community, and putting in place the required measures to prevent COVID-19 from entering our workplaces.

Where we have come

Like many organizations, CSC responded to the threat of COVID-19 rapidly and broadly at all of our sites with the goal of protecting everyone. We implemented extensive measures to protect the health and safety of our staff and the offenders in our care in a constantly evolving environment. We worked closely with the Public Health Agency of Canada (PHAC) and local public health authorities to respond to COVID-19. As we learned more, we strengthened our infection prevention and control practices. Out of our 43 institutions, we have had five outbreaks since the beginning of the pandemic. I am pleased to say that the last outbreak at the Federal Training Centre was declared over last week. While this is a positive step, we continue to monitor the situation closely and diligently apply our measures to prevent any spread of the virus.

Governance structure to shape our new normal

As I mentioned in my previous notes, a governance structure is in place with different working groups, an advisory group and a steering committee to make recommendations on phasing back in activities. Shaping the New Normal includes significant input and collaboration with our labour partners and includes representatives from the National Indigenous Advisory Committee, National Associations Active in Criminal Justice and our Citizen's Advisory Committee.

Managing risk based on local public health advice

CSC developed a national Risk Management Framework, endorsed by PHAC, to guide our new normal. The framework includes five risk levels depending on the risk of COVID-19 transmission. It provides a common language and sets the parameters within which CSC will respond to the COVID-19 transmission risk. The plans developed to shape the new normal will identify correctional activities, risks and mitigation strategies to protect CSC staff and offenders, while respecting the law and delivering on CSC's legislated mandate. The risk management framework allows for different levels of response depending on the assessed level of risk of COVID-19 by public health.

CSC will adjust restrictions as required based on information and advice from public health authorities. As more evidence-based information becomes available, we will continue to respond and adapt to new information.

We know that different parts of Canada are facing different levels of incidence of COVID-19; therefore, our way forward will be dynamic and asymmetrical. Though we are starting to resume some activities, it may be quite some time before all activities re-start, and even when they do, they may not look like they did before.

Preventing COVID-19 from entering our sites

It is important to know that all actions taken by CSC are focused on your safety and preventing the virus from entering or being transmitted within a CSC site. All of our decisions are guided by the best available public health knowledge, practices, and epidemiological considerations. Our easing of restrictions will be gradual, ensuring there are appropriate measures in place to limit health and safety risks to staff and offenders, while supporting public safety efforts. CSC will be monitoring and working closely with public health authorities to determine if there is community transmission of the virus.

A COVID-19 positive test result in a community does not equate to community transmission. Sometimes local cases of COVID-19 may be related to imported cases (e.g. by travel) or a contained outbreak (e.g. at an industrial plant or facility). Community transmission occurs when the transmission of COVID-19 is elevated, spreading between community members and local public health authorities are unable to clearly identify the source and contain the spread. When considering which measures to ease, CSC will begin with those that support our legislated mandate and pose the lowest health and safety risks to staff, offenders and the public.

Vigilant infection protection and control measures, COVID-19 testing capacity and a robust contact tracing program are the essential ingredients required to or to prevent the incidence and spread of the virus. I am pleased to inform you that since mid-March,

CSC has trained more than 250 employees to conduct contact tracing. CSC begins contact tracing at the time of symptom onset, while waiting for the test results. We do not wait! We gather information on who the individual has had contact with in the previous 48 hours of symptom onset, with the goal to isolate and contain the virus as quickly as possible.

Gradually re-introducing activities in institutions

Operationally, we are focused on gradual and short-term re-introduction of some activities. Initially, we are resuming institutional correctional programs. CSC developed the re-introduction measures based on the risk management framework. Group sizes will be smaller, chairs will be spread out for physical distancing, and everyone will be required to wear masks. We will monitor these measures and re-adjust if required.

We are also looking at being able to increase support for inmates by safely re-introducing or increasing access for Social Programs Officers, Elders and Chaplains into the facility where there is no community transmission. Simultaneously, we are reviewing increasing movement within our institutions, including more access to the yard, increased access to the gym, library, and other activities. We will start by focusing on providing access to lawyers, non-governmental organization employees, construction and maintenance companies, and Citizens' Advisory Committee members. More information will come on the timing of these activities.

Next steps

Moving forward, the working groups are looking at infrastructure requirements, workplace adaptations, information technology solutions, increased capacity for virtual work, and new requirements for administrative buildings in collaboration with the Office of the Chief Human Resource Officer and Public Services and Procurement Canada.

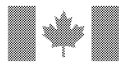
Easing restrictions requires everyone's commitment to continue to maintain personal protective measures of good hygiene, hand washing, physical distancing, wearing masks and reporting symptoms of illness.

There is a section dedicated to shaping the new normal now available on the Hub. I encourage you to have discussions with your managers about CSC's path to shape the new normal.

Anne Kelly
Commissioner

Date modified:

2020-06-29

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→ June 25, 2020: Message from the Commissioner

June 25, 2020: Message from the Commissioner

Hello,

I am very pleased to report that there are currently no COVID-19 outbreaks in any of our institutions. The last outbreak at the Federal Training Centre was recently declared over by public health. While this is a positive step forward, we must all keep on following public health prevention measures like washing our hands, maintaining physical distancing, wearing a mask as needed, and avoiding touching our face. Thank you for doing your part in applying the health and safety measures. It has made a real difference.

As I mentioned in my last note, we have started looking at gradually reinstating activities where there is no community transmission of COVID-19. As of this week, we resumed correctional programs in the Atlantic region. Programming will soon resume in the Prairie region and across other provinces as well. It looks a bit different than before. Group sizes are smaller, chairs are being spread out for physical distancing, and everyone is required to wear masks. These measures are being taken for your ongoing safety, which includes preventing the virus from entering or being transmitted within our institutions.

We are also focused on making sure you get the support you need. This means we are allowing greater access to Social Programs Officers, Elders and Chaplains into facilities where there is no community transmission. While the timeline varies across the country, some regions are starting to see this now. Next, we are looking to increase access to the yard, gym, library, and other activities.

Father's Day was this past Sunday. I hope that you had a chance to connect with your families. I recognize that it has been a difficult time without being able to physically see your loved ones. We are also looking at how to safely reinstate visits and I hope to have more information to share with you soon.

In addition to June being National Indigenous History month, on June 21, we celebrated National Indigenous Peoples Day. This day was an important occasion to honour and learn about the unique heritage, diverse cultures, and outstanding contributions of First Nations, Inuit and Métis peoples. We should take the time to recognize the role of Elders who, during this time, have shown an ongoing commitment to maintaining their services to many of you. Elders and spiritual advisors provide

guidance by using Indigenous Traditional Knowledge and practices. Many will tell you, and I have seen it first-hand, that working with Elders allows for a better understanding of yourself and the people around you. We have a lot to learn from our Indigenous inmates, their history and culture.

June 27 is Multiculturalism Day in Canada. This is an opportunity to think about the importance of diversity and our commitment to equality and mutual respect. It is also a good time to appreciate the contributions of the various cultural groups and communities that make Canada so diverse. On Canada Day next week, let's take time to reflect on what makes us proud and how we can all contribute to making our country a better place.

Stay safe and thank you for your ongoing collaboration.

Anne Kelly
Commissioner

Date modified:

2020-06-29

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→ Message from the Commissioner – July 3, 2020

Message from the Commissioner – July 3, 2020

Hello everyone,

I hope you had a good Canada Day and are enjoying the summer weather. Below is an update on various items, including progress being made on shaping our new normal.

COVID-19

We have developed a visual placemat, which provides an overview and update on COVID-19 (as of June 25, 2020). I invite you to read it. It provides a snapshot of our efforts and progress, and shows that all outbreaks in our institutions have been declared over. I would like to say thank you for your hard work in putting in place exceptional measures to keep everyone safe. This pandemic has tested us on many levels and I am proud of your continued perseverance, agility, and dedication.

While this is good news, things can change quickly and we need to continue being diligent in applying our health and safety measures to prevent spread of the virus. Please continue following all measures that are in place, including wearing your masks, especially when you are working in close proximity to others.

Shaping our new normal

As mentioned in my last message, a governance structure is in place with different working groups, an advisory group, and a steering committee to make recommendations on reintegrating operational activities. We have a new, dedicated area on the Hub with information related to this process. We are constantly adding information and I encourage you to have a look to learn more about progress being made.

As mentioned last week, correctional programming has started to resume across the country. We are also starting to phase in on-site access to Elders and Chaplains.

We have started training new recruits again. We are continuing to work closely with our partners to put in place proper health and safety measures related to the re-introduction of these training activities, including a self-quarantine period of 14 days upon arrival at the training site.

We are also working on plans to resume inmate visits in institutions. These will begin rolling out at different times across the country within the coming weeks. We have different local public health and institutional realities in each region and this requires us to have a customized approach. There will be changes to how visits roll out and we are implementing a number of new health and safety measures. We will soon provide more information on what visitors need to consider before planning a visit at one of our institutions.

By now, you have likely all had conversations with your managers about returning to work and provided your input for the questionnaire launched by the Workforce and Administration Working Group. I encourage all of you to stay connected with your managers and supervisors – we want to ensure that you continue to be engaged and supported in this ongoing process.

Diversity and Inclusion

On June 21, we celebrated National Indigenous Peoples Day and I hope you were able to take some time learn about the unique heritage, diverse cultures, and outstanding contributions of First Nations, Inuit, and Métis peoples. Then on June 27, we celebrated Multiculturalism Day, a day to celebrate and recognize the contributions of Canada's numerous cultural communities and the values that we all share: freedom, democracy, individual rights, and equality.

As an organization, we are also having important conversations on the issue of systemic racism. I have held Town Halls across with senior management across the regions and I talked about recent anti-racism protests, the role we have to play both as individuals and as an organization, and how more needs to be done to make real and demonstrable progress. I asked senior management to have discussions with employees about this important topic.

I will be engaging our Indigenous and Ethnocultural Advisory Committees on this issue as well – they provide invaluable external perspectives to CSC.

I would like to take this opportunity to share that Michael K. Olotu, Senior Director, Operations at CORCAN, is our Multiculturalism Champion. Michael's in-depth knowledge of CSC and his leadership skills will help move this important agenda forward while helping to give it visibility within CSC.

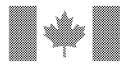
Thank you for your ongoing collaboration and hard work.

Anne Kelly

Commissioner

Date modified:

2020-07-7

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→ July 3, 2020: Message from the Commissioner

July 3, 2020: Message from the Commissioner

Hello,

As we continue to implement measures to prevent the spread of COVID-19 in our institutions, we have been working hard to safely resume activities and shape our new normal. You should now see increased on-site access to correctional programs, Elders and Chaplains.

I know it is very important to many of you to see your families and loved ones again and we are working on plans to resume visits. These will begin rolling out at different times across the country starting within the next two weeks.

Given how easily COVID-19 can spread in closed environments, we must ensure that sufficient health and safety measures are in place to protect you, your families and the staff that enter the institution. For the time being, visits will look a bit different than they did prior to the pandemic. I want to share these measures with you so that you can discuss them with family and friends to help them prepare for visits, once they resume.

- Visitors must not come to the institution if they have symptoms or are sick.
- When they arrive at the institution, all visitors will be screened and asked questions related to their health. They will also have their temperature taken (touchless). If they have symptoms, they will not be allowed to enter.
- Visitors will be required to wash their hands for 20 seconds and wear a mask. Visitors can bring their own mask. If they do not have one, a mask will be provided.
- Visits will occur with physical distancing measures of at least 2 meters apart. This means that for the time being, these visits will be without physical contact.
- No more than three visitors per inmate will be permitted at one time, two of whom may be children.
- Visits will be limited to 1.5 hours each.

I know these measures are more restrictive than you may have been anticipating but we need to go gradually so we do not undo any of the good work we have done so far to prevent spread of the virus. We have a duty to protect everyone's health and safety. For more information on measures related to visits, please refer to the handout that was included with this note.

We will soon post information online indicating when visits will open at each institution. To book a visit, your visitor will need to call the institution at least 48 hours in advance. Pre-booking visits helps us ensure smaller groups of visitors enter institutions during designated times. All normal visiting requirements remain in place. Please make sure your family and loved ones are registered to visit and their CPIC clearance is up-to-date. The forms are available on the CSC website.

In addition, I want you to know that I am maintaining your current rate of pay for another three months. You will continue to receive pay at the same level you were paid prior to the pandemic. If you had no pay or were receiving the basic allowance at that time, your pay will continue at the rate of \$2.50.

I would like to remind you that getting tested for COVID-19 helps with early detection. We are currently implementing broader testing among the inmate population. While testing is voluntary, if you are offered a test, please take it. Some people may not show symptoms of COVID-19 and can unknowingly transmit it. Testing gives us all more information to take the proper precautions and prevent any spread of the virus.

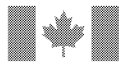
Thank you very much for your ongoing collaboration.

Anne Kelly

Commissioner

Date modified:

2020-07-06

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Message from the Commissioner: July 10, 2020

Message from the Commissioner: July 10, 2020

Hello,

I hope you are having a great summer. Below is an update on a variety of items.

Infection prevention and control measures in institutions

To strengthen our infection prevention and control measures, we have developed in-person training for staff and contractors in CSC institutions and Community Correctional Centres (CCCs (Community Correctional Centres)). Infection Control Principles (ICP (Infection Control Principles)), in the context of COVID-19, are based on a model created in the Pacific Region in partnership with the Fraser Health Authority. The training provides staff and contractors the opportunity to view and practice infection prevention and control measures such as proper hand hygiene, and the donning and doffing (putting on and taking off) of Personal Protective Equipment. These are essential measures for preventing the transmission of COVID-19 in our institutions and CCCs. Staff and contractors who require ICP training will be contacted over the coming months. I would like to thank everyone in the Pacific Region who worked on developing this training.

Testing

We continue to expand testing of employees, offenders and their contacts as part of our comprehensive testing strategy to stop the spread of COVID-19. We have also been offering testing to all inmates who have come in contact with a symptomatic or positive individual. I encourage everyone who is offered a test to take it. Early detection is key and testing gives us more information to help prevent any spread of the virus so we can work to keep everyone safe.

Visits

Last week, I communicated to all of you and inmates about our plans to soon resume visits in institutions. Sites are currently shaping their plans and undertaking preparations for visits, which will give us a better idea of exact timing across the different regions. Visits will look a bit different than before. We will be implementing [new measures \(001006-1057-en.shtml\)](#) to ensure that this is as safe as possible. Communications products are also in development to support visitors in planning for their visits. We know that visits are very important to inmates and I thank employees everywhere for their efforts to have V&C up and running shortly. As a next step, we will look at Private Family Visits and when these can resume.

Citizen Advisory Committees

Our Citizen Advisory Committees are an important public presence in institutions and parole offices across the country. Their visits, like all members of the public, were suspended on March 13 due to the pandemic. While they have been meeting virtually, approval was recently given for their return to fulfill their roles to observe, liaise and advise. However, the National Executive Committee has recommended that through the summer, they continue meetings with CSC officials virtually and send only one member to visit inmates and staff to limit the exposure. This type of activity will resume with their health, and that of our staff and inmates, in mind while following the local public health authority measures.

Volunteers

CSC is currently planning for the return of its registered volunteers, which will be considered by the Shaping the New Normal governance structure in the coming weeks. However, this return may not look the same as it did prior to COVID-19. The pandemic has given us an opportunity to reshape the role of our volunteer program by assessing the needs of sites against the interests of volunteers, including looking at greater virtual opportunities. A questionnaire was sent to sites to collect information about their priorities for volunteer activities and opportunities for how we can explore virtual volunteering. We will be sending a questionnaire to volunteers in the coming weeks to gauge their interests. Through collaboration with regions and sites, we are actively trying to communicate directly with volunteers to keep them engaged as we shape our new normal.

Resources

We have created a page on the Hub where you can find valuable resources to assist you during this time.

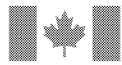
A list of training and job aid resources for managers has also been added to assist in transition efforts I encourage you to take some time to review and use these excellent resources and online courses. We will continue to add information to this hub page, so check back often.

Thank you for your continued efforts, they are making a difference.

Anne Kelly
Commissioner

Date modified:

2020-08-25



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→ July 10, 2020: Message from the Commissioner

July 10, 2020: Message from the Commissioner

Hello,

Last week, I provided an update on the fact that we are planning to reopen visits at institutions. I know that some of you have expressed concerns around the new COVID-19 measures being put in place.

It is important to know that this is a starting point and not the end state. We will start slowly and gradually reassess the situation and adapt our measures, as needed. I do realize it has been while since you have seen your families and loved ones in person and we will work to balance this with the need to protect everyone's health and safety. We will be posting a table on our website indicating the date each institution will be open for visits. It will help your family and friends plan given the opening dates will likely vary across the country based on the public health situation in each community.

It is important to note that the visits I spoke of last week **did not include** Private Family Visits. These are being looked at in the coming weeks and will be another way for you to spend meaningful time with your loved ones. I continue to hear from families and hope that this message provides greater clarity.

We want to ensure that visits take place in a **safe way** for everyone. **Physical distancing** is one of the most effective ways to prevent the spread of the virus along with wearing a **mask**. These practices are being enforced in communities across the country and layers of protective measures have proven to be effective. All the precautions we are putting in place are critical to allowing us to start reopening our sites safely with the goal of keeping them open. We must **all** do our part to help prevent the spread.

Another key update is that designated **Citizen Advisory Committee** members will resume their visits. They have the right and responsibility to meet with inmates, which we hope they will begin doing very soon. You may have also noticed an increased presence of Elders and Chaplains in your institution. In addition, we are working on plans to resume the **Mother-Child program** in women's institutions. We will keep you informed as information becomes available.

If, at any time, there are new or suspected cases of COVID-19 in an institution, this could affect visits and other activities. We will continue to monitor this evolving situation and adjust our measures and operations, as needed, based on the latest public health evidence.

As we shape the new normal, inmate committees have been involved in reviewing our plans and mitigation strategies. I would like to thank the inmate committee members for their ongoing involvement and feedback.

Thank you for your ongoing cooperation. Stay safe and well.

Anne Kelly
July 10, 2020

Date modified:
2020-07-13

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Message from the Commissioner: July 17, 2020

Hello,

The working groups and committees who are shaping the new normal have been working hard, and I am pleased to share more updates with you as we continue to resume some of the activities that were suspended back in March at the start of the pandemic.

Visits to institutions

This week we [announced \(https://www.canada.ca/en/correctional-service/news/2020/07/resumption-of-inmate-visits-in-federal-correctional-institutions.html\)](https://www.canada.ca/en/correctional-service/news/2020/07/resumption-of-inmate-visits-in-federal-correctional-institutions.html) that we are gradually resuming visits at our institutions. Our top priority remains the health and safety of our employees, inmates and the public. We have learned a great deal about infection prevention and control over the past months and a number of measures will be in place for inmate visits.

Our Web site has been [updated with information \(001006-1003-en.shtml\)](#) for visitors to help them understand what to expect and what is expected of them when they visit a site. I encourage you to take a moment to have a look.

Resumption of some activities

Correctional programming has resumed in many institutions, and Elders and Chaplains have started returning to sites to provide valuable support to inmates. Citizen Advisory Committee members, lawyers and contractors are also starting to return for in-person work with inmates.

In addition, educational programs and dentistry services have re-started at institutions. The Mother-Child Program has also resumed at our facilities for women. We continue to work on the framework for resuming Private Family Visits and other activities.

These are very important steps for the health and welfare of inmates, but they are also measured first steps. We will continue to closely monitor this evolving situation and adjust our measures and operations, as needed, based on the latest public health evidence.

Resumption of workplace activity in non-institutional/operational/custodial worksites

We are preparing for the return of some employees to non-institutional/operational worksites. Employees, who will be a part of this return, will be contacted by their managers and provided notice of at least two weeks before the date of their return. Office spaces will be cleaned and disinfected in advance, and regular and increased cleaning will continue ongoing. Detailed guidelines are in development for cleaning personnel as well as employees to assist in doing their part to keep our shared workspaces clean and safe for everyone. Cleaning and disinfectant supplies will be provided along with the guidelines, and informational signage will be posted in each worksite.

We are aware that returning to worksites is not a one-size-fits-all situation and we are taking that into account. It won't be the same as it was prior to the pandemic, and these guidelines will help us make the transition. Please discuss any questions or concerns with your manager or supervisor.

Medical isolation

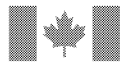
Finally, a Commissioner's Directive (CD (Commissioner's Directive)) on inmates who are subject to medical isolation and modified routine due to COVID-19 has recently been promulgated. It took effect as of July 16, 2020. This policy is important to help prevent the introduction and spread of COVID-19 at our institutions. It provides direction to facilitate the early identification of COVID-19, the management of inmates and ultimately contributes to the safety of the public, staff and inmates. This policy applies to all CSC staff and contractors working in institutions, with the exception of CCCs. I encourage you to take the time to familiarize yourself with it.

I hope you are enjoying some summer weather and most importantly are able to relax with family and loved ones. Thank you again for your tremendous work.

Anne Kelly
Commissioner

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2020-09-09



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→ July 17, 2020: Message from the Commissioner

July 17, 2020: Message from the Commissioner

Hello,

As we move forward in our plans to increase movement and increase services and access to institutions, I would like to provide you with some key updates.

We are making changes to the **Inmate Telephone System [ITS]** load cycle, which will allow you to **replenish your account more frequently**. Starting July 24, you will be able to load funds into your ITS account every two weeks instead of once a month. All mail that is coming into CSC is being held for three days to prevent exposure to COVID-19 before it is distributed. This delay has meant that some inmates have not received funds in time to meet the load cycle. Increasing the frequency will mean less delay to set up the ITS to be able to contact your family and community by telephone. The first modified load date will be August 7, 2020. This modification is being implemented for three months, and we will evaluate the impacts of the change.

We are planning to resume regular **inter-regional transfer** operations in the coming weeks while taking into consideration the health and safety of everyone in our institutions. In the meantime we continue to consider situations requiring transfer outside of regular operations on a case-by-case basis.

We are taking steps towards resuming the delivery of in-person group-format **educational programs**. This will be done in a modified manner to respect required public health measures. You will be informed of the changes or special measures specific to your program in advance.

There will also be an increase in **dentistry activities** in the coming weeks. We are putting the necessary measures in place to ensure chairs and equipment are thoroughly cleaned and disinfected between patients. The most urgent cases will be seen to first as we work through waiting lists. We will continue to monitor recommendations from dental colleges and public health experts and adjust our activities as necessary.

Finally, I want to thank you for your ongoing collaboration as we shape the “new normal.” This situation requires flexibility and willingness to adapt from everyone. I appreciate your efforts in doing your part to follow health measures to help keep you, your families and our employees safe.

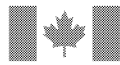
Anne

Anne Kelly

July 17, 2020

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→ [Message from the Acting Commissioner: July 27, 2020](#)

Message from the Acting Commissioner: July 27, 2020

Hello everyone,

Summer is in full bloom but the COVID-19 pandemic remains a reality and caution is still required. It is important that we continue providing updates on what is going on in the organization and keep you informed on our transition to the new normal.

Integrated Risk Management Framework

The Integrated Risk Management Framework (IRMF (Integrated Risk Management Framework)) is the guide to shaping our new normal. It's an important resource that I encourage everyone to review. It provides the definition of the risk levels that guide our decisions about the reinstatement of programs and services in institutions and in the community, as well as provides information about the universal Infection Prevention and Control measures for all of our sites.

Temporary absences and work releases

In accordance with the IRMF, temporary absences (TA (temporary absences)) and work releases (WR (work releases)) approved prior to March 13, 2020, may now continue to communities where the site(s) continue to operate in the low-moderate risk (grey) category, meaning there is limited and well-contained local community transmission and there are few active cases. Moreover, only TAs and WRs with no overnight stays are permitted at this time.

Inter-regional transfer of inmates

We are planning to resume regular inter-regional transfer operations in the coming weeks while taking into consideration the health and safety of everyone in our institutions. In the meantime, we continue to consider situations requiring transfer outside of regular operations on a case-by-case basis.

Diversity and racism

Commissioner Anne Kelly and Chairperson for the Parole Board of Canada, Jennifer Oades, have established a joint working group to look at diversity and racism within the federal corrections and conditional release system. The first steps will be to identify the policies and programs that are currently in place to specifically address the unique needs of racialized offenders. This group will also review our policies and practices aimed at increasing the diversity of our employees, identify gaps and make recommendations on next steps. We are committed to making positive changes and will keep you informed of the progress of this new working group.

Indigenous Learning Community

The Canada School of Public Service (CSPS (Canada School of Public Service)) is launching a new GCPedia platform entitled Indigenous Learning Community: Building Bridges Through Learning (https://www.gcpedia.gc.ca/wiki/Indigenous_Learning_Community). This is an inventory of Indigenous related learning, training and activities across the whole of government. The platform also includes learning activities from non-governmental organizations such as education institutions and Indigenous organizations. I strongly encourage you to browse the new platform in order to continue your discovery of Indigenous history and culture.

Government of Canada Workplace Charitable Campaign (GCWCC)

The next GCWCC is coming soon. Given the exceptional circumstances, it will be a virtual campaign that will be launched in September. More than ever, this campaign is essential given the hardship many are facing during this pandemic. This is the largest and most generous workplace campaign in Canada. As you are well aware, our donations help thousands of charities in communities across the country deliver critical care and services that are making a huge difference in the lives of the most vulnerable Canadians. The Hub will be updated over the coming weeks with more details as they become available.

World Hepatitis Day

July 28 is World Hepatitis Day and CSC, in conjunction with the public health community, is continuing efforts to detect, manage, prevent and treat patients with Hepatitis C Virus (HCV (Hepatitis C Virus)). I am proud that CSC's "treatment as prevention" model has resulted in a dramatic decrease in the prevalence of HCV. In

2014, the estimated prevalence of HCV was 18.2 per cent. As of December 2019, the estimated prevalence is 5.6 per cent. This clearly demonstrates how our efforts are translating in to impressive results and better health outcomes for offenders.

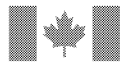
As I mentioned above, the COVID-19 pandemic remains a reality and caution is still required. Scientific information on COVID-19 is evolving and we continue to evaluate new evidence as it becomes available. You are encouraged to maintain vigilance and continue practicing personal prevention measures to mitigate the risk of contracting COVID-19. These can include physical distancing, frequent hand washing, and wearing a non-medical mask in the workplace.

Thank you very much for your hard work and ongoing cooperation. Continue to enjoy the beautiful weather as much as you can and stay safe!

Alain Tousignant
Acting Commissioner

Date modified:

2020-09-09



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→ July 28, 2020: Message from the Commissioner<

July 28, 2020: Message from the Commissioner

Hello,

As we continue to take actions towards safely resuming activities and move ahead with reopening sites and institutions where it is safe to do so, I am pleased to share with you the latest updates.

Temporary absences (TA) and work releases (WR) that were approved before March 13, 2020, will resume. As a first step, only TAs and WRs **with no overnight stays** will be authorized in communities where there is no reported community transmission of COVID-19, as determined by local public health authorities. Overnight temporary absences and overnight work releases will remain on hold for now.

Visits are gradually resuming in sites across the country and we are taking steps to reinstate **previously approved Private Family Visits (PFV)** at sites where there are no COVID-19 cases. To stay safe and healthy, these activities will only be authorized at institutions located in a community where the COVID-19 transmission risk is considered to be low-moderate, which means there is limited and well-contained local community transmission and there are few active cases. Visitors' admission will be consistent with local public health directives and they will be from communities that are not subject to intra- or inter-provincial travel restrictions. If the visitor is coming from a community where there is a travel ban, they will not be authorized to enter the institution. It is important to note that following a PFV, you will be required to self-isolate for 14 days or for the period required by local public health authorities. The institution's capacity to accommodate inmates on medical isolation may affect their ability to accommodate PFVs.

Extra measures will also be in place to protect the health of everyone and prevent the spread of the virus.

- Visitors will have to answer COVID-19 screening questions when they enter the institution.
- You and the visitor will remain separated from other offenders in a PFV at all times.
- PFV units will be disinfected before and after each visit.

We are also looking at processing new PFV applications in the coming weeks at sites where there are no COVID-19 cases.

The **Mother-Child program** is also restarting and measures will be taken to ensure the health and safety of staff, inmates and children.

Elder ceremonies in institutions will also slowly start again. They will look a bit different from before because we need to respect the public health measures in place such as physical distancing and we will not be able to pass around ceremonial items.

As we learn more about COVID-19, we continue to make decisions that will provide the safest environment for everyone. We know that COVID-19 is spread by close person-to-person contact. With this in mind, please continue to wear your mask and to practice physical distancing – stay at least six feet from others and do not gather in groups. Also, **wash your hands often** - with soap and water - especially before and after touching common surfaces, eating or when handling your mask. The more we do this, the more we can reduce our risk of infection and transmission.

We will keep you informed as we continue to assess the situation and implement new ways of doing to fulfill our mandate while keeping you safe.

Be well.

Alain Tousignant
Acting Commissioner

Date modified:

2020-08-13

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→ Message from the Acting Commissioner: August 6, 2020

Message from the Acting Commissioner: August 6, 2020

Hello,

Once again, thank you for your efforts and ongoing work in helping us shape our new normal under new health and safety measures. We are making good progress on gradually resuming key activities and the decision-making structure that is in place is benefiting from excellent input from our labour partners, employees and external stakeholders. Below are this week's updates.

Tragedy in Beirut, Lebanon

Many of us are saddened by the horrible tragedy that occurred in Beirut, Lebanon, on August 4. My thoughts are with those who have lost loved ones and I wish those injured a speedy recovery. I know some of you may have family and friends in the area and may be looking for more information. While the Embassy of Canada to Lebanon is temporarily closed due to the explosion, there is an Emergency Watch and Response Centre in Ottawa available for emergency consular assistance at +1-613-996-8885 or sos@international.gc.ca (<mailto:sos@international.gc.ca>) for those who require support from Canadian officials. Join me in supporting our colleagues and friends affected by this tragedy.

Cleaning protocols

COVID-19 is a highly transmittable virus that can spread through droplets from person-to-person and through contact with contaminated surfaces. It is also one of the easiest types of viruses to kill through proper cleaning using the appropriate disinfectant.

Because the health and safety of all remains our top priority, the COVID-19: Cleaning and Disinfecting Guidance, as well as the COVID-19 Institutional Cleaning Step-by-Step Guide have been recently updated as supplements to existing CSC infection prevention and control guidance. These guidelines focus on CSC institutions and workplaces, and I encourage you to review it. Please consult the Hub for more guidance documents.

Training

In accordance with CSC's National Risk Management Framework for shaping the new normal, our focus will be on critical training only until further notice. This means that training will be delivered locally or regionally, as needed, in order to limit travel between provinces. Every effort will be made to implement distance-learning solutions (online, video, videoconference, virtual classroom) where possible. In addition, in-class training will take place in areas where risk levels permit and no other learning options are available or adequate.

Institutional activities and programs

As you may be aware, CSC delivers victim-offender mediation services through its Restorative Opportunities (RO (Restorative Opportunities)) program, based on the values and principles of restorative justice. This activity was recently approved to resume, in three phases. The program will start by giving priority to time-sensitive cases and those assessed as ready to move forward to a face-to-face mediation before the pandemic. As with all activities, masks must be worn at all times and participants must practice physical distancing.

Reintegration Workers will also begin delivering non-case management interventions to ensure the overall safety of Community Correctional Centres, staff, offenders and the public. Employment Coordinators and Indigenous Liaison Officers will also resume work in the institutions and community. All spaces will be cleaned between in-person interventions in accordance with national standards. Cultural activities, hobbies and crafts will also start again in small groups and with a limited number of participants at the same time.

We also continue to expand chaplaincy services to support offenders, including the resumption of group activities and one-on-one sessions.

COVID Alert Application

The Government of Canada launched a new nation-wide mobile app that lets users know if they may have been exposed to COVID-19. By downloading it, we can all help to slow the spread of COVID-19 and prevent future outbreaks. The app is available now for free download in the App Store and the Google Play Store. Learn more at [COVID Alert \(https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html\)](https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html).

Statistics Canada COVID-19 Survey

Statistics Canada has launched a crowdsourcing initiative to collect data on how the COVID-19 pandemic is affecting people's experiences of discrimination. I invite you to participate in this survey (linked below). The results will help evaluate the delivery of health and social services and economic support, and to ensure best practices are adopted when reopening workplaces and public spaces. The survey closes on August 17.

- [Survey: Impacts of COVID-19 on Canadians – Experiences of Discrimination](https://www.statcan.gc.ca/eng/survey/household/5323-covid-series)
(<https://www.statcan.gc.ca/eng/survey/household/5323-covid-series>)

Take care and stay safe,

Alain Tousignant
Acting Commissioner

Date modified:

2020-09-09



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→ August 6, 2020: Message from the Acting Commissioner

August 6, 2020: Message from the Acting Commissioner

Hello,

We are making good progress in safely resuming a number of activities under new health and safety measures. This includes physical distancing of at least two meters, wearing masks to protect each other, frequent hand washing, and making sure spaces are kept clean and disinfected. Our priority is to prevent the introduction and spread of COVID-19 in our institutions and I appreciate the efforts each of you are making. Below is an overview of what's new.

As you are aware, chaplaincy services have been reinstated. We are expanding these services to further support you. We will soon resume both group activities and one-on-one sessions.

We are planning to resume previously approved escorted temporary absences, unescorted temporary absences, work releases and private family visits. These will resume in communities identified as being at a low-moderate risk of COVID-19 transmission. Public health measures will be in place, including the need to self-isolate for a period of 14 days following a private family visit or an overnight stay.

As you may be aware, CSC delivers victim-offender mediation services through its Restorative Opportunities (RO) program, based on the values and principles of restorative justice. This activity was recently approved to resume, in three phases. The program will start by giving priority to time-sensitive cases and those assessed as ready to move forward to a face-to-face mediation before the pandemic. For example, if you are approaching your warrant expiry date (WED) or a conditional release, you may be considered as a priority.

Reintegration Workers will also begin delivering some interventions, and Employment Coordinators and Indigenous Liaison Officers will resume work in the institutions and community. All spaces will be cleaned between in-person interventions in accordance with national standards. Cultural activities, hobbies and crafts will also start again in small groups and with a limited number of participants at the same time.

COVID-19 is a highly transmittable virus that can spread through droplets from person-to-person and through contact with contaminated surfaces. It is also one of the easiest types of viruses to kill through proper cleaning using the appropriate disinfectant. When the pandemic hit, CSC developed enhanced cleaning and disinfecting protocols as part of our infection prevention and control efforts. We continue to update this guidance and cleaning directives, and communicate it to staff. This includes improved direction on cleaning cells, washrooms and other common areas for your safety. I encourage you to keep your spaces clean as we all have a role to play in prevention.

We will continue to keep you informed weekly on the latest developments. Thank you for your cooperation.

Alain Tousignant
Acting Commissioner

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2020-08-14

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→ Message from the Acting Commissioner: August 14, 2020

Message from the Acting Commissioner: August 14, 2020

Hello everyone,

We are making good progress as we shape our new normal and resume certain activities across the organization. Programming has resumed at several of our institutions and many inmates have been able to connect with loved ones through in-person visits, which began to resume across the country in July. Below are this week's updates.

National and Regional Headquarters surveys

I would like to thank employees at National and Regional Headquarters who participated in discussions with their managers in response to a "Shaping the New Normal" survey. The survey is part of an environmental assessment being done by the Workforce and Administration Working Group ([WAWG \(Workforce and Administration Working Group\)](#)) to look at what we need to put in place moving forward. The results are currently being reviewed and will inform decision-making.

Updated Integrated Risk Management Framework

An updated Integrated Risk Management Framework ([IRMF \(Integrated Risk Management Framework\)](#)) is now available on the Hub. I encourage you to review the framework. It provides an update on programs and services that have been reinstated in institutions and the community.

Provincial travel advisories

Information about [provincial travel restrictions and advisories \(/003/004/003004-0009-en.shtml\)](/003/004/003004-0009-en.shtml) across Canada is now available on CSC's website. This information helps people make decisions about inter-provincial travel. It can also be useful for potential visitors who are planning a trip to one of our sites. I recommend that you review the information.

Dos and Don'ts of non-medical masks and face coverings

Masks are now an important part of our wardrobe. We have been raising awareness of the public health guidance around non-medical masks as they are not all created equal. Some masks have limitations that make them unsafe.

Cloth masks are not medical devices and are not regulated in the same way as medical masks and respirators. The protection provided by cloth masks can vary with the material used, the construction and the fit. If you are using a cloth mask, some important tips to remember include ensuring that the mask is made of at least **two layers of tightly woven fabric** and that your **nose and mouth are fully covered**.

Some commercially available masks also have exhalation valves that make the mask more breathable for the person wearing it, but these valves also allow **infectious respiratory droplets to spread outside** the mask when someone breathes out. These masks with exhalation valves **are not recommended**.

Always remember that wearing a non-medical mask or face covering alone will not prevent the spread of COVID-19. Layers of prevention measures are needed. You must also wash your hands often, practice physical distancing of at least 2 metres from others, and stay home if you are sick.

Please refer to this helpful list from the Public Health Agency of Canada on the [Do's and Don'ts for wearing masks and face coverings](https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-safely-use-non-medical-mask-face-covering.html) (<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-safely-use-non-medical-mask-face-covering.html>).

Resources for managers

As we navigate through these unprecedented times, we have developed a list of tools including virtual training and job aid resources to help managers support their teams. These resources are available on the Hub under Information for Managers. New information and resources continue to be added to the page, so please check back regularly.

Employee featured in Photo Documentary

A recent story was published by Radio-Canada (<https://ici.radio-canada.ca/recit-numerique/435/prison-agente-correctionnelle-penitencier-saskatchewan-saint-albert>) [French Only] about Carol Link, a Correctional Officer at Saskatchewan Penitentiary. I want to share it with you because it highlights the positive impact that we have on the offenders in our care. Thanks for the great work Carol and for taking pride in your work.

National Acadian Day

August 15 is National Acadian Day, a day to celebrate the rich culture and heritage of Acadian people. Everyone is encouraged to visit the [National Acadian Day \(https://www.canada.ca/en/canadian-heritage/campaigns/acadian-day.html\)](https://www.canada.ca/en/canadian-heritage/campaigns/acadian-day.html) webpage to learn more about this unique and important culture in Canada, including a list of virtual activities taking place this year that will highlight the dynamism and vitality of the Acadian people. To all our employees who have Acadian roots, happy National Acadian Day!

Students

I would like to thank all students who have worked at CSC over the past few months. While it may have been a bit of a different experience due to COVID, we are proud of the progress and accomplishments that you achieved in your time with us. Your diverse views and perspectives are key to the work we do and we value your contributions. Now that your experience is coming to an end, it is time to reflect on these achievements and look towards the future. You are encouraged to participate in the [Closing Event for Students 2020 \(https://www.cspc-efpc.gc.ca/events/closing-event-students/index-eng.aspx\)](https://www.cspc-efpc.gc.ca/events/closing-event-students/index-eng.aspx) that will take place on August 19.

Many of our employees have children and I know that the return to school is top of mind for many as different Provinces roll out their education plans. School may not look exactly as it did last year and I know this will require a bit of adjustment as families plan for this.

Thank you to all of you for your continued dedication and hard work during this period of transition and please remember to reach out to your teams and manager to keep lines of communication open – we are all in this together.

Alain Tousignant
Acting Commissioner

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2020-09-09

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→ Message from the Commissioner: August 21, 2020

Message from the Commissioner: August 21, 2020

Hello,

I wanted to start this week's message by expressing my thanks to all of you. I know I have said "thank you" in different ways over the past months, but it is important that you know that I am very appreciative of your hard work, support and dedication.

Despite the challenges presented by this pandemic on both the work and home fronts, thousands among you have continued to go into our institutions and community offices in support of our mandate. At a time when many colleagues were working from home, you stepped out the door courageously to work on the front line, in service to Canadians. The health and safety measures implemented on the ground were an extra effort but they are making a huge difference in helping to prevent the spread of the virus and minimize the risk. I am equally proud of the thousands of colleagues who supported our mandate from home and offices (in reduced numbers) all over the country. You did not miss a beat in delivering results and innovating along the way. No role is too small. We work in concert as a team and I am proud of what we have accomplished together.

Details on Employees Returning to the Workplace

I know that for many of you, the end of summer is a period of transition. Several of you have children that are about to start a new school year or have returned to daycare. This situation may look a bit different for each of you, given different Provincial guidance and new health measures in place. You may be closely following school plans in your jurisdiction so you can organize your family's fall schedule. Understandably, some of our employees may be wondering if they may be physically returning to the workplace or may continue working from home.

As I have mentioned in past notes, there is no "one size fits all" approach to how we shape the way forward. Based on the type of work you do, you may be needed on site while others can more easily continue to work remotely. Decisions related to the workplace are often staggered across the country, as is timing, based on the public health realities in those jurisdictions. We must go slowly and gradually, and do proper

health and safety planning. This means re-thinking how we perform certain work while taking into consideration the feedback of employees, our labour partners and stakeholders. Our priority is to reduce our footprint in our workplaces, where possible, while supporting innovation in how we work so we can keep everyone safe. We know that we cannot have everyone back in the office like we did prior to COVID-19. To allow for physical distancing, we must carefully consider the amount of people permitted in the workplace at any given time.

After consulting with employees and considering their priorities and concerns, and their specific roles, we have determined that where it is safe to do so, some employees are being identified to return to the physical workplace. We are doing this in small, controlled steps. Any changes to the way you are currently working will be based on conversations between you and your manager, and based on the work you do and how you can best do it. There will be no surprises so you can plan ahead, and all employees will be given clear information on new safety measures and requirements.

We are proceeding slowly and adjusting as necessary. Our planning has focused on making sure that our workplaces are safe for the return of employees. At NHQ, for example, elevators, hallways and shared spaces have signage and physical distancing markers, and hand sanitizer readily available.

As we are entering the Fall, we are also mindful that there is the potential for a second wave or resurgence of COVID 19. You can feel confident that we are monitoring the situation closely and will readjust quickly, when necessary, to protect our employees.

I recognize that this situation may create some uncertainty and anxiety. We have been very clear in our direction that every manager is to contact every returning employee in order to personally plan requirements for each person, understand their personal circumstances, be mindful of how they may be feeling and be prepared to adapt as needed. Please speak with your manager if you have any questions. We will keep you updated as more details become available.

Risk Management Framework and Risk Levels

Our many working groups and committees have been working hard since the beginning of May, guiding the organization as we transition toward a 'new normal'. The Integrated Risk Management Framework (IRMF) identifies the COVID-19 community transmission risk level, determined by the Assistant Commissioner Health Services, based on public health information. For each of the approved activities, the required mitigation strategies to protect staff and offenders to manage that risk are identified. It is an evergreen document that continues to evolve.

The Health Services Sector is monitoring public health data regarding COVID-19 in all communities where there is a federal institution, community correctional centre, or parole office. Every week, Health Services analyzes the data and prepares a community surveillance situation. Check out our section on the Hub for the latest updates.

In-person Volunteer Activities

We are beginning to reintroduce some in-person volunteer activities. We will prioritize in-person volunteer activities that support inmate needs and respond to our legislative mandate. Volunteer activities may look different from site to site given our goal is to keep our footprint lower in terms of numbers of people accessing our institutions and offices. We are also exploring other ways to engage our volunteers moving forward, including more virtual and remote options. The safety and well-being of staff, offenders, and volunteers is paramount and new health and safety measures apply to these activities.

Community Correctional Centres

Reintegration Worker activities have been added to the integrated risk management framework. We have worked with our labour partners to identify mitigation strategies to support their health and safety at work. Our goal is to have workers safely back onsite in order to maintain essential activities.

Virtual Town Hall for Mental Health

Employees have had to deal with a lot of change in past months and I know this can affect our mental health and well-being.

On June 22, CSC proudly co-chaired a bilingual Town Hall webinar: Self-Care During Times of Crisis and Changes. The panel answered employee and management questions on prioritizing themselves and practicing self-care strategies while juggling personal responsibilities with professional duties. If you missed the town hall in June, the recording is now available online: [Self-Care During Times of Crisis and Change \(https://www.cipsrt-icrtsp.ca/covid-19/town-halls/\)](https://www.cipsrt-icrtsp.ca/covid-19/town-halls/). I encourage you to take care of yourself and check in with colleagues and friends.

Run for Women

The Run for Women (RFW) is an initiative in support of women's health. It is a virtual run this year that takes place on September 27, 2020, in 18 cities across Canada. Participants can complete their 5K walk or 10K run at any point between September 17 and 27. Complete the run in one go or over several days, then upload your results to the RFW results page and share them via social media. The full registration fee goes towards supporting women's mental health programs. I encourage you to join the Correctional Services Canada team (<https://www.runforwomen.ca/Cities/Ottawa.aspx>).

Thank you Thursdays

Every Thursday, we have a social media campaign called #Thankyou Thursdays. It features different groups of employees for the work they do all over the country. Since the beginning of the pandemic, we have featured cooks, health-care workers, parole officers, community staff, correctional workers, office workers, procurement staff, and many others. All roles in our organization are vital to our mission. You will see a different group of employees featured every week. If you would like to highlight a local success story or group of people, please email (<mailto:GEN-NHQ%20e-Comms>) the communications team – we love to hear from you.

Anne Kelly
Commissioner

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2020-08-25

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→ August 21, 2020: Message from the Commissioner

August 21, 2020: Message from the Commissioner

Hello,

It has been a few weeks now since we began to support visits into our sites and restarted many of our programs. I wanted to update you on our progress and our plans.

We recognize the valuable support that we receive from Elders, and so we are resuming in-person Elder-assisted hearings. These will be on a case-by-case basis and, as with all our programming, they will follow the necessary infection prevention and infection control measures. During these hearings, all participants will wear masks. All rooms and equipment, including approved ceremonial and sacred objects, will be disinfected and items will not be passed between people.

We will begin reintroducing some in-person volunteer activities to support you, both in institutions and the community, with a goal of limiting the number of people participating in meetings and activities. Volunteers are required to wear masks and exercise physical distancing.

Fall will soon be here which also means that flu season is just around the corner. Typically the flu season runs from late fall to early spring. The Influenza vaccine will be available to inmates and we will share more information about this in the coming weeks.

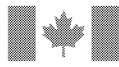
I appreciate your cooperation in following the health and safety measures that we have put in place. They are making a difference and helping to keep everyone safe.

Please continue to wash your hands frequently and wear your mask as needed.

Anne Kelly
Commissioner

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→ [Message from the Commissioner: August 28, 2020](#)

Message from the Commissioner: August 28, 2020

Hello,

It is hard to believe this is the last week of August. I know many of you are embracing these last few weeks of summer before getting back to fall routines. Below are this week's updates.

Public Service Pride Week

This week, we are celebrating Public Service Pride Week. To show our support, we raised a virtual pride flag on our social media platforms this past Monday to kick off the week. Public Service Pride Week 2020 is an opportunity for Lesbian, Gay, Bisexual, Transgender, Queer, Two-Spirit, Plus (LGBTQ2+ (Lesbian, Gay, Bisexual, Transgender, Queer, Two-Spirit, Plus)) CSC employees to celebrate their identity, resilience and positive contributions to Canada's public service. And as colleagues, we can all be purposeful in our actions as supportive, inclusive and respectful allies. Mental health and wellbeing is this year's theme. This is timely as we continue our work to create a more inclusive, safe and respectful environment.

As public servants, we have a responsibility to learn from one another, grow together and further the public good. Take this opportunity to learn more by accessing these resources:

- [Diversity and inclusion in the public service \(https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service.html\)](https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service.html)
- [LGBTQ2 Secretariat \(https://www.canada.ca/en/canadian-heritage/campaigns/free-to-be-me.html\)](https://www.canada.ca/en/canadian-heritage/campaigns/free-to-be-me.html)
- [Gender-Based Analysis Plus \(GBA+\) \(https://cfc-swc.gc.ca/gba-acsc/course-cours-en.html\)](https://cfc-swc.gc.ca/gba-acsc/course-cours-en.html)
- [Positive Space Ambassadors \(https://learn-apprendre.cspsefpc.gc.ca/application/en/content/positive-space-ambassador-training-w024\)](https://learn-apprendre.cspsefpc.gc.ca/application/en/content/positive-space-ambassador-training-w024)

COVID-19 Update

Many of us have worked hard to implement public health recommendations and extensive prevention measures in our workplaces. The fact is, COVID-19 is still in our environment and we need to keep up with our good work to prevent its spread. I say this a lot but it is true that we all play a role in keeping each other safe.

I would like to stress that regardless of the number of positive COVID-19 cases in your community, it is essential that you always practice the infection prevention strategies that we have identified in the Risk Management Framework. These include maintaining a physical distance of at least two metres from others and continuing to wash or sanitize your hands several times a day. It is good to keep disinfecting your spaces (at work or at home) including high touch surfaces. A full list of public health measures to reduce the spread of COVID-19 can be found [here \(https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/measures-reduce-community.html\)](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/measures-reduce-community.html).

The Public Health Agency of Canada recently put out this [information \(https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-going-out-safely.html\)](https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-going-out-safely.html), which is helpful in assessing risks related to activities that you may undertake outside of work.

Like the rest of the world living through this pandemic, we are learning more about COVID-19 every day, including the latest science, which is guiding us as we adapt our plans. I wanted to note that throughout the pandemic, we continue to maintain a daily inmate testing [table \(001006-1014-en.shtml\)](https://www.csc.gc.ca/001006-1014-en.shtml). We also track the number of employees that test positive for the virus. This information provides transparency in how we track and report on our situation across the country.

The workplace and communications

The Steering Committee that is looking at how we shape our new normal had discussions this week on communications and the need to continue supporting employees with concrete information related to your work situation (home/workplace/mix). We want to give you some reassurance so you know what to expect in the coming period. I recognize this can be stressful and we are working towards having each Sector Head and Regional Deputy Commissioner host discussions with their managers and sectors in September to check in and provide the latest information.

There is lots of written information circulating and that can be overwhelming. To complement this, it is also important to have an open dialogue with your management team and take the opportunity to ask questions. Check in with your manager frequently

and keep the lines of communication open. There is a wealth of resources on the [Hub](http://thehub/En/employees/wellbeing/covid-19/Pages/employees.aspx) (<http://thehub/En/employees/wellbeing/covid-19/Pages/employees.aspx>) and we continue to post more information every week. Please have a look.

Risk Management Framework and changing risk levels

I wanted to give you an update on our Risk Management Framework (RMF), which guides us in how we phase in activities and conduct operations. CSC, in close collaboration with our labour partners and in consultation with the Public Health Agency of Canada, has been working tirelessly to develop and identify mitigation strategies to protect the health and safety of all staff, offenders and Canadians. This evolving framework is updated regularly based on experience, operational realities, and the best available public health advice. We have recently updated the risk levels and the process within the RMF to help provide more clarity.

Please keep in mind that the RMF currently focuses on operational environments and primarily on congregate living settings, such as institutions and Community Correctional Centres. Some mitigation strategies for community offices, where activities have restarted, have now been included. Future updates will be forthcoming once more activities resume. This will soon include information on administrative work sites.

Our Health Services Sector is constantly monitoring and analyzing public health data. It is important to remember that a case of COVID-19 in a community does not equal community transmission. When Health Services identifies that there are 10 incidence cases per week per 100 000 people in the local community (defined by public health authority boundaries), they collaborate directly with local public health authorities; and engage three committees: the Management Early Response Committee, the Health Operations Working group, and Local Joint Occupational Health and Safety Committees. Health Services has identified a communication tree to ensure that everyone who needs to know is informed of any changes to a facility's risk level in the RMF.

Please take a few minutes to familiarize yourself with the process in the RMF and with the wealth of information about the transition on our Hub. Recently, information about risks levels of each site, links to public health authorities and travel advisories were added.

Flu season

Fall will soon be here, which also means the regular flu season is just around the corner. Typically, the flu season runs from late fall to early spring. The Influenza vaccine will be available to inmates and we will share more information about this in the

coming weeks. Please check with your local public health-authority or health care provider to find out where and when you can get your flu shot. While there is no vaccine yet for COVID-19, it helps to be protected against other types of seasonal illnesses.

Parliament prorogued

As you may have heard, Parliament has been prorogued until September 23. This means all parliamentary activity, including all legislation and committee work, stops until the governor general announces a new session will begin. The government will then relaunch their agenda with a new Speech from the Throne.

Beyond 2020

Are you aware of Beyond 2020? It is the Public-Service wide commitment to focussing on mindsets and behaviours that build a more agile, innovative, more inclusive, and better equipped Public Service. This is important to us at CSC. The pandemic has highlighted how adept CSC is in advancing innovative projects. The Beyond 2020 team will be featuring teams and initiatives through stories and articles in This Week @ CSC and Let's Talk Express (<https://www.lte-ene.ca/>). If you have a story about a CSC employee, team or group that has demonstrated being agile, inclusive and or equipped, I encourage you to share it with the [Beyond2020 team \(mailto:innovation@csc-scc.gc.ca\)](mailto:innovation@csc-scc.gc.ca).

Thank you for your continued hard work and dedication. It is very much appreciated.

Anne Kelly
Commissioner

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→ August 28, 2020: Message from the Commissioner

August 28, 2020: Message from the Commissioner

Hello,

I am pleased to let you know that we continue to reinstate more activities and programming in our institutions and community offices. But as you know, things look a little different as we work to implement new health and safety measures to keep everyone safe.

While many activities have been approved to start again, some institutions cannot implement them due to factors such as the physical configuration of the institution. One example is not having adequate room to quarantine someone after a private family visit. For everyone's health and safety, it is vital that we be able to apply the proper prevention measures for all activities. This means that if the prevention measures for a certain activity cannot be applied in an institution, then that activity cannot resume at this time. Thank you for your patience as we work to find the best and safest solutions.

I am happy to say that there are currently no confirmed cases of COVID-19 among inmates in any of our institutions. Wearing a mask, washing your hands and distancing yourself from others are key to preventing the spread of COVID-19 and other flu viruses. We have been applying these measures in all our institutions.

Please continue to wear your mask when you are around other people and cannot maintain a distance of at least 2 metres apart. Make sure your mask covers your mouth and your nose. And make sure you do not leave used masks where other people may come in contact with them. The way you handle your mask is important to avoid contaminating it. Wash your hands before you put on your mask and before you take it off. When you remove your mask, do not touch the mask itself, but take it off by untying or lifting the loops from your ears. Masks may not always be comfortable, but they are absolutely necessary to keep yourself and those around you safe and healthy. Thank you for continuing to do your part in preventing the spread of the virus.

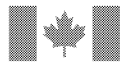
Although visits have resumed at all federal institutions across the country, I know this situation has been challenging for you and your loved ones. You will remember that starting in March, I waived food, accommodation, and telephone deductions. I am extending this again until December 15, 2020.

Thank you for your ongoing patience and collaboration.

Anne Kelly
Commissioner

Date modified:

2020-09-03



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Latest information on COVID-19

This information is updated regularly to provide the most up-to-date information about the COVID-19 situation at CSC.

- [Inmate COVID-19 testing and case summaries \(/001/006/001006-1014-en.shtml\)](/001/006/001006-1014-en.shtml) (February 15, 2021)
- [Find out if the institution you want to visit is open or closed \(/003/004/003004-0006-en.shtml\)](/003/004/003004-0006-en.shtml) (January 22, 2021)
- [News releases about COVID-19 and CSC \(/001/006/001006-1003-en.shtml#2\)](/001/006/001006-1003-en.shtml#2) (January 25, 2021)
- [Commissioner's updates to stakeholders during COVID-19 \(/001/006/001006-1060-en.shtml\)](/001/006/001006-1060-en.shtml) (January 22, 2021)
- [Commissioner's updates to staff during COVID-19 \(/001/006/001006-1004-en.shtml\)](/001/006/001006-1004-en.shtml) (February 12, 2021)
- [Messages for offenders and families of offenders \(/001/006/001006-1059-en.shtml\)](/001/006/001006-1059-en.shtml) (February 12, 2021)

COVID-related information

CSC constantly monitors the public health situation in each region, including community transmission, and makes decisions to increase access to sites based on risk levels. CSC also consults public health and local occupational health and safety and inmate committees prior to implementing any plans.

Find information on:

- [General information](#)
- [Information for visiting an inmate \(/003/004/003004-0007-en.shtml\)](/003/004/003004-0007-en.shtml)
- [News releases](#)
- [Messages to stakeholders \(001006-1060-en.shtml\)](/001/006/001006-1060-en.shtml)
- [Information for employees \(001006-1004-en.shtml\)](/001/006/001006-1004-en.shtml)
- [Vaccination at federal correctional institutions \(001006-1126-en.shtml\)](/001/006/001006-1126-en.shtml)

General information

For the latest news and updates visit:

- [Integrated Risk Management Framework \(001006-1094-en.shtml\)](#)
- [Status of access to institutions \(/003/004/003004-0006-en.shtml\)](#)
- [Inmate COVID-19 testing in federal correctional institutions \(001006-1014-en.shtml\)](#)
- [Fact Sheet: Resuming program and service delivery in CSC institutions \(001006-1071-en.shtml\)](#)

Information for offenders & visitors

CSC is committed to keeping federal offenders and their visitors up to date on information about COVID-19 through regular messages from CSC's Commissioner, facts sheets, and other products:

- [Inmate access to legal counsel during COVID-19 \(001006-1035-en.shtml\)](#)
- [Information for inmates visits \(/003/004/003004-0007-en.shtml\)](#)
- [Inmate messages \(001006-1059-en.shtml\)](#)

Resources

- [Visiting an inmate at a CSC institution during COVID-19 \(001006-1057-en.shtml\)](#)
- [COVID-19 Preparedness and plans \(001006-1102-en.shtml\)](#)
- [COVID-19: Screening questions \(001006-1009-en.shtml\)](#)

News releases about COVID-19

- [COVID-19 related death of an inmate \(https://www.canada.ca/en/correctional-service/news/2021/01/covid-19-related-death-of-an-inmate0.html\)](https://www.canada.ca/en/correctional-service/news/2021/01/covid-19-related-death-of-an-inmate0.html) (January 25, 2021)
- [Information about COVID-19 at Bowden Institution \(https://www.canada.ca/en/correctional-service/news/2021/01/information-about-covid-19-at-bowden-institution.html\)](https://www.canada.ca/en/correctional-service/news/2021/01/information-about-covid-19-at-bowden-institution.html) (January 14, 2021)
- [Correctional Service Canada COVID-19 Vaccine Roll-out \(https://www.canada.ca/en/correctional-service/news/2021/01/correctional-service-canada-covid-19-vaccine-roll-out.html\)](https://www.canada.ca/en/correctional-service/news/2021/01/correctional-service-canada-covid-19-vaccine-roll-out.html) (January 6, 2021)
- [Information about COVID-19 at Willow Cree Healing Lodge \(https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-at-willow-cree-healing-lodge.html\)](https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-at-willow-cree-healing-lodge.html) (December 31, 2020)
- [Death of an inmate with a COVID-19 diagnosis \(https://www.canada.ca/en/correctional-service/news/2020/12/death-of-an-inmate-with-a-covid-19-diagnosis.html\)](https://www.canada.ca/en/correctional-service/news/2020/12/death-of-an-inmate-with-a-covid-19-diagnosis.html) (December 28, 2020)

- [Information about COVID-19 at Fraser Valley Institution](https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-at-fraser-valley-institution.html) (<https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-at-fraser-valley-institution.html>) (December 23, 2020)
- [Information about COVID-19 at Drumheller Institution](https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-at-drumheller-institution.html) (<https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-at-drumheller-institution.html>) (December 23, 2020)
- [Information about COVID-19 in the Ontario Region](https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-in-the-ontario-region.html) (<https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-in-the-ontario-region.html>) (December 17, 2020)
- [Heightened COVID-19 measures in the Ontario Region](https://www.canada.ca/en/correctional-service/news/2020/12/heightened-covid-19-measures-in-the-ontario-region.html) (<https://www.canada.ca/en/correctional-service/news/2020/12/heightened-covid-19-measures-in-the-ontario-region.html>) (December 17, 2020)
- [Information about COVID-19 at Saskatchewan Penitentiary](https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-at-saskatchewan-penitentiary.html) (<https://www.canada.ca/en/correctional-service/news/2020/12/information-about-covid-19-at-saskatchewan-penitentiary.html>) (December 14, 2020)
- [Correctional Service Canada is working with the Canadian Red Cross on COVID-19 response](https://www.canada.ca/en/correctional-service/news/2020/12/correctional-service-canada-is-working-with-the-canadian-red-cross-on-covid-19-response.html) (<https://www.canada.ca/en/correctional-service/news/2020/12/correctional-service-canada-is-working-with-the-canadian-red-cross-on-covid-19-response.html>) (December 11, 2020)
- [Information about COVID-19 at Edmonton Institution](https://www.canada.ca/en/correctional-service/news/2020/11/information-about-covid-19-at-edmonton-institution.html) (<https://www.canada.ca/en/correctional-service/news/2020/11/information-about-covid-19-at-edmonton-institution.html>) (November 21, 2020)
- [Information about COVID-19 at Drummond Institution](https://www.canada.ca/en/correctional-service/news/2020/11/information-about-covid-19-at-drummond-institution.html) (<https://www.canada.ca/en/correctional-service/news/2020/11/information-about-covid-19-at-drummond-institution.html>) (November 10, 2020)
- [Information about COVID-19 at Stony Mountain Institution](https://www.canada.ca/en/correctional-service/news/2020/11/information-about-covid-19-at-stony-mountain-institution.html) (<https://www.canada.ca/en/correctional-service/news/2020/11/information-about-covid-19-at-stony-mountain-institution.html>) (November 10, 2020)
- [Information about COVID-19 at Edmonton Institution for Women](https://www.canada.ca/en/correctional-service/news/2020/11/information-about-covid-19-at-edmonton-institution-for-women.html) (<https://www.canada.ca/en/correctional-service/news/2020/11/information-about-covid-19-at-edmonton-institution-for-women.html>) (November 9, 2020)
- [COVID-19 related death of an inmate](https://www.canada.ca/en/correctional-service/news/2020/05/covid-19-related-death-of-an-inmate.html) (<https://www.canada.ca/en/correctional-service/news/2020/05/covid-19-related-death-of-an-inmate.html>) (May 5, 2020)
- [Statement on Mission Institution, a federal correctional facility in British Columbia](https://www.canada.ca/en/correctional-service/news/2020/04/statement-on-mission-institution-a-federal-correctional-facility-in-british-columbia.html) (<https://www.canada.ca/en/correctional-service/news/2020/04/statement-on-mission-institution-a-federal-correctional-facility-in-british-columbia.html>) (April 25, 2020)
- [Lockdown at the Federal Training Centre - multi-level security unit](https://www.canada.ca/en/correctional-service/news/2020/04/lockdown-at-the-federal-training-centre--multi-level-security-unit.html) (<https://www.canada.ca/en/correctional-service/news/2020/04/lockdown-at-the-federal-training-centre--multi-level-security-unit.html>) (April 17, 2020)
- [COVID-19 related death of an inmate](https://www.canada.ca/en/correctional-service/news/2020/04/covid-19-related-death-of-an-inmate.html) (<https://www.canada.ca/en/correctional-service/news/2020/04/covid-19-related-death-of-an-inmate.html>) (April 16, 2020)

- [Lockdown at Mission Institution - Medium Security Unit](https://www.canada.ca/en/correctional-service/news/2020/04/lockdown-at-mission-institution--medium-security-unit.html) (<https://www.canada.ca/en/correctional-service/news/2020/04/lockdown-at-mission-institution--medium-security-unit.html>) (April 8, 2020)
- [Update on COVID-19 Testing and Port-Cartier Institution](https://www.canada.ca/en/correctional-service/news/2020/03/update-on-covid-19-testing-and-port-cartier-institution.html) (<https://www.canada.ca/en/correctional-service/news/2020/03/update-on-covid-19-testing-and-port-cartier-institution.html>) (March 30, 2020)
- [Visits to inmates suspended at federal correctional institutions to prevent spread of COVID-19](https://www.canada.ca/en/correctional-service/news/2020/03/visits-to-inmates-suspended-at-federal-correctional-institutions-to-prevent-spread-of-covid-19.html) (<https://www.canada.ca/en/correctional-service/news/2020/03/visits-to-inmates-suspended-at-federal-correctional-institutions-to-prevent-spread-of-covid-19.html>) (March 14, 2020)

For more information

For more information on COVID-19, please visit [Canada.ca](https://www.canada.ca) and follow CSC on Facebook and Twitter for updates:

- [Canada.ca/coronavirus](http://canada.ca/coronavirus#_blank) (http://canada.ca/coronavirus#_blank)
- [CSC's Twitter account](http://twitter.com/csc_scc_en#_blank) (http://twitter.com/csc_scc_en#_blank)
- [CSC's Facebook account](https://www.facebook.com/CorrectionalServices/#_blank) (https://www.facebook.com/CorrectionalServices/#_blank)

Date modified:

2021-02-16

COVID-19

STAFF INFORMATION

COVID-19 is a respiratory illness caused by a **coronavirus**.

LIMIT THE RISK



Wash your hands often with soap and water for at least 20 seconds



Cough or sneeze into your arm or a tissue



Avoid touching your eyes, nose or mouth with unwashed hands



Avoid close contact with people who are sick



Stay home if you are sick



Call a health care professional if you have symptoms (fever, cough, difficulty breathing)

For more information visit: Canada.ca/coronavirus



COVID-19

OFFENDER INFORMATION

COVID-19 is a respiratory illness caused by the **coronavirus**. The public health risk associated with COVID-19 is considered **low for Canada**.

LIMIT THE RISK



Wash your hands often with soap and water for at least 20 seconds



Cough or sneeze into your arm



Avoid touching your eyes, nose or mouth with unwashed hands



Avoid close contact with people who are sick

Talk to Health Services immediately if you have flu-like symptoms (fever, cough, difficulty breathing).



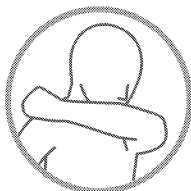
COVID-19

Physical distancing is proven to be one of the most effective ways to reduce the spread of illness. With patience and cooperation, we can all do our part.

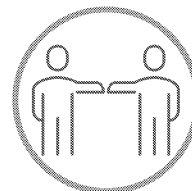
REMEMBER TO



Wash your hands often with soap and water for at least 20 seconds and **avoid touching your face**



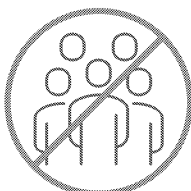
Cough or sneeze into the **bend of your arm**



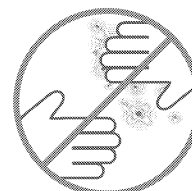
Keep a distance of at least 2 arms lengths (approximately 2 metres) from others



Avoid common greetings, such as handshakes or high fives

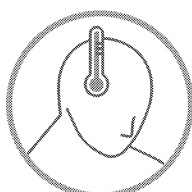


Avoid crowding and gatherings

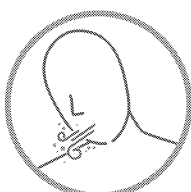


Avoid touching surfaces people touch often

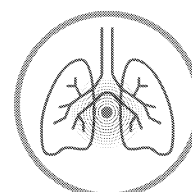
SYMPTOMS MAY INCLUDE



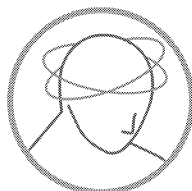
FEVER



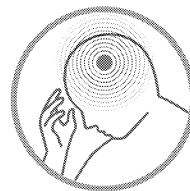
COUGH



DIFFICULTY BREATHING



WEAKNESS



HEADACHE

Symptoms may include fever, cough, headache, weakness, difficulty breathing and other symptoms similar to influenza.

If you have any of these symptoms, even mild, report them to Health Services. They are there to help you.



If you think you have symptoms of COVID-19, please let somebody know before you leave your cell or room, so we can make sure you have a medical mask to wear.