

Ministry of the Solicitor General ministère du Solliciteur général

Freedom of Information and
Protection of Privacy Services
200 First Avenue West
North Bay ON P1B 3B9

Telephone (705) 494-3080
Toll Free 1-855-273-3080
Facsimile (705) 494-3081
www.ontario.ca/mes4

Services d'accès à l'information et de la
Protection de la vie privée
200 First Avenue West
North Bay ON P1B 3B9

Téléphone (705) 494-3080
Sans Frais 1-855-273-3080
Télécopieur (705) 494-3081
www.ontario.ca/s199



October 4, 2021

Kevin Walby
515 Portage Avenue
Winnipeg, Manitoba R3B 2E9

k.walby@uwinnipeg.ca

Dear Kevin Walby:

**SUBJECT: REQUEST NUMBER: SOLGEN-2021-00535 AND
SOLGEN-A-2021-00540**

In response to your request for access to information under the Freedom of Information and Protection of Privacy Act (the Act), please be advised that partial access is granted to copies of records relating to probation offices under the heading "Entry and Exit Screening Procedures" and "Information Distributed" and pertaining to COVID 19.

Access to part of the responsive information is denied in accordance with sections 14(1)(i) and 14(1)(l) of the Act as follows:

14(1)(i)

The ministry may refuse to disclose a record where the disclosure could reasonably be expected to endanger the security of a building or the security of a vehicle carrying items, or of a system or procedure established for the protection of such items, for which protection is reasonably required.

14(1)(l)

The ministry may refuse to disclose a record where the disclosure could reasonably be expected to facilitate the commission of an unlawful act or hamper the control of crime.

Kevin Walby
Page two

Attached is a copy of the information being released. This access decision was made by the undersigned. You are entitled to appeal this decision within 30 days to:

Information and Privacy Commissioner/Ontario (IPC)
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
(416) 326-3333

Should you decide to file an appeal, please provide the IPC with the following information:

- 1) a copy of this decision letter;
- 2) a copy of your original request for access to information;
- 3) the mandatory appeal fee of \$25.00 in the form of a cheque or money order payable to the Minister of Finance.

Should you have any questions regarding the foregoing, please do not hesitate to contact Karen Foster, A/Senior Program Analyst & Advisor, at 705-492-6195.

Sincerely,

A handwritten signature in cursive script, appearing to read "Enza Ragone" followed by a small flourish.

Enza Ragone
Coordinator
Freedom of Information and
Protection of Privacy Services

Attachment

**Process for Sharing COVID-19-Related Offender Information
in Correctional Services**


The following processes are intended to supplement ongoing corporate disclosure and discharge planning work and assist with sharing relevant COVID-19-related offender information between Institutional Services (IS), Community Services (CS), and Corporate Health Care (CHC):


- A. Pre-release: when an offender is to be released from an institution and droplet/contact precautions related to COVID-19 are in place requiring continued medical isolation and self-monitoring (COVID-19) post-discharge, and/or
- B. Post-release: when an offender has already been released from an institution, and health information becomes known related a requirement to self-isolate and self-monitor.

The responsibility is shared between IS, CS, and CHC to collaborate and communicate relevant information in a timely way prior to an inmate's release, where possible, in order to protect the health and safety of staff, offenders, and the public, and prevent the spread of COVID-19. The following processes are intended to guide staff and mitigate identifiable risks. The processes may be modified as operationally required. Please speak to your manager with any questions.

A. INFORMATION SHARING – PRE-RELEASE

As Soon as Possible Prior to an Offender's Release from an Institution:



Step	Who is Responsible	Action Required	Relevant Documents/Comments
1. "Discharge Information for Community Services Form"	Health Care Staff at relevant institution	<ul style="list-style-type: none"> • Complete "Discharge Information for Community Services Form" • Email Form to all key CS contacts listed in the Form 	Discharge Information for Community Services Form  Discharge Information for Com <ul style="list-style-type: none"> • NOTE – where appropriate, offenders are provided with health information regarding COVID-19 prior to leaving the institution.
	Key CS Regional Contacts	<ul style="list-style-type: none"> • Immediately email the completed form to the appropriate Probation and Parole Office Area 	

		Manager for forwarding to the PPO and ILO as necessary.	
2. OTIS Alert Entered	Probation and Parole Officer (PPO)	<ul style="list-style-type: none"> Prior to inmate's release from custody, assigned PPO enters alert into OTIS: <ul style="list-style-type: none"> "Communicable disease/droplet and contact precaution" (CDDC) 	<ul style="list-style-type: none"> NOTE – All PPOs should check OTIS alerts prior to meeting with clients in-office.
3. "Reporting Instructions upon Release from Custody Letter"	Probation and Parole Officer (PPO)	<ul style="list-style-type: none"> Immediately complete the "Reporting Instructions upon Release from Custody Letter" Email Letter to the ILO at the relevant institution. 	Reporting Instructions upon Release from Custody Letter  Template Letter - Reporting Instructio
	Institutional Liaison Officer (ILO)	<ul style="list-style-type: none"> ILO to provide Letter and verbal instructions to the offender at the institution prior to their release. 	

B. INFORMATION SHARING – POST-RELEASE

Offender has Already Been Released from Institution, and Possible COVID-19 Exposure is Subsequently Discovered

Step	Who is Responsible	Action Required	Relevant Documents/Comments
1. CS to Gather Information from Health Care	CS management (Area Manager or Regional Office), copying supervising PPO, as required Health Care Manager	<ul style="list-style-type: none"> CS to gather relevant information from the following (via call or email): <ul style="list-style-type: none"> Health Care Manager at the relevant institution, and IS management, if necessary. Health Care Manager to provide relevant information regarding the offender(s) to CS, including: <ul style="list-style-type: none"> Whether offender was on medical isolation prior to release Whether offender should self-isolate or self-monitor since being released 	<ul style="list-style-type: none"> Internal information sharing between Health Care/IS and CS will inform decisions re: appropriate reporting instructions for offenders. If PHU input is required, CS may contact PHU for consultation as necessary. PHU will follow their usual processes and contact the offender(s) directly. PHU

		<ul style="list-style-type: none"> Parties to discuss any additional information that may be relevant to continuity of care, or will assist with community services planning purposes. 	<p>may contact CHC/CS as necessary.</p>
<p>2. CS to Take Appropriate Action Based on Information Provided by Health Care</p>	<p>CS management (Area Manager or Regional Office) and supervising PPO, as required</p>	<ul style="list-style-type: none"> Depending on specific circumstances and information provided by the Health Care Manager, CS management and/or the supervising PPO may need to take follow-up action. Appropriate steps, <i>may</i> include: CS management: <ul style="list-style-type: none"> Providing appropriate notifications to staff Liaising with SolGen Facilities Branch to initiate additional cleaning PPO: <ul style="list-style-type: none"> Providing appropriate reporting instructions to the offender Consider providing appropriate <i>publicly available</i> COVID-19 health information and resources to the offender, if needed or requested by offender. This list is not exhaustive 	<p>Publicly available resources:</p> <ul style="list-style-type: none"> Public Health Agency of Canada's Fact Sheet: "How to Isolate at Home When you may have COVID-19"  covid-19-how-to-isolate-at-home-eng.js Public Health Agency of Canada's Fact Sheet: "How to Quarantine (Self-Isolate) At Home When You May Have Been Exposed and Have No Symptoms"  COVID-19 fact sheet - exposed with NOTE – Each situation will vary depending on individual circumstances and the information provided by Health Care Managers.

Helpful Contacts	Links
CS contacts for "Discharge Information for CS Form"	Rosshane.Vignarajah@ontario.ca (ADMO) Christina.Hobkinson@ontario.ca (ADMO) isabelle.Richard@ontario.ca (NR) Lina.ElWanni@ontario.ca (WR) Maureen.Ernis@ontario.ca (CR) Andrea.Calvin@ontario.ca (ER)
CS Regional Directors or Managers	Refer to the SolGen Directory and search by Regional Office or Probation and Parole
IS Regional Directors or Managers	Refer to the SolGen Directory and search by Regional Office, or Institution
Health Care Managers	Refer to the SolGen Directory and search by Regional Office, or Institution
CHC	Refer to the SolGen Directory – Linda.Ogilvie@ontario.ca is primary contact
PHU	Refer to the link for more information about, and contact information for, PHUs

**Process for Sharing COVID-19-Related Offender Information
in Correctional Services**


The following processes are intended to supplement ongoing corporate disclosure and discharge planning work and assist with sharing relevant COVID-19-related offender information between Institutional Services (IS), Community Services (CS), and Corporate Health Care (CHC):


- A. Pre-release: when an offender is to be released from an institution and droplet/contact precautions related to COVID-19 are in place requiring continued medical isolation and self-monitoring (COVID-19) post-discharge, and/or
- B. Post-release: when an offender has already been released from an institution, and health information becomes known related a requirement to self-isolate and self-monitor.

The responsibility is shared between IS, CS, and CHC to collaborate and communicate relevant information to protect the health and safety of staff, offenders, and the public, and prevent the spread of COVID-19. The following processes are intended to guide staff and mitigate identifiable risks. The processes may be modified as operationally required. Please speak to your manager with any questions.

A. INFORMATION SHARING – PRE-RELEASE

As Soon as Possible Prior to an Offender’s Release from an Institution:



Step	Who is Responsible	Action Required	Relevant Documents/Comments
1. “Discharge Information for Community Services Form”	Health Care Staff at relevant institution	<ul style="list-style-type: none"> • Complete “Discharge Information for Community Services Form” • Email Form to all key CS contacts listed in the Form 	Discharge Information for Community Services Form  Discharge Information for Com <ul style="list-style-type: none"> • NOTE – where appropriate, offenders are provided with health information regarding COVID-19 prior to leaving the institution.
	Key CS Regional Contacts	<ul style="list-style-type: none"> • Immediately email the completed form to the appropriate Probation and Parole Office Area Manager, PPO and ILO as necessary. 	

2. "Reporting Instructions upon Release from Custody Letter"	Probation and Parole Officer (PPO)	<ul style="list-style-type: none"> Immediately complete the "Reporting Instructions upon Release from Custody Letter" Email Letter to the ILO at the relevant institution. 	Reporting Instructions upon Release from Custody Letter  Template Letter - Reporting Instructio
	Institutional Liaison Officer (ILO)	<ul style="list-style-type: none"> ILO to provide Letter and verbal instructions to the offender at the institution prior to their release. 	

B. INFORMATION SHARING – POST-RELEASE

Offender has Already Been Released from Institution, and Possible COVID-19 Exposure is Subsequently Discovered

Step	Who is Responsible	Action Required	Relevant Documents/Comments
1. CS to Gather Information from Health Care	<p>CS management (Area Manager or Regional Office), copying supervising PPO, as required</p> <p>Health Care Manager</p>	<ul style="list-style-type: none"> CS to gather relevant information from the following (via call or email): <ul style="list-style-type: none"> Health Care Manager at the relevant institution, and IS management, if necessary. Health Care Manager to provide relevant information regarding the offender(s) to CS, including: <ul style="list-style-type: none"> Whether offender was on medical isolation prior to release Whether offender should self-isolate or self-monitor since being released Parties to discuss any additional information that may be relevant to continuity of care, or will assist with community services planning purposes. 	<ul style="list-style-type: none"> Internal information sharing between Health Care/IS and CS will inform decisions re: appropriate reporting instructions for offenders. If PHU input is required, CS may contact PHU for consultation as necessary. PHU will follow their usual processes and contact the offender(s) directly. PHU may contact CHC/CS as necessary.

<p>2. CS to Take Appropriate Action Based on Information Provided by Health Care</p>	<p>CS management (Area Manager or Regional Office) and supervising PPO, as required</p>	<ul style="list-style-type: none"> • Depending on specific circumstances and information provided by the Health Care Manager, CS management and/or the supervising PPO may need to take follow-up action. • Appropriate steps, <i>may</i> include: • CS management: <ul style="list-style-type: none"> ○ Providing appropriate notifications to staff ○ Liaising with SolGen Facilities Branch to initiate additional cleaning • PPO: <ul style="list-style-type: none"> ○ Providing appropriate reporting instructions to the offender ○ Consider providing appropriate <i>publicly available</i> COVID-19 health information and resources to the offender, if needed or requested by offender. • This list is not exhaustive 	<p>Publicly available resources:</p> <ul style="list-style-type: none"> • Public Health Agency of Canada's Fact Sheet: "How to Isolate at Home When you may have COVID-19"  covid-19-how-to-isolate-at-home-eng.t • Public Health Agency of Canada's Fact Sheet: "How to Quarantine (Self-Isolate) At Home When You May Have Been Exposed and Have No Symptoms"  COVID-19 fact sheet - exposed with • NOTE – Each situation will vary depending on individual circumstances and the information provided by Health Care Managers.
---	---	--	--

Helpful Contacts	Links
CS contacts for "Discharge Information for CS Form"	Rosshane.Vignarajah@ontario.ca (ADMO) Christine.Hobkinson@ontario.ca (ADMO) isabelle.Richard@ontario.ca (NR) Lina.ElWanni@ontario.ca (WR) Maureen.Francis@ontario.ca (CR) Andree.Calvin@ontario.ca (ER)
CS Regional Directors or Managers	Refer to the SolGen Directory and search by Regional Office or Probation and Parole
IS Regional Directors or Managers	Refer to the SolGen Directory and search by Regional Office, or Institution
Health Care Managers	Refer to the SolGen Directory and search by Regional Office, or Institution
CHC	Refer to the SolGen Directory – Linda.Ogilvie@ontario.ca is primary contact
PHU	Refer to the link for more information about, and contact information for, PHUs

Inmates Name (last/first)	Institution:
OTIS#	Release Date: (MM/dd/yyyy):

A. INSTRUCTIONS:

1. A nurse **MUST** complete this form for all inmates who are released while still on medical isolation or to self monitor (COVID-19)
2. This completed form **MUST** be emailed to everyone's email in the box below when the release date is known, and preferable prior to release date.

Rosshane.Vignarajah@ontario.ca	Christine.Hobkinson@ontario.ca
Isabelle.Richard@ontario.ca	Lina.ElWanni@ontario.ca
Maureen.Ennis@ontario.ca	Andrea.Calvin@ontario.ca

B. Inmate on Medical Isolation on Release **Yes** **No**

OR

Inmate to Self-Monitor on Release **Yes** **No**

If YES please complete the following:

1. Inmate to continue to self isolate until _____ (date MM/dd/yyyy)
2. Provided with the following, please check:

- How to Self-Isolate
- One Mask
- When and How to Wear a Mask
- How to Self-Monitor
- Medication supply for _____ days
- Medication prescription faxed to community pharmacy
- Local public health unit phone number provided

3.

Include the Inmate's Proposed Address Below if known:
(if they do not have a fixed address, include the shelter/housing where they will be residing)

Additional Information:

Print name of nurse completing:	Signature	Date & Time
1.		
2.		

**Ministry of the Solicitor
General**

**Ministère du Solliciteur
général**



Welland Probation and Parole

Bureau de probation et de
libération conditionnelle
Welland

Suite 303
3 Cross Street
Welland, ON L3B 5X6

Suite 303
3 Cross Street
Welland, ON L9C 3A3

Telephone: 905-735-1660
Facsimile: 905-735-5665

Téléphone: 905-735-1660
Télécopieur:

Memorandum

TO/À: [Client Name]
[OTIS #]

FROM/DE: [PPO Name]

DATE:

SUBJECT/SUJET: Reporting Instructions upon Release from Custody

Mr. or Ms. [surname],

You are directed to report to the [PROBATION OFFICE] at the below address in person on (DATE) to your supervising officer [PPO NAME] or the designated Duty Officer. If you were advised by the Institution to self-isolate following your release from custody, please contact the probation office by telephone within 48 hours of release or on the first business day.

[PROBATION OFFICE ADDRESS]
[TELEPHONE]

Please be advised that failure to report as directed may result in a breach of probation charge being laid against you, for which the maximum penalty is 4 years imprisonment and/or a \$5000 fine as per section 733.1(1) of the Criminal Code of Canada

In response to COVID-19 we are asking that if you answer yes to any of the following questions, that you contact the Probation and Parole Officer prior to reporting to the office.

Are you feeling unwell with any of the following symptoms?

- Fever, new cough or difficulty breathing
- Unexplained muscle aches or fatigue
- Other signs of new onset illness such as sore throat or diarrhea

Have you experienced any of the following exposure risks?

- Close contact with a person who has been diagnosed with COVID-19 (for example, someone in your household)
- Close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) or who recently travelled outside of Canada

Sincerely,

[PPO NAME]
Probation and Parole Officer

CORONAVIRUS DISEASE (COVID-19)

HOW TO ISOLATE AT HOME

WHEN YOU MAY HAVE COVID-19

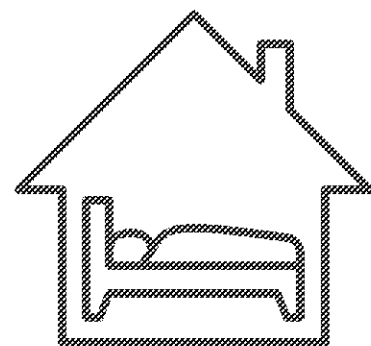
Isolation means staying at home when you have a symptom of COVID-19 and it is possible that you have been exposed to the virus. By avoiding contact with other people, you help prevent the spread of disease to others in your home and your community.

You must:

- go **directly home and/or stay at home** if you have:
 - been diagnosed with COVID-19, or are waiting to hear the results of a lab test for COVID-19
 - × any symptom of COVID-19, even if mild, and have
 - been in contact with a suspected, probable or confirmed case of COVID-19
 - been told by public health (directly, through public communications or through a **self-assessment tool**) that you may have been exposed to COVID-19
 - × returned from travel outside Canada with symptoms of COVID-19 (mandatory)*
- monitor your symptoms as directed by your healthcare provider or **Public Health Authority** until they advise you that you are no longer at risk of spreading the virus to others
- immediately contact your healthcare provider or **Public Health Authority** and follow their instructions if your symptoms get worse

Limit contact with others

- Do not leave home unless it's to seek medical care.
 - Do not use public transportation (e.g. buses, taxis).
 - Arrange to have groceries and supplies dropped off at your door to minimize contact.
 - Stay in a separate room and use a separate bathroom from others in your home, if possible.
 - If you have to be in contact with others, practise **physical distancing** and keep at least 2 metres between yourself and the other person.
 - Avoid contact with individuals with chronic conditions, compromised immune systems and older adults.
- Keep any interactions brief and wear a medical mask if available, or if not available, a **non-medical mask or facial covering** (i.e., **constructed** to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) when coughing, sneezing or if you need to be in the same room with others in the home.
 - Follow instructions online for the **safe use and disposal or laundering of face masks**, or as provided by your **Public Health Authority**.
 - Avoid contact with animals, as there have been several reports of people transmitting COVID-19 to their pets.



Keep your hands clean

- ▶ **Wash your hands often** with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- ▶ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ▶ Avoid touching your eyes, nose and mouth.
- ▶ Cough or sneeze into the bend of your arm or into a tissue.

Avoid contaminating common items and surfaces

- ▶ At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes.
- ▶ Do not share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- ▶ To disinfect, use only **approved hard-surface disinfectants** that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada.
- ▶ Place contaminated items that cannot be cleaned in a lined container, secure the contents and dispose of them with other household waste.
- ▶ Put the lid of the toilet down before flushing.

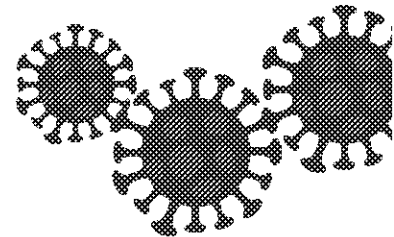
- ▶ Wearing a face mask, including a **non-medical mask or facial covering** (i.e., constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops), may trap respiratory droplets and stop them from contaminating surfaces around you - but wearing a mask does not reduce the need for cleaning.

Care for yourself

- ▶ Monitor your symptoms as directed by your healthcare provider or **Public Health Authority**.
- ▶ If your symptoms get worse, immediately contact your health care provider or public health authority and follow their instructions.
- ▶ Get some rest, eat a balanced diet and stay in touch with others through communication devices.

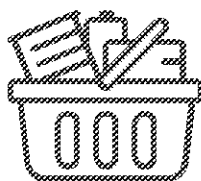
* Quarantine Act

The Government of Canada is implementing an Emergency Order under the Quarantine Act that requires persons entering Canada—whether by air, sea or land—to isolate for 14 days if they have symptoms of COVID-19, in order to limit its introduction and spread. The 14-day period begins on the day the person enters Canada.



Supplies to have at home when isolating

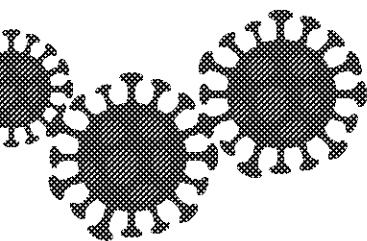
- Medical masks if available for the case and the caregiver if not available, *non-medical masks or facial covering* (i.e., *constructed* to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops)
- Eye protection (face shield or goggles) for use by caregiver
- Disposable gloves (do not re-use) for use by caregiver
- Disposable paper towels
- Tissues
- Waste container with plastic liner
- Thermometer
- Over the counter medication to reduce fever (e.g., ibuprofen or acetaminophen)
- Running water
- Hand soap
- Alcohol-based sanitizer containing at least 60% alcohol
- Dish soap
- Regular laundry soap
- Regular household cleaning products
- Hard-surface disinfectant, or if not available, concentrated (5%) liquid bleach and a separate container for dilution
- Alcohol prep wipes or appropriate cleaning products for high-touch electronics



**ARRANGE TO HAVE
YOUR GROCERIES
DELIVERED TO YOU**

**WE CAN ALL DO OUR
PART IN PREVENTING
THE SPREAD OF
COVID-19. FOR MORE
INFORMATION, VISIT**

Canada.ca/coronavirus
or contact
1-833-784-4397



CORONAVIRUS DISEASE (COVID-19): HOW TO QUARANTINE (SELF-ISOLATE) AT HOME WHEN YOU MAY HAVE BEEN EXPOSED AND HAVE NO SYMPTOMS

People with COVID-19 do not always recognize their early symptoms. Even if you do not have symptoms now, it is possible to transmit COVID-19 before you start showing symptoms or without ever developing symptoms.

You need to quarantine (self-isolate) for 14 days if, you:

- ▶ are returning from travel **outside of Canada** (mandatory quarantine)*
- ▶ had close contact with someone who has or is suspected to have COVID-19
- ▶ have been told by public health that you may have been exposed and need to quarantine (self-isolate)

Quarantine (self-isolate) means that, for 14 days you need to:

- ▶ **stay at home** and monitor yourself for **symptoms**, even just one mild symptom
- ▶ **avoid contact with other people** to help prevent transmission of the virus prior to developing symptoms or at the earliest stage of illness
- ▶ **do your part to prevent the spread of disease** by practicing **physical distancing** in your home

If you start to develop symptoms within 14 days of your quarantine, you must:

- ▶ **isolate** yourself from others as soon as you notice your first symptom
- ▶ immediately call a health care professional or **public health authority** to discuss your symptoms and travel history, and follow their instructions carefully

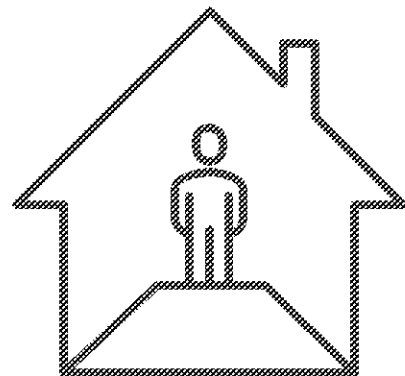
You can also use the **online self-assessment tool** (if available in your province or territory) to determine if you need further assessment or testing for COVID-19.

Note: If you are living with a person who is isolated because they have or are suspected to have COVID-19, your self-isolation period may be extended beyond 14 days. Seek direction from your **public health authority**.

To quarantine (self-isolate), take the following measures:

LIMIT CONTACT WITH OTHERS

- ▶ Stay at home or the place you are staying in Canada (do not leave your property).
- ▶ Only leave your home for medically necessary appointments (use private transportation for this purpose).
- ▶ Do not go to school, work, other public areas or use public transportation (e.g., buses, taxis).
- ▶ Do not have visitors.
- ▶ Avoid contact with older adults, or those with medical conditions, who are at a higher risk of developing serious illness.
- ▶ Avoid contact with others, especially those who have not travelled or been exposed to the virus.
- ▶ If contact cannot be avoided, take the following precautions:
 - ✦ keep at least 2 metres between yourself and the other person
 - ▶ keep interactions brief
 - ✦ stay in a separate room and use a separate bathroom, if possible
- ▶ Some people may transmit COVID-19 even though they do not show any symptoms. Wearing a **non-medical mask or face covering** (i.e., **constructed** to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) if close contact with others cannot be avoided, can help protect those around you.
- ▶ Avoid contact with animals, as there have been several reports of people transmitting COVID-19 to their pets.



THINGS YOU CAN DO WHILE IN QUARANTINE (SELF-ISOLATION)

While keeping a physical distance of 2 metres from others, you can:

- ▶ greet with a wave instead of a handshake, a kiss or a hug
- ▶ ask family, a neighbour or friend to help with essential errands (e.g., picking up prescriptions, buying groceries)
- ▶ use food delivery services or online shopping
- ▶ exercise at home
- ▶ use technology, such as video calls, to keep in touch with family and friends through online dinners and games
- ▶ work from home
- ▶ on your own property only: go outside on your balcony or deck, walk in your yard or get creative by drawing chalk art or running back yard obstacle courses and games

KEEP YOUR HANDS CLEAN

- ▶ **Wash your hands often** with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- ▶ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ▶ Avoid touching your eyes, nose and mouth.
- ▶ Cough or sneeze into the bend of your arm or into a tissue.

KEEP SURFACES CLEAN AND AVOID SHARING PERSONAL ITEMS

- ▶ At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes.
- ▶ To disinfect, use only **approved hard-surface disinfectants** that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada.

- ▶ When approved hard surface disinfectants are not available, for household disinfection, a diluted bleach solution can be prepared in accordance with the instructions on the label, or in a ratio of 5 millilitres (mL) of bleach per 250 mL of water OR 20 mL of bleach per litre of water. This ratio is based on bleach containing 5% sodium hypochlorite, to give a 0.1% sodium hypochlorite solution. Follow instructions for **proper handling of household (chlorine) bleach**.
- ▶ If they can withstand the use of liquids for disinfection, high-touch electronic devices (e.g., keyboards, touch screens) may be disinfected with 70% alcohol at least daily.
- ▶ Do not share personal items with others, such as toothbrushes, towels, bed linen, non-medical masks or face coverings, utensils or electronic devices.

MONITOR YOURSELF FOR SYMPTOMS

- ▶ Monitor yourself for symptoms, particularly fever and respiratory symptoms such as coughing or difficulty breathing.
- ▶ Take and record your temperature daily (or as directed by your **public health authority**) and avoid using fever-reducing medications (e.g. acetaminophen, ibuprofen) as much as possible. These medications could mask an early symptom of COVID-19.



WORK-RELATED TRAVEL FOR ESSENTIAL WORKERS

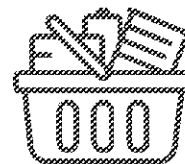
Certain persons who cross the border regularly to ensure the continued flow of goods and **essential services**, or individuals who receive or provide other essential services to Canadians, are exempt from needing to quarantine (self-isolate) due to travel outside of Canada, as long as they are asymptomatic (do not have symptoms of COVID-19).

They must:

- ▶ practise **physical (social) distancing**
- ▶ self-monitor for **symptoms** (if you develop a symptom, follow the instructions of your local **public health authority**)
- ▶ stay in your place of residence as much as possible.
- ▶ If you have been instructed by public health to quarantine for any other reason (for example, you have been in close contact with a case), inform your local public health authority of your status as an essential worker and follow their directions.
- ▶ We can all do our part in preventing the spread of COVID-19

SUPPLIES TO HAVE AT HOME WHEN IN QUARANTINE (SELF-ISOLATION)

- **Non-medical mask or face covering** (i.e., constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops)
- Disposable paper towels
- Thermometer
- Running water
- Hand soap
- Alcohol-based sanitizer containing at least 60% alcohol
- Dish soap
- Regular laundry soap
- Regular household cleaning products
- Hard-surface disinfectant that has a Drug Identification Number (DIN), or if not available, concentrated (5%) liquid bleach and a separate container for dilution
- Appropriate cleaning products for high-touch electronics



* QUARANTINE ACT

The Government of Canada has implemented an Emergency Order under the Quarantine Act that requires persons entering Canada—whether by air, sea or land—to quarantine (self-isolate) themselves for 14 days if they are asymptomatic in order to limit the introduction and spread of COVID-19.

The 14-day period begins on the day the person enters Canada.

WE CAN ALL DO OUR PART IN PREVENTING THE SPREAD OF COVID-19. FOR MORE INFORMATION, VISIT

Canada.ca/coronavirus

or contact

1-833-784-4397

STOP



If you have any of the following symptoms:

- A fever and/or cough or difficulty breathing

DO NOT ENTER

For all other visitors:

- Use hand sanitizer
- Proceed to the reception desk and you will be asked further questions at the reception desk.

If you think you have been exposed to COVID-19, **DO NOT ENTER THIS OFFICE**, make contact by phone at _____

From: Sol Gen News (SOLGEN)
Sent: April 7, 2020 12:03 PM
To: @SOLGEN-L-CS
Subject: Memo from ADMs of Correctional Services: COVID-19 Update: Mindfulness Initiatives Available for Staff

A Joint Message from

The Assistant Deputy Ministers of Correctional Services

MEMORANDUM TO: All Correctional Services staff

Corrections Employee Wellness Resources available on the intranet, including new mindfulness initiatives to support staff during these uncertain times.

As your senior leaders, we're aware of the challenges that you are facing on the frontlines because of COVID-19. We continue to evaluate all options to limit the spread of COVID-19 within our correctional system, protect you and help keep our communities safe. A list of initiatives in place or underway is available on the intranet and will be updated regularly.

The correctional environment always has its unique stressors, but there are even more during this time of uncertainty. Each of us is processing current events differently, and we are likely to experience a range of emotions, such as fear, anxiety or sadness. It's important to find things we can do to support our sense of safety and boost our resilience, especially for those staff who are serving on our frontlines.

As challenging as it might be right now, we hope you're able to do that and find a bit of time for your wellness – because when you support yourself, you can better support those around you. To help you, the Corrections Employee Wellness Unit (EWU) has compiled a comprehensive list of resources organised by your potential needs during this time.

EWU is also introducing several mindfulness initiatives that teach breath and awareness techniques, which can help regulate our nervous system. These techniques can help us feel calm, think more clearly and respond better when under pressure. The initiatives include:

- A new series of **5-10-minute guided mindfulness practices** available via the Corrections Hub on InsideOPS. A new practice is being added weekly, and you can access them anytime, anywhere.
- The Corrections Mindfulness Community is now holding **live mindfulness practice sessions** every Thursday, from 11:15 to 11:30 a.m. Staff from any division can join the practice, from anywhere in Ontario, previous sessions. You can also listen to recordings of

s.14(1)(i)
s.14(1)(l)

- Short virtual mindfulness sessions are available on request at a convenient time.

As a reminder, you can also access the

Employee and Family Assistance Program at any time.

Visit Ontario's website to learn more about how the province continues to protect Ontarians from COVID-19, and visit the TBS page on InsideOPS for the latest information for OPS employees.

These are challenging and uncertain times, but we can get through this together.

Stay safe and well,

s.14(1)(i)

s.14(1)(l)

Suzanne McGurn
ADM, Institutional Services

Renu Kulendran
ADM, Community Services

Shelley Unterlander
ADM, Operational Support

Lynn Norris
ADM, Modernization

Kevin West
Chief, Correctional Services
Oversight and Investigations



Community Services – Interim Service Delivery Plan

Key Messages for Managers

- As the COVID-19 situation continues to evolve, Community Services is monitoring the situation closely.
- As a response, we have developed an interim service delivery plan, that will be implemented as of Wednesday March 18, 2020.
- The focus will be on core duties and legislated requirements to deliver critical frontline services, which includes continued supervision of high-risk offenders, and support to victims, as well our responsibilities to our justice partners; courts and Ontario Parole Board.
- Our staffing model will be reduced to 50 per cent in the offices to begin with, alternating week schedules to limit exposure to health risks. The remaining 50 per cent will be working from home to provide critical public safety services. Staff will be rotating.
- Our approach includes consolidating offices in urban centres and regions where possible, or alternating which offices are open subject to changes in operational conditions.
- As necessary, area managers will identify staff to act as CLOs on a rotating basis. CLOs will report to courts where operations continue or to their area office, as directed by their area managers. Further direction will be provided if business practices change.
- As necessary, area managers will identify staff to act as ILOs on a rotating basis. ILOs will continue to report to institutions following regular business schedules. Screening protocols are in place within institutions to support staff health and safety, alternative arrangements for speaking with an inmate may also be available depending on the facility. Further direction will be provided if institution business practices change.
- Our planning is informed by our responsibilities to our justice partners; courts and Ontario Parole Board.
- We will be ensuring that there is ongoing local outreach to community justice partners and corporate partners, and First Nation communities, where necessary, regarding the availability of probation and parole services, and flexibility to scale up and down as necessary.
- While working from home you are reminded that privacy, confidentiality, and information security is paramount.

March 17, 2020

- CS is issuing cell phones to enable PPOs to work remotely while being able to continue to communicate with offenders, collateral contacts, justice partners and managers.
- While we work to procure and deliver work cell phones to all PPOs, as an interim measure PPOs can voluntarily use their personal cell phones to facilitate reporting requirements with offenders.
- Staff are reminded to use the cell phones in accordance with government policies and legislation.
- With the use of cell phones, and as the situation evolves, we will continue to assess and adapt strategies to scale services accordingly.
- Please continue your efforts to self-monitor, self-isolate as outlined in the OPS Qs/As, and maintain universal precautions such as social distancing.
- We appreciate your professionalism and flexibility during times of uncertainty and rapid change.

Ministry of the Solicitor General

Ministère du Solliciteur général



Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

Services communautaires

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

25 rue Grosvenor, 17^{ième} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

MEMORANDUM TO: All Community Services Staff, Community Services

FROM: Renu Kulendran
Assistant Deputy Minister, Community Services

DATE: March 18, 2020

SUBJECT: Interim Service Delivery Plan – COVID-19

The COVID-19 pandemic continues to evolve and Community Services (CS) is monitoring the situation closely in conjunction with the Ministry of Health. To continue to support the health and safety of our staff, offenders, and the public, CS is implementing a temporary staffing model as described below.

As CS is critical front-line, an appropriate staffing model requires a balance that considers the health and safety of our PPOs and OAGs, with a focus of core duties and legislated requirements, including:

- Continued supervision of high-risk offenders, including Intensive Supervision, high-risk Domestic Violence, Sex Offenders, and Guns and Gangs Offenders; and
- Support to victims, as well as our responsibilities to our justice partners, courts and the Ontario Parole Board.

Accordingly, as of March 18, 2020, the staffing complement of bargaining unit employees will be reduced to 50 per cent for the time being. Staff will work alternating schedules every other week, or as otherwise directed by their managers, in order to limit exposure to health risks. The remaining 50 per cent of staff will be working from home to provide critical public safety services.

This approach includes consolidating offices in urban centres and regions where possible, and/or alternating which offices remain open, subject to changes in operational conditions:

- Central Region:
 - Offices to remain open: All area and sub-offices currently will remain open, pending a move to an alternating schedule.
- Northern Region:
 - Offices to remain open: Kenora, Thunder Bay, Sault Ste. Marie, North Bay, Sudbury, Orillia, Barrie, and Timmins.
- Western Region:
 - Offices to remain open: All area and sub-offices currently will remain open, pending a move to an alternating schedule.
- Eastern Region:
 - Offices to remain open: Kingston, Belleville, Peterborough, Durham East, Pickering, Cornwall, Ottawa Centre, Ottawa East, Ottawa West, Pembroke, Renfrew, Smiths Falls, Hawkesbury, and Brockville.
 - Offices to remain open with reduced days per week: Northumberland, Lindsay, Trenton, Bancroft, Minden, and Port Perry.
 - Closed: Napanee.
- All remote reporting centres will be closed.

For a detailed rotation schedule, please speak to your manager.

This approach ensures continued local outreach to community justice and corporate partners, and First Nations communities, where necessary, regarding the availability of probation and parole services. As the situation evolves, we will continue to assess and adapt strategies to scale services accordingly. We are committed to keeping you updated along the way. With respect to CLOs and ILOs, we are actively identifying risks and mitigation strategies for this work.

While working from home you are reminded that privacy, confidentiality, and information security is paramount. Please see the attached document for tips on working remotely, as well as links to the OTIS briefcase:

<https://intra.mcs.gov.on.ca/content/otis/briefcase/briefcase.html>

As you will see in separate ADM communications, CS is purchasing cell phones for PPOs so that they can work remotely while being able to continue to communicate with offenders, collateral contacts, stakeholders, and colleagues.

In the meantime, please continue your efforts to self-monitor and self-isolate as outlined in the [OPS Qs/As](#), maintain universal precautions that include social distancing, and:

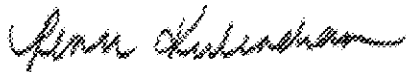
- Wash your hands often with soap and water or alcohol-based hand sanitizer
- Sneeze and cough into your sleeve
- Avoid touching your eyes, nose or mouth
- Avoid contact with people who are sick
- Stay home if you are sick, and use the Short Term Sickness Plan or Attendance Credits.

Please be reminded of additional resources and information that are available to support employees:

- IT: [Get tips and tricks for using Office 365.](#)
- Remote work: [Get resources for working remotely.](#)
- Employee assistance: [Access the Employee and Family Assistance Program.](#)
- For the latest information on COVID-19: [please visit the Ministry of Health's website.](#)

Thank you for your continued professionalism and support in keeping our workplace and community safe.

Sincerely,



Renu Kulendran
Assistant Deputy Minister, Community Services

c: Elaine Shin, Executive Assistant, Deputy Solicitor General's Office, Corrections
Suzanne McGurn, Assistant Deputy Minister, Institutional Services
Shelley Unterlander, Assistant Deputy Minister, Operational Support
Lynn Norris, Assistant Deputy Minister, Modernization Division
Ali Veshkini, Assistant Deputy Minister/CAO, Corporate Planning
Kevin West, Director, Chief of Oversight and Investigations
Corporate Directors

Attachment:



JC - OPS Working
Remotely Options at

Working Remotely – Options for the Ontario Public Service (OPS)

There are three primary Ontario Public Service (OPS) options for working remotely.

Working remotely means your home or anywhere that is not an Ontario Government office location.

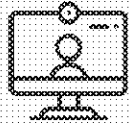
Contact the **OPS IT Service Desk** for questions about any of these services:

	1. GO-Remote Access Service (RAS)	2. Microsoft Office 365	3. Mobile Devices
You Can	ALL the same network resources you have at the office (file shares, WIN/IFIS, BinderBrowser and other Ministry line-of-business applications) via a secure connection to the OPS network when working remotely.	MS Office 365 applications (Outlook, OneDrive, Word, Excel, PowerPoint, SharePoint Online, Skype, Teams, Forms and more) can be used remotely from an OPS computer or online versions of the same applications can be used from your personal computer.	Email (Outlook) and other MS Office 365 apps on smartphone or tablet.
You Need	<ul style="list-style-type: none"> ◦ An individual RAS Virtual Private Network (VPN) account and security token (accounts cannot be shared). ◦ An OPS computer/laptop. ◦ A private space and internet connection. 	<ul style="list-style-type: none"> ◦ Additional Security Verification (ASV)/ Multi-Factor Authentication (MFA) must be set-up before working remotely. ◦ An OPS or personal computer/laptop. ◦ A private space and internet connection. 	<ul style="list-style-type: none"> ◦ A government-issued mobile device. ◦ ASV/MFA Authentication for MS Office
Consider	<ul style="list-style-type: none"> ◦ RAS only has capacity for a subset of OPS employees. In the event of an OPS-wide emergency, non-essential staff may be required to stop using RAS so business-critical roles can access key Ministry/Corporate applications. 	<ul style="list-style-type: none"> ◦ You cannot access file shares, WIN/IFIS, BinderBrowser and many Ministry line-of-business applications without RAS. ◦ MS Office365 is configured to not save documents to your personal computer for privacy and security reasons. 	<ul style="list-style-type: none"> ◦ The following apps are available for download to your smartphone: Outlook, Word, Excel, PowerPoint, OneDrive, Skype, Teams, OneNote, Planner, SharePoint
Get it	Go to the Service Desk Online (S.ODO) for a new account, replacing a lost/stolen token or resetting your pin.	Go to the Office 365 Website for more information.	Go to the Service Desk Online (S.ODO) for mobile services.



Note: OPS devices cannot print to your personal printer in any of these options for working remotely.

Working Remotely – Tips for the Ontario Public Service (OPS)



Meeting Remotely

Teleconference

- Include both the local/toll-free #
- Format the # for easy use on mobile:

Virtual Meeting (on your computer)

- Same considerations as MS Office 365
- Video, voice or screensharing via:
- **Microsoft Teams:**
 - Click “New Teams Meeting” in Outlook, or “Make a Call” in the Teams Application



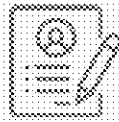
Skype:

- Open a Skype chat and use the buttons:



s.14(1)(i)

s.14(1)(l)

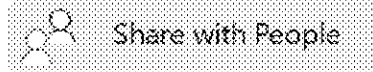


Ways to Collaborate

MS Office 365 offers great remote collaboration tools:

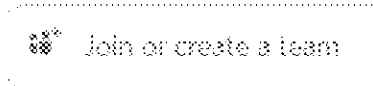
OneDrive

- Rather than trying to coordinate a document back and forth over email, work in the same place:
 - Click “Share” in your file menu, only the people you add will be able to see/edit the document.



Microsoft Teams

- Microsoft Teams conversations are saved, making it a great place to discuss things as a group remotely.
 - Direct a chat to someone by typing @Name at the start of your message, and they will get a pop-up alert.



Get Prepared

- ✓ Bring your computer and all of the associated peripherals with you from the office (power cords, chargers, adapters etc.).
- ✓ Test your Additional Security Verification (ASV)/ Multi-Factor Authentication (MFA) by going to Office.com from a personal computer and logging in with your OPS credentials.
- ✓ Install MS Office 365 apps on your smartphone.
- ✓ Consult your manager if you require RAS VPN or a mobile device.
- ✓ Ensure you have an adequate/private internet connection at your remote location.



Be Secure

- ✓ Accounts must not be shared.
- ✓ Make sure you have a private and secure workspace for working remotely and Don't leave documents or mobile devices unattended at public locations.
- ✓ For sensitive materials that are not accessible remotely, get director approval and record their removal from the office.
- ✓ Forwarding government information to personal accounts or using USB keys on personal computers is not appropriate.

Contact the **OPS IT Service Desk** for questions about any of these services:

Sources

- [Office 365](#)
- [Securing your Workspace Guide](#)
- [Security Requirements for Remote Access Service](#)
- [OPS Flex work Guide](#)

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Services communautaires

25 rue Grosvenor, 17^{ième} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

MEMORANDUM TO: Regional Directors, Community Services

FROM: Renu Kulendran
Assistant Deputy Minister, Community Services

DATE: March 18, 2020

SUBJECT: Personal Cellular Phone Use for Communication With Offenders

To enhance the health and safety of our staff, offenders, and the public during the COVID-19 pandemic, Community Services (CS) will issue cellular phones to its Probation and Parole Officers (PPOs). Cellular phones will enable PPOs to work remotely while being able to continue to communicate with offenders, collateral contacts, stakeholders and colleagues.

The Ministry is working diligently to procure and deliver work cellular phones to all PPOs, however as an interim measure PPOs are encouraged to use their personal cellular phones to facilitate reporting requirements with offenders.

PPOs who are working remotely and who are not in possession of a work issued cellular phone can use their personal cellular phone with the understanding that they will adhere to the following protocols:

Incoming calls:

- PPOs will activate the call forward function on their office landline to redirect all incoming calls to their personal cellular phone.
- PPOs will update their personal voicemail to adhere to OPS telephone service standards while the call forward function is active. Offenders should be advised that NO personal information be left on the voicemail as all work related messages on the personal cell phone will be subject to the FIPPA.
- Personal cellular phones are only to be used for voice contact/communication with offenders. The use of personal cellular phones for any other form of

communication with offenders (e.g. text messaging, social media, emailing) is prohibited.

- PPOs will notify offenders that text messages will not be accepted.

Outgoing calls:

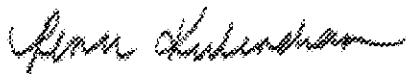
- PPOs can activate the call blocking feature **on a per call basis** by following these instructions:
 - Call Blocking prevents your name and number from being displayed when you call someone who has Call Display.
 - Dial #31#, then immediately dial the telephone number that you want to call.
 - The call recipient's call display will show "Private Name – Private Number", "No Caller ID" or a similar indicator.
 - **PPOs should test this before calling an offender to ensure the Call Blocking feature works with their carrier.**
- This is a free service with most service providers, however any charges or fees associated with setting up this service will be covered by the Ministry.
- To activate the call blocking feature **for all outgoing calls**, you will need to contact your service provider to update your phone features.

A reminder that all communication must be documented in the offender's case notes in the Offender Tracking Information System as per Ministry policies.

Once we have information on the procurement status of work issued cellular phones, we will make this information available to OPSEU and staff to assist in the timely distribution of these assets.

I would like to take the opportunity to thank you for your continued professionalism and support in keeping our workplace and community safe.

Sincerely,



Renu Kulendran
Assistant Deputy Minister, Community Services

- c: Elaine Shin, Executive Assistant, Deputy Solicitor General's Office, Corrections
Suzanne McGurn, Assistant Deputy Minister, Institutional Services
Shelley Unterlander, Assistant Deputy Minister, Operational Support
Lynn Norris, Assistant Deputy Minister, Modernization Division
Ali Veshkini, Assistant Deputy Minister/CAO, Corporate Planning
Kevin West, Director, Chief of Oversight and Investigations

Corporate Directors

Ministry of the Solicitor General	Screening for Clients or Visitors Requesting Entry to Provincial Probation and Parole Office
--	---

All clients or visitors entering the office must cooperate with this screening process.

Please ask each individual client or visitor:

<p>Do you have any of the following symptoms?</p> <ul style="list-style-type: none"> • Fever/feverish? • New or existing cough? • Difficulty breathing? 	<p>if YES, they should be asked to leave and contact the office by phone.</p>
<p>Have you travelled internationally (outside Canada) within the last 14 days?</p>	<p>if YES, they should be asked to leave and contact the office by phone.</p> <p>Also suggest: Contacting their local public health unit or Telehealth for further instructions. Telehealth Number: 1-866-797-0000</p>
<p>Have you had close contact with a confirmed or probable COVID 19 case?</p>	<p>if YES, they should be asked to leave and contact the office by phone.</p> <p>Also suggest: Contacting their local public health unit or Telehealth for further instructions. Telehealth Number: 1-866-797-0000</p>
<p>Have you had close contact with a person with a respiratory illness in the last 14 days? (i.e. (influenza like illness)</p>	<p>if YES, they should be asked to leave and contact the office by phone.</p>

If **YES** to any of the screening questions or refuses to answer, then they have failed the screening and the client or visitor **must be asked to leave the office**.

If **NO** to all questions, the client or visitor can proceed to be serviced at the front counter or in the secure interview room.

If the client or visitor becomes upset, please contact a manager immediately for assistance.

FEEL ANXIOUS BECAUSE OF YOUR COVID-19 TEST?

It is normal to feel anxious about being diagnosed with the virus.

For your physical and mental health and well-being, you should come up with a coping plan to strengthen your resilience and reduce the impact of this stressful situation.

Helpful strategies may involve tackling the problems you are facing in a structured way (see attached: Dealing with problems in a structured way)

OR

Changing how you are thinking about what you are going through (see attached: Challenging worries and anxious thoughts).

HELPFUL NUMBERS

BOOTS ON THE GROUND

First responder peer support, 24/7
1-833-677-2668

BADGE OF LIFE CANADA

First responder peer and family resources
1-519-377-6959

PRIVATE MATTERS PSYCHOTHERAPY

Free 30 min sessions for first responders
905-681-7359

EMPLOYEE AND FAMILY ASSISTANCE PROGRAM

Counselling and other supports, 24/7
1-844-888-9142

STRONGER MINDS

Free digital program offering COVID 19-related guidance from mental health experts to help lift you up. See information attached or visit:

www.mindbeacon.com/strongerminds

Challenging worries and anxious thoughts

Coping with stress and anxiety during the COVID-19 pandemic

High levels of anxiety and stress are usually fuelled by the way we think. For example, you might be having thoughts such as “I am going to die” or “There is nothing I can do” or “I won’t be able to cope.” These thoughts can be so strong that you believe them to be true.

However, not all our thoughts are facts; many are simply beliefs that we hold. Sometimes we have held these beliefs for so long that they feel like facts. How do we know if our thoughts are true or are just beliefs we’ve grown used to? Here are some ways to work through and challenge your worries and anxious thoughts.

- Start with catching your thoughts. When you are feeling anxious or stressed, stop and write down what you are thinking. There may be more than one thought going through your mind when you are feeling anxious. (Hint: Your thought might sound something like “What if ...” or “I’m worried that ...”.)
- Once you have identified a thoughts, challenge it. Ask yourself:
 - Is this thought true?
 - How do I know it’s true?
 - Is it 100% true and always true?
 - What is the evidence for the thought?
 - What is the evidence against the thought?
 - Has the thing I’m worried about ever happened before?
 - What actually happened?
 - How did I cope? What was the end result?
- If you find it hard to let go of worrying, ask yourself, “What does worrying do for me? Is worrying actually helping me solve a problem or is it keeping me stuck and feeling anxious?”
- Ask yourself how helpful it is to keep thinking this way?
- After working through these approaches, see if you can come up with a more balanced thought. For example, “I am elderly, and so many older people are getting extremely ill. I could die from this” could be replaced with “I am elderly, but I am also taking all of the recommended precautions, I have a good support network, and I am taking steps to stay healthy. I am extremely likely to get through this and be fine.”

Dealing with problems in a structured way

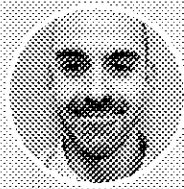
Coping with stress and anxiety during the COVID-19 pandemic

All the issues you might need to address during this pandemic situation may feel overwhelming. It can be useful to identify which things are actually problems that need to be solved or addressed, and which are just worries that are not necessarily grounded in reality. Here are some steps you can take to resolve issues that come up for you.

1. Take some time to identify what you feel are problems. As we deal with the COVID-19 pandemic, planning for self-isolation or quarantine might be something you identify. What concerns are causing you stress or anxiety?
2. Break each problem down into smaller parts, so you don't feel so overwhelmed. Think about what parts of the issue are most immediate and urgent: what needs to be done now, what can be tackled tomorrow, and what can be delayed or even dropped completely because it doesn't really matter in the long run.
3. Brainstorm some options that can help address the problem. List all possible options.
4. Identify the pros and cons of each option.
5. Narrow down to the best option you have.
6. Put the solution into practice and see how it goes. Did it solve the problem? Did it help a bit? Do you need to adjust the solution or consider another solution from your list?
7. Ask others how they see your "problem"? If they agree that it is a real problem, ask for feedback on your solution.
8. Consider writing things down—putting this process down on paper. You can cross off tasks as you do them. This can help you feel you are getting things resolved and can combat feelings of helplessness.
9. If you may need to plan for self-isolation or quarantine, do so ahead of time. Here are some resources that may be helpful:
 - **U.S. Centers for Disease Control and Prevention (CDC)**
 - **Conference Board of Canada**

For all of us, COVID-19 means uncertainty like never before.

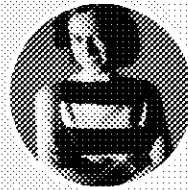
Return to *I can get through this*,
with guidance every day from
the BEACON team of experts.



Acceptance and Mindfulness
with Dr. Andrew Gentile



Nurturing Kids
with Dr. Khushi Amaria



Mental Wellbeing
with Dr. Cristina Busia



Building Resilience
with Dr. Peter Panoulas

Better Sleep
with Dr. Leorra Newman



Stronger Minds is a completely free digital program by BEACON, created to support all Canadians through the COVID-19 crisis.

Our team of psychologists will help you protect your emotional wellbeing, so you can regain the resilience to get through today – and tomorrow.

Get day-by-day guidance that you can use – all based on Canadians' concerns, and always adapting to new stresses as they arise.

Stronger Minds cuts through all the information overload, to provide relief from your everyday worries sparked by current events.

With **Stronger Minds**, you'll get:



Timely videos and quick reads from our mental health experts.



Activities to help you gain resilience.



Ask an Expert videos in response to questions we receive.



beacon

stronger
minds

→ Join Stronger Minds today.
mindbeacon.com/join-stronger-minds

Ministry of the Solicitor General

Ministère du Solliciteur général

Offices of the Assistant Deputy Ministers

Bureaux des sous-ministres adjoints



Operational Support, 16th Floor
25 Grosvenor Street
Toronto ON M7A 1Y6
Telephone: (416) 327-2387
Facsimile: (416) 314-6669

Appui opérationnel, 16^{ème} étage
25 Grosvenor Street
Toronto ON M7A 1Y6
Téléphone: (416) 327-2387
Télécopieur: (416) 314-6669

Institutional Services, 17th Floor
Telephone: 416 327-9992
Facsimile: 416 327-3849

Services en établissement, 17^e étage
Téléphone : 416 327-9992
Télécopieur : 416 314-3849

Community Services
150 Dufferin Avenue, Suite 704
London ON N6A 5N6
Telephone: (519) 675-4742
Facsimile: (519) 661-6182

Services communautaires
150, avenue Dufferin, suite 704
London ON N6A 5N6
Téléphone: (519) 675-4742
Télécopieur: (519) 661-6182

MEMORANDUM TO: All managers of OPSEU Corrections Bargaining Unit Employees

FROM: Shelley Unterlander, ADM, Operational Support
Suzanne McGurn, ADM, Institutional Services
Renu Kulendran, ADM, Community Services

DATE: May 13, 2020

RE: **Digital Therapy Pilot (Employee Wellness) for OPSEU
Corrections Bargaining Unit Employees**

OPSEU Corrections Bargaining Unit employees in the Ministry of the Solicitor General (SolGen) will have access to confidential guided digital therapy with BEACON as part of a new pilot project.

We are facing an unprecedented time in our correctional system and you have risen to the challenge. As managers, you show up every day to support your staff and serve the people of Ontario. We know that the current emergency is taking a mental toll on you and your staff and it can be challenging to identify the best ways to support your team. As a manager of employees who belong to the OPSEU Corrections Bargaining Unit, we would like to inform you that a new pilot program will soon be available to support your employees' well-being.

BEACON, one of Manulife's third-party vendors, has partnered with the Ontario Public Service to pilot their services to all OPSEU Correctional Bargaining Unit employees in SolGen. This pilot allows SolGen OPSEU-COR staff, and their families, to access BEACON's digital Cognitive Behavioural Therapy services that are guided by registered mental health professionals. Eligible staff can access BEACON's services at any time through the device of their choosing.

The pilot program runs province-wide for one year starting May 13, 2020. OPSEU-COR staff will receive communications directly notifying them that the program is now available. You can also share the attached info sheet with them.

There is no cost to use the service and participation is voluntary. BEACON will provide aggregate data from the pilot to the employer that does not include any employee identifiers. This information will be used to evaluate the program.

Please know that your health and well-being is equally a priority for us. You can access [a manager's toolkit](#) as well as a wide range of resources on the [Employee Wellness Resources During COVID-19](#) intranet page. In addition, the Ontario government has expanded virtual mental health services during COVID-19. You can access these through the [Ontario COVID-19 website](#).

You have told us the effects that this emergency is having on the mental health of you and your team. We understand and we will continue to work to support you and to put in place resources for your health and well-being. Thank you for your hard work, for serving on the frontlines during this outbreak, and for your commitment to protect all Ontarians.

Stay safe and well.

Original Signed by

Shelley Unterlander
Assistant Deputy Minister
Operational Support

Original Signed by

Suzanne McGurn
Assistant Deputy Minister
Institutional Services

Original Signed by

Renu Kulendran
Assistant Deputy Minister
Community Services

Now available for all OPSEU members in Correctional Services

While working in Correctional Services, you've faced unique challenges every day in your work environment. Left unsupported, challenges like these can create or intensify a mental health problem. You need meaningful help to cope with day to day challenges.

BEACON is digital therapy that's there for you wherever and whenever you want it. With it, you'll be guided by a registered mental health professional. Used by Canadians coast to coast, it provides Cognitive Behavioural Therapy (or CBT), a clinically-proven method considered the gold standard when it comes to helping improve mood and anxiety.

With BEACON, there are no face-to-face therapy appointments to keep - everything is on your terms in a way that protects your data and privacy.

Is BEACON right for me?

If you can't shake feeling down, stressed, or overwhelmed, BEACON can empower you to become more resilient.

BEACON has been designed to help individuals (age 16 years or older) experiencing symptoms related to depression, anxiety, panic, PTSD, and insomnia. If you think you may be feeling any of these things, you can do a BEACON assessment.

The first step is to visit www.mindbeacon.com/bcs252. From there, you'll complete a personal assessment which will help to ensure that BEACON therapy is compatible with your needs, and to help your therapist customize a care path for you. Following this, you'll receive an invitation to begin therapy.

BEACON is not for people in crisis. If you believe you need immediate psychological assistance, contact your family doctor or call 911.

Guided digital
therapy with
BEACON

→ **Effective support
to strengthen your
mental health.
Ready when you are.**



How does BEACON work?

BEACON provides Cognitive Behavioural Therapy (or CBT), an evidence-based approach that helps improve many mild-to-moderate mental health concerns.

With BEACON, you don't have to schedule your life around face-to-face therapy appointments - you use it whenever you want to from your mobile device or computer.

Most people typically take 6-10 weeks to complete BEACON therapy, and find the 12 weeks of therapist guidance provided is ample for completing their therapy.

What exactly is Cognitive Behavioural Therapy?

Cognitive Behavioural Therapy (CBT) can be an effective way to improve your frame of mind when life feels overwhelming.

CBT begins with identifying how our thoughts, behaviours, and emotions can influence each other. By understanding how they are related and what they trigger, we can change how we feel. This is accomplished through readings, management techniques, exposure activities, maintaining thought records, and completing worksheets.

The more committed you are to developing resilience, the more you'll get out of CBT - and the better prepared you'll be when faced with a stressful situation.

How does the BEACON therapist work with me?

BEACON therapists are registered mental health professionals (primarily registered social workers).

You are paired with one BEACON therapist for the duration of your therapy, and they are dedicated to your progress from beginning to end.

Your BEACON therapist will tailor a course of therapy based on your unique needs, and will select readings and activities that will help you develop new skills. As you work through BEACON, your therapist will review your progress, provide encouragement and advice, as well as new perspectives to consider.

You interact with your therapist via secure messaging through BEACON, and they will always respond within 1-2 business days.

Will anyone know if I use BEACON?

Your use of BEACON is protected health information and completely confidential. Your employer will never know you are accessing BEACON, and may only receive non-personal aggregate information such as number of users or average satisfaction ratings.

BEACON is now available for GPSEU members in the Corrections Bargaining Unit in the Community Services or Operational Support Division. Get started today at www.mindbeacon.com/bcs252

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Services communautaires

25 rue Grosvenor, 17^{ième} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

MEMORANDUM TO: All Staff of Community Services

FROM: Renu Kulendran
Assistant Deputy Minister, Community Services

DATE: June 25, 2020

SUBJECT: **Community Services Division - Critical Services Updates:
Interim Staffing Model, Updated Staff Self-Assessment, and
Interim Policy Amendments**

Over the last few months, Community Services (CS) has made great strides in adapting to the evolving COVID-19 pandemic. We have continued to provide critical frontline services to our clients semi-remotely and implemented interim policy amendments and health and safety protocols to support this work and keep our staff, clients and the public safe. These efforts have not been without their challenges, and I want to commend you for your continued flexibility and resourcefulness.

I'm proud that our collective efforts have helped limit the spread of COVID-19. Given the reductions in new COVID-19 cases and the staged re-openings underway throughout the province, the ministry will gradually increase both CS staffing levels and in-person reporting for specialized/protocol clients in a gradual and safe manner. To prepare, we have undertaken consultations with health care officials, our justice partners, TBS, and OPSEU.

Interim Staffing Model Update:

CS will gradually return to a 50/50 staffing model with 50% of staff working in probation and parole offices, and 50% working remotely, where operationally feasible. This aligns with the re-opening of the courts and our critical service delivery obligations. We are taking a two-staged approach:

1. With some flexibility, we are aiming to implement a return to a 50/50 staffing model on July 6, 2020.
2. Approximately two weeks later, on July 20, 2020, we will implement our updated interim policy amendments (below) that will increase in-person reporting by clients, with particular attention to high risk, protocol cases, parolees, conditional sentences, and reports.

While schedules may differ within and across regions due to office size, staffing, and client numbers, a gradual approach to re-opening balances the continued need to have reduced staff on site with the spirit of a 50/50 model, which increases in-office service delivery to our clients.

Staff will work in the office on a rotating schedule as directed by their managers. Staff working from home will continue to provide critical public safety services in this alternative service delivery model. ILOs will continue to work on-site in institutions. CLOs will be included in the office rotational schedule, and CS will continue to liaise with our MAG partners regarding CLOs' safe return to working onsite in courthouses.

Reporting centres will remain closed for the time being as we continue to evaluate appropriate precautions. Refer to the following [link](#) for up-to-date information on probation and parole office hours of business and closures.

Please speak to your manager about a detailed staffing and rotation schedule and any questions regarding these changes. We recognize that the operational needs of offices vary across the province so this tailored, gradual approach allows us to re-open in a careful, considered, and flexible way.

Updated Staff Self-Assessment and Health and Safety Measures:

In line with Public Health and MOH guidance, CS is immediately implementing an updated Staff Self-Assessment and Affirmation that is to be completed before entering a probation and parole office.



Updated CS Staff
Self Assessment COV

In addition, CS will continue to follow Public Health, MOH, and TBS guidance to reduce the risk of staff and offender exposure to COVID-19 while we undertake a safe and gradual re-opening. To this end, CS is working with Corporate Health Care and OPSEU on a comprehensive risk-assessment and workplace safety plan to inform our re-opening strategy. Further information will be shared in the coming days.

In the meantime, please refer to the health and safety best practices outlined in my May 26, 2020 memo (below) for ongoing guidance, as well as the following interim measures which will begin to be implemented during our gradual re-opening, including:

- Limiting the number of clients permitted in the probation and parole office waiting room to allow for physical distancing;
- Placing markings in probation and parole offices to encourage physical distancing and direct traffic flow;
- Creating additional designated interview rooms that will be fitted with plexiglass barriers affixed to desks;
- Enhanced cleaning of key public areas: secure and other designated interview rooms, entrances, waiting rooms, counter-tops, and washrooms;
- Continuing to provide cleaning and sanitization supplies;
- Continuing to require staff and clients to practice hand-washing hygiene and physical distancing while attending the office, and immediately using hand sanitizer provided upon entry;
- Continuing to require staff, clients, and visitors to complete a self-screening for symptoms or exposure risks prior to entering a probation and parole office; and
- Continuing to allow employees and clients to wear their own face coverings, noting that employees and clients are encouraged to wear their own face coverings in circumstances where physical distancing may be difficult (in the reception area, boardroom, waiting room, and when escorting clients). CS is exploring providing face

coverings to staff and clients, and further information will be provided upon the completion of the risk-assessments.



ADM Memo CS - Best Practices Guide
Health and Safety Befor Health and Safet

Updated Interim Policy Amendments and Additional Supports:

Further to my March 29, 2020 memo, we have updated CS' interim policy amendments to support our gradual re-opening. The interim policy or procedure changes are detailed in the below document, and primarily focus on:

- Documentation requirements
- Offender reporting requirements
- In-person assessments and in-person report interview requirements (e.g. Pre-Sentence Reports and Pre-Parole Reports)



COVID 19 Policy
Implications FINAL Jt

Per the Premier's June 9, 2020 announcement, as the province continues to move forward with its reopening plan, emergency child care will wind down effective June 26, 2020 as all licensed child care centres are permitted to open province-wide. CS staff and their families served through emergency child care will be supported by service system managers to return to their previous arrangement or finding new space during the transition back to regular childcare. Please speak to your manager regarding any questions regarding your individual circumstances related to your childcare obligations.

While we focus on re-opening and getting back to a "new normal", I want to emphasize that we must continue to be diligent in our efforts to limit the spread of COVID-19. Our management team will continue to take every reasonable precautionary measure to ensure your health, safety, and well-being. We are committed to keeping you updated on how these changes impact our business. You may also refer to TBS' Questions & Answers for up-to-date OPS-specific information.

I understand that the measures implemented due to this outbreak have been challenging in both our professional and personal lives. I encourage you to access the confidential support services offered through the Employee and Family Assistance Program.

Thank you for your continued professionalism and resiliency. We will continue to evaluate this fluid situation and our management team remains available to offer their support and answer your questions as we move forward.

Sincerely,

Renu Kulendran
Assistant Deputy Minister, Community Services

June 24, 2020

PLEASE READ PRIOR TO COMMENCING WORK

Community Services Staff Self-Assessment and Affirmation

Are you feeling unwell with any of the following symptoms?

Fever/feverish, new or worsening cough or difficulty breathing	Yes	No
Other signs of new onset or worsening illness such as:		
Sore throat	Yes	No
Extreme tiredness that is unusual (fatigue, lack of energy)	Yes	No
Hoarse voice	Yes	No
Muscle aches that are unusual or long lasting	Yes	No
Difficulty swallowing	Yes	No
Lost sense of taste or smell	Yes	No
Headache that is unusual or long lasting	Yes	No
Digestive issues (nausea/vomiting, diarrhea, stomach pain)	Yes	No
Chills	Yes	No
Pink eye	Yes	No
Runny, stuffy or congested nose (not related to seasonal allergies or other known causes or conditions)	Yes	No

OR

Have you experienced any of the following exposure risks in the last 14 days?

- Travel outside of Canada (Note: for the purposes of this, travel is defined as an overnight period, or extended visit with extensive community interactions) Yes No
- Close contact with a person who has been diagnosed with COVID-19 (for example, someone in your household) Yes No
- Close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) or who travelled (per the definition above) outside of Canada Yes No

If you have answered **yes** to any of the above symptoms **or** have experienced the additional exposure risks (travel or contact), **DO NOT** enter the workplace. Contact your manager and follow their instructions.

If at any time while at work, you begin to experience fever, cough or difficulty breathing, please distance yourself from others, perform hand hygiene and immediately advise your manager who will provide further direction.

By attending work today, you are affirming you are not experiencing any of the above symptoms and have not experienced any of the above exposure risks.

Employee Signature

Date

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Services communautaires

25 rue Grosvenor, 17^{ième} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

MEMORANDUM TO: All Staff of Community Services

FROM: Renu Kulendran
Assistant Deputy Minister, Community Services

DATE: May 26, 2020

SUBJECT: Best Practices for Health and Safety in Probation and Parole Offices

Community Services (CS) continues to follow Ministry of Health guidance and collaborate with our SolGen Corporate Health Care, Facilities, and OPSEU partners to continue to support the health and safety of our staff, offenders, and the public during the COVID-19 pandemic. We recognize that the situation is constantly evolving as more information about COVID-19 becomes available.

In my memo dated March 15, 2020, I outlined precautionary measures implemented in CS, such as conducting interviews with offenders via phone or in secure rooms behind protective barriers. These measures and our reduced in-office staffing model have been effective in allowing for physical distancing in probation and parole offices.

In addition, CS has developed further operational best practices for probation and parole offices to address ongoing health and safety concerns. As best practices, these measures are intended to be guidelines in order to allow for flexibility based on operational needs and individual circumstances.

Employees are reminded that according to Health Canada guidelines, washing hands frequently with soap and water is always the best way to prevent infection from any illness. Using hand sanitizer is also a good option when access to water and soap is not readily available.

Additionally, everyone should remember to:

- practice physical distancing;
- sneeze and cough into your sleeve;
- avoid touching your eyes, nose or mouth;
- avoid contact with people who are sick; and
- stay home if you are sick.

With the understanding that CS employees are not currently required to wear personal protective equipment (PPE), and that medical grade PPE is prioritized for those in health care roles and/or congregate care settings, the additional best practices that are recommended in probation and parole offices pertain to:

- the optional use of Employee-supplied face coverings, while a longer-term strategy is developed;
- the optional use of Employer-supplied vinyl gloves;
- the handling of mail or other documentation;
- cleaning protocols; and
- best practices when meeting with offenders in the secure interview rooms.

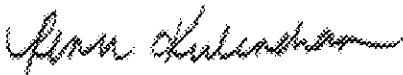
Please refer to the attached “Best Practices Guide for Health and Safety” for further details, and contact your manager for any questions regarding these additional health and safety measures. For additional information about COVID-19, please visit <https://covid-19.ontario.ca/>.

I also understand that the measures implemented due to this outbreak have been challenging in both our professional and personal lives. I encourage you to access the confidential support services offered through the [Employee and Family Assistance Program](#).

The [Questions & Answers](#) resource offered by Treasury Board Secretariat will help you stay up-to-date with new information as it becomes available. We are committed to keeping you updated on how these changes impact our business.

I would like to reiterate that your support and adaptability is very much appreciated, as is the collaboration at every level – frontline, managerial, and union. I continue to be impressed by your professionalism, resilience and caring spirit. Taking care of each other is more important now than ever before. Our management team will continue to be available to offer their support and answer your questions over the coming weeks.

Sincerely,



Renu Kulendran
Assistant Deputy Minister, Community Services

Best Practices Guide for Health and Safety in Probation and Parole Offices

Community Services (CS) continues to follow Ministry of Health (MOH) guidance and collaborate with our SolGen Corporate Health Care, Facilities, and OPSEU partners to continue to support the health and safety of our staff, offenders, and the public during the COVID-19 pandemic. We recognize that the situation is constantly evolving as more information about COVID-19 becomes available. CS has therefore developed further operational best practices for probation and parole offices to address ongoing health and safety concerns. As best practices, these measures are intended to be guidelines in order to allow for flexibility based on operational needs, individual circumstances, and evolving guidance.

These best practices were developed with the understanding that CS employees are not currently required to wear personal protective equipment (PPE), and that medical grade PPE is prioritized for those in health care roles and/or congregate care settings. PPE resources are globally constrained in light of COVID-19 and allocation of PPE supply is limited in both health and non-health sectors, and we are reminded of the importance to ensure stewardship of resources.

Overarching Best Practices for Health and Safety:

Employees are reminded that according to Health Canada guidelines, washing hands frequently with soap and water is always the best way to prevent infection from any illness. Using hand sanitizer is also a good option when soap and water are not readily available. Additionally, everyone should remember to:

- sneeze and cough into your sleeve;
- avoid touching your eyes, nose or mouth;
- avoid contact with people who are sick; and
- stay home if you are sick.

Furthermore, employees should:

- maintain a physical distance of two metres from others
- regularly disinfect commonly touched surfaces, where possible*
 - *CS staff are not expected to perform or replace cleaning functions; however, disinfectant products are being provided to staff as an added layer of precaution should they wish to wipe down high traffic areas such as desks, counters, door handles, printers, scanners, etc.

Voluntary Use of Employee-Supplied Face Coverings and Employer-Supplied Vinyl Gloves

- Voluntary Use of Employee-Supplied Face Coverings as a Method of Source Control:

- While a longer-term strategy is developed in CS, employees in adult probation and parole offices will be permitted to wear their own face coverings (homemade or commercially manufactured) on a voluntary basis in the course of performing their duties, provided that the following conditions are met:
 - The employee's personal face covering does not negatively impact client service delivery (e.g. meeting Ontarians' accessibility needs);
 - The face covering has no offensive markings whatsoever and must be in line with the Respectful Workplace Policy and the Correctional Services Code of Conduct and Professionalism;
 - Face coverings are properly cleaned and maintained by employees; and
 - Employees follow appropriate steps for donning and doffing.
- Personal face coverings may be used as a method of source control (being worn to protect others), and are not a substitute to other important infection prevention and control practices, including hand hygiene and physical distancing.
- The use of personal face coverings is voluntary, and as per the MOH website, face coverings will not protect you from getting COVID-19. The Employer makes no promises, representations, or guarantees whatsoever with respect to the effectiveness and/or adequacy of employees' face coverings in preventing the contraction of COVID-19 or any other communicable disease or illness.
- Employees are responsible for proper care and laundering of their personal face coverings.
- Staff should refer to MOH website for information regarding face coverings and how to properly wear, fit, remove and clean your non-medical face coverings.
- **NOTE** – The Employer will continue to follow MOH guidance, and should PPE or other types of protective equipment be recommended for CS staff, CS will evaluate those needs on a continuous basis, subject to available supply and keeping in mind the importance of ensuring stewardship of resources.
- Voluntary Use of Employer-Supplied Disposable Vinyl Gloves:
 - Subject to available supplies, CS will continue to provide disposable non-medical vinyl gloves for optional use by employees when working at the probation and parole offices.

- The use of these non-medical gloves is voluntary and strictly intended to provide peace of mind and protect against possible irritants caused by cleaning products.
- Employees are responsible for following appropriate hygiene protocols when removing gloves and are reminded that the wearing of gloves does not replace the need to wash hands frequently with soap and water. Staff should refer to the tip sheet from [Public Health Ontario](#) for instructions on how to properly remove gloves.
- The Employer makes no promises, representations, or guarantees whatsoever with respect to the gloves meeting regulated health and safety standards and requirements, and/or adequacy of gloves in preventing the contraction of COVID-19 or any other communicable disease or illness.

Additional Operational Measures and Best Practices for Health and Safety:

- Mail and Client Documents:
 - Public Health Ontario has been closely monitoring reports and publications on COVID-19, and there are no reports of transmission through handling paper products. It is however recommended that employees continue to practice proper hand hygiene at all times and therefore are encouraged to wash their hands before and after handling any mail/client documents.

- Cleaning Supplies:
 - CS is currently providing hand sanitizer throughout employee areas and in the waiting room and secure interview room.
 - CS is currently providing cleaning supplies such as disinfectant wipes and/or disinfectant spray to offices, where possible.
 - CS is ensuring that disinfectant soap is also provided in washrooms.
 - Please refer to Health Canada's [approved list of hard-surface disinfectants](#), which CS and Facilities is adhering to, where possible.
 - CS staff are not expected to perform or replace cleaning functions; however, these products are being provided to staff as an added layer of precaution should they wish to wipe down high traffic areas such as desks, counters, door handles, printers, scanners, etc.
 - Staff may choose to use the non-medical restaurant grade gloves provided for the purpose of protecting their hands from possible irritants when using the cleaning supplies.

- Cleaning Procedures:

- Appropriate cleaning continues to be undertaken to reduce risk to staff and visitors within OPS occupied buildings. The current cleaning practice is to ensure a hygienic workplace is maintained. Environmentally friendly cleaning products that are effective at reducing the spread of bacteria and viruses are used.
 - In addition, MGCS is coordinating with Infrastructure Ontario and ministry CAOs for the delivery of enhanced cleaning of all high contact areas up to three times per day.
 - High contact areas include: door handles, hand rails, elevators, push plates, light switches, bathroom areas, etc. Enhanced cleaning includes cleaning with stronger disinfectant cleaner consistent with the advice of public health officials.
 - If a manager is seeking enhanced cleaning for their locations, please ensure requests are submitted through your CAO's office to submit for processing to MGCS/IO. Please do not contact Infrastructure Ontario or their service providers directly
- Regular vs. Enhanced Cleaning:
 - Regular Cleaning – All current cleaning practises that were previously established will continue.
 - Enhanced Cleaning – High touchpoint or contact areas in facilities/offices (e.g. entrances, elevator buttons, washrooms, etc.) are cleaned up to three times daily; this can include other publicly accessed areas determined by the ministry.
 - Additional One-time Cleaning – Cleaning of targeted areas due to a localized issue (e.g. immediate staff space and adjacent space, including areas of travel based on conversation with staff or video surveillance, if available).
- Best Practices for Health and Safety in the Secure Interview Room (SIR):
 - Due to high foot traffic in the SIR area, the following best practices are recommended:
 - Clients and staff are asked to wash their hands before entering and after leaving the SIR.
 - Staff are to leave the interior employee entrance door propped open so that employees do not have to open and shut the door.
 - Although a physical barrier is in place in the SIR, managers should place a line on the floor (i.e. using masking tape or other indicator) whereby nobody crosses in order to limit touch points in the SIR such as countertops, chairs, glass, microphones, etc.
 - Employees may wish to stand in the SIR or use their own office chair.
 - Offices should place hand sanitizer on both sides of the barrier (in wall-mounted stations where possible, or stand-alone dispensers),

disinfectant spray and paper towel or disinfectant wipes on both sides of the barrier.

- Clients and staff are requested to use disinfectant spray and paper towel or disinfectant wipe to wipe down surfaces before and after their appointment.
- Signage with the process should be articulated for both clients and staff.
- Best practices of no leaning on counter or unnecessary use of equipment should be followed (i.e. leave speaker on, do not use phone or shared laptop in SIR, where possible. If a shared laptop is required, staff are recommended to wipe down before and after each use).
- Where possible, AMs should work out schedules for PPOs in the office whereby they schedule clients at specific blocks of time so that if they are using the room, the staff member is the only person in there for a period of time (unless, for example, an ISO who attends when not scheduled and is in crisis is required to be seen in the SIR).
- Duty should be performed through the front glass, where feasible (exceptions may apply); SIR to be reserved for scheduled appointments where possible.

Please contact your manager for any questions regarding these additional health and safety measures. For additional information about COVID-19, please visit <https://covid-19.ontario.ca/> and also refer to the [Questions & Answers](#) resource offered by TBS.

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
<p>Documentation Requirements:</p>	<p>Case notes and records changes when working remotely <u>without full network access</u>:</p> <ul style="list-style-type: none"> • PPOs are to enter information into OTIS Briefcase. • Information to be filed in an offender's P-Drive is to be: <ul style="list-style-type: none"> • sent by email to the office for filing, or • saved in the PPO's OneDrive. • all documentation filed on the OneDrive and can later be uploaded to the offender's file on the P-Drive when the PPO gets access to the network. • PPO will attend the office to synchronize OTIS Briefcase per established schedule. <p>In the absence of access to OTIS outside of the office, the PPO will ensure that any OTIS updates are provided to the designated person in the office who will enter the information in OTIS including:</p> <ul style="list-style-type: none"> • Entering OTIS alerts • Entering legal orders • Updating address, telephone numbers 	<p>No update – Most PPOs and Administrative Support Staff have laptops and VPN.</p> <p>The use of OTIS briefcase should be reserved for situations where a network is not available.</p>

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
<p>Offender Reporting:</p> <p>Various policies</p>	<ul style="list-style-type: none"> • Face to face reporting: This will be restricted to those offenders as noted below. • Telephone reporting: Will be used for most offenders. <ul style="list-style-type: none"> ○ Reporting frequency for non-protocol cases will be as outlined in the offender's Offender Management Plan (OMP). ○ If the PPO determines that a change in reporting frequency is required they will document the change in the offender's case notes and OMP. ○ PPO will verify that the person reporting is the offender • Desk report: Eliminate offender's signing and filling out desk reporting forms for those offenders that attend the office. Staff to fill out and file accordingly. • When the wording of a reporting condition of an order specifies in person reporting or specifies a reporting frequency and the offender does not meet the criteria, the PPO will consult with the Area Manager or Assistant Area Manager (AM or AAM) and/or the Crown Attorney regarding the viability of a variation application to revise the wording to report as directed by the PPO. <p>THE FREQUENCY AND MODE OF REPORTING MAY BE INCREASED WHEN THE PPO/MANAGER DETERMINES AN INCREASE IS REQUIRED FOR VICTIM OR PUBLIC SAFETY, REGARDLESS OF CASE TYPE OR RISK LEVEL.</p>	<p>Face to face reporting: This will be expanded to those offenders as noted below.</p> <p>Telephone reporting: Will be used primarily for Low to Medium risk offenders and as an additional reporting appointment to meet the minimum requirements as noted.</p> <p align="center">s.14(1)(I)</p> <p>Desk report: No change</p>

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
<p><u>Intensive Supervision Offenders</u></p>	<p>Reporting requirement changes for Intensive Supervision (ISO) and High Risk Offenders:</p> <ul style="list-style-type: none"> • ISOs – report minimally once a month in person and once a month by telephone (or more as determined by PPO discretion). • High Risk Offenders – report minimally one month in person and alternating month by phone (or more as determined by PPO discretion) • In areas where high risk and ISOs are unable to report in person: <ul style="list-style-type: none"> ○ PPO to notify the AM/AAM ○ All reporting will be completed by telephone no less than two times per month 	<p>Update: Reporting requirement changes for Intensive Supervision (ISO) and High risk offenders:</p> <ul style="list-style-type: none"> • ISOs – report minimally twice per month in person (or more as determined by PPO discretion). • High risk offenders (non-specialized) report minimally once per month in person (or more as determined by PPO discretion). <ul style="list-style-type: none"> ○ Frequency can be reduced to once a month in person, alternating month by phone, where an offender's response to supervision has been positive and a comprehensive LSI-OR assessment and OMP support that the risk the offender poses can be effectively managed. • In areas where High risk offenders and ISOs are unable to report in person: <ul style="list-style-type: none"> ○ PPO to notify the AM/AAM ○ All reporting will be completed by telephone no less than two times per month
<p><u>Domestic Violence (DV)</u></p>	<p>Reporting requirement changes for Domestic Violence (DV) Offenders:</p> <ul style="list-style-type: none"> • Low to medium risk DV Offenders to report by telephone once a month. • High Risk DV offenders - report in person minimally once per month with alternate phone reporting as required (or more as determined by PPO discretion). • In areas where a DV Offender is unable to report in person: <ul style="list-style-type: none"> ○ PPO to notify the AM/AAM ○ All reporting will be completed by telephone. 	<p>Update: Reporting requirement changes for Domestic Violence (DV) Offenders:</p> <ul style="list-style-type: none"> • Low to Medium risk DV offenders to report minimally one month in person and alternating month by phone (or more as determined by PPO discretion) • High risk DV offenders to report in person minimally once per month with additional phone reporting as required (or more as determined by PPO discretion). • In areas where a DV offender is unable to report in person: <ul style="list-style-type: none"> ○ PPO to notify the AM/AAM ○ All reporting will be completed by telephone no less than twice per month.

s.14(1)(I)

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<p>and second reporting will be by telephone (or more as determined by PPO discretion)</p> <ul style="list-style-type: none"> In areas where the parolee is unable to report in person, all reporting will be by telephone at least twice a month. 	<p>by phone) to the PPO (or more as determined by PPO discretion).</p> <ul style="list-style-type: none"> Frequency can be reduced to once a month in person after three months, where an offender's response to Parole supervision has been positive and a comprehensive LSI OR assessment supports that the offender poses can be effectively managed In areas where the parolee is unable to report in person, all reporting will be by telephone at least twice a month.
<u>Conditional Sentences</u>	<p>No change as there is no minimum reporting requirements for conditional sentences.</p> <p>Minimum reporting requirements for offenders with a conditional sentence order will be based on risk level and case type as noted above.</p>	No change
<u>Transfers (PTI)</u>	<p>Once an offender has been interviewed in person or by telephone by the receiving PPO (or duty officer) the responsibility for supervision lies with the receiving PPO</p>	No change
<u>Probation and Conditional Sentences</u>	<p><u>PFI/Incarceration During a Term of Probation and CSFI/Incarceration During a Term of Conditional Sentence</u></p> <p>Declaration of Intent (DOI):</p> <p>As a standard practice, PPOs should direct all offenders that they must report [in person/by phone based on risk level and PPO discretion] to their PPO within two working days of release from custody or hospital.</p> <p>The PPO should caution the offender regarding possible consequences for failure to comply and case note the direction in OTIS.</p> <p><u>*Coordinate interim DOI processes with local Institution*.</u></p> <p>Options to consider where a DOI is deemed necessary (i.e. ISOs, High Risk DV)</p>	<p>Update: Unless other local practices are established, the ILOs will facilitate inmate reporting instructions.</p> <ul style="list-style-type: none"> While facilitating inmate reporting instructions, ILO will make attempt to obtain offender address, contact number, and an emergency contact upon release and document in DOI and appropriate OTIS screens.

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<ul style="list-style-type: none"> • Create a process to forward completed DOIs to the Institution's general mailbox and coordinate with IS a process to have the DOI signed and returned to CS. • Create a standard template letter that can be provided by the institution to the offender before release, instructing the offender to report within two business days to the P&P office. The letter should minimally contain: <ul style="list-style-type: none"> • direction to report to or contact a Probation and Parole Officer within two working days of release, • provide the address and phone number of the Probation and Parole Office, a standard caution regarding the possible consequences of failing to report. 	
<p><u>Level of Service Inventory – Ontario Revision Assessment/Re-Assessment (LSI-OR)</u></p>	<p>With the exception of those offenders who are screened as potential ISO:</p> <p>Replace the initial assessment requirements for an in-person assessment interview to permit a telephone interview, provided the PPO is satisfied that the person being interviewed is the offender.</p> <p>Note: COPU is preparing a blank template of the LSI-OR that can be provided to PPOs to complete out of the office.</p> <p>The PPO would be required to enter the information into the e-LSI-OR application when they are in the P&P office to sync OTIS Briefcase.</p> <p>Electronic copies would be filed in the offender's file on the PPO's One-Drive. This would then be moved to the offender's P-Drive file.</p>	<p>Update: The initial LSI-OR assessment interview for DV, SO and those screened as possible ISO will be completed in person. Where this is not operationally possible, the PPO will consult with their AM/AAM.</p>
<p><u>Low Risk Identifier (LRI)/LRI Re-Assessment</u></p>	<p>Replace the Initial LRI requirements for an in-person assessment interview with the offender to permit a telephone interview provided the PPO is satisfied that the person being interviewed is the offender.</p>	<p>No change</p>

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<p>COPU is preparing a blank template of the LRI that can be provided to PPOs to complete out of the office.</p> <p>The PPO would be required to enter the information into the e-LSI-OR application when they are in the P&P office.</p> <p>Electronic copies would be filed in the offender's file on the PPO's One-Drive. This would then be moved to the offender's P-Drive file.</p>	
<u>Domestic Violence (DV)</u>	<p>Assessment Requirements changes:</p> <ul style="list-style-type: none"> • ODARA template can be emailed from the main office, where applicable. • ODARA can be completed based on telephone interviews with the victim and the offender, and with police by phone or by email. 	No change
<u>Sex Offenders (SO)</u>	<p>Change in assessment requirements:</p> <ul style="list-style-type: none"> • RASO tools, where applicable: <ul style="list-style-type: none"> • STABLE-2007 and ACUTE-2007 may be completed with the offender via the telephone and will be reviewed and confirmed at the first in-person interview. • Note that the Static-99R is a file review and will be completed by PPOs when they are in the office to attend the office to sync OTIS Briefcase. 	<p>Update: The Stable 2007 and Acute 2007 will be completed in person with the offender. Where this is not operationally possible, the PPO will consult with their AM/AAM.</p>
<u>Pre-Sentence Reports (PSR) Court Reports</u>	<p>Offender in the Community:</p> <ul style="list-style-type: none"> • The support staff will email the intake, contact information and other relevant documents to the assigned PPO • The PPO may interview the offender via the telephone. The PPO needs to be satisfied the person being interviewed is the offender. 	<p>Update: PSR interviews with the offender will be completed in person for specialized (i.e. DV, SO) and high-profile cases. Where this is not operationally possible, the PPO will consult with their AM/AAM.</p>

s.14(1)(l)

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<ul style="list-style-type: none"> • PPO to note in the PSR that the interview occurred over the phone. • The PPO will review any information (e.g. assessments, response to prior supervision, etc.) when they attend the office. • If the PPO is unable to sign the report, an explanatory note should be provided indicating that the reason is due to COVID19. • Submission of the PSR will be as per local practice. • Any Release of Information (ROI) that the PPO knows will need to be signed will be signed at the time of intake where possible. • If during the interview the PPO requires additional ROIs to be signed the offender will be directed to attend the office to sign the additional ROIs. The PPO will complete the information on the ROI so that they are ready to be signed when the offender attends the office. • Where the signing of ROIs is not possible, the PPO will seek verbal consent from the offender and consult with the source of information (e.g. agency, counsellor) regarding the ROI. • Note: Where no response is received by the agency for whom the ROI was for, the PPO will note in the PSR that no information was received and proceed with any known information. 	
	<p>Offender in Custody:</p> <ul style="list-style-type: none"> • The PPO will schedule a telephone interview with the appropriate contact at the institution (e.g. Deputy Superintendent, Administrative Assistant etc.) and confirm how the call will take place (i.e. whether the CO will be calling the PPO, or if the PPO is to call the institution at a set date and time). • When scheduling the telephone interview, the PPO will speak 	<p>Update: The ILO will coordinate the signing of ROIs.</p>

s.14(1)(l)

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<p>with the institution regarding any required ROIs and request that they have the offender sign the ROIs. Where possible, the ROIs signed by the offender will be scanned and emailed back to the PPO by institution staff.</p> <ul style="list-style-type: none"> Where the signing of ROIs is not possible, the PPO will seek verbal consent from the offender and consult with the source of information (e.g. agency, counsellor) regarding the ROI. Note: Where no response is received by the agency for whom the ROI was for, the PPO will note in the PSR that no information was received and proceed with any known information. 	
<u>Pre-Parole Report Policy</u>	<p>Where the offender provides an address, the PPO is required to confirm the residence and comment on the suitability of the proposed address.</p> <ul style="list-style-type: none"> The PPR will indicate the reason why a home visit will not be completed (COVID-19). <p>Remains in effect:</p> <p>When an offender's parole plan is to reside alone, i.e. no sponsor, the PPO will verify the residence through other sources</p> <p>Where the offender's plan is to reside in public housing, the offender or sponsor will provide proof that the offender is permitted to reside in the home.</p>	No change
<u>Enforcement</u>	<p>Enforcement changes:</p> <p>When an offender is unable to comply with a condition on a supervision order because of access issues or availability (e.g. programming or CSO hours), the reason they were unable to comply and the PPO's rationale for</p>	No change

s.14(1)(l)

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<p>their enforcement decision will be documented in the offender's case notes.</p> <p>Enforcement of Treatment, CSO or Restitution condition/order – Where a PPO believes that there are extenuating circumstances (e.g. related to COVID19) that may affect the viability of an FTC charge, the PPO must consult with the Area Manager or Assistant Area Manager (AM or AAM) and/or the Crown Attorney prior to laying the charge.</p>	
<p><u>Offender Incident Reporting</u> (OIR)</p>	<p>OIR submission changes: Staff will populate the OIR template and email it to the regional incident reporting mailbox and the IMU mailbox @JUS-L-MCS-CSD-IMU.</p> <p>Subject line naming convention: When submitting incident reports to IMU by e-mail, staff are to include in the subject line: the name of their work location, type of incident and date (example: North Bay P&P - New Serious Charge (25Mar20)).</p> <p>In addition, PPOs are to include the following in the incident narrative: the specifics of any new charges, the control dates for any community supervision orders and Alerts information.</p>	<p>No change</p>
<p><u>Ministry Issued Cellular Phones</u></p>	<p>Please be advised now that Ministry issued cellular phones have been provided to PPOs, the use of personal cellular phones for work purposes is to cease.</p> <p>Staff are expected to use these work-issued cellular phones in line with the OPS Acceptable Use of Information and Information Technology (I&IT) Resources Policy. <u>Additionally, the Mobile Device Tip Sheet and Security Requirements for Mobile Devices must be reviewed by all staff.</u></p> <ul style="list-style-type: none"> • PPOs will only use cellular phones issued by the Ministry of the Solicitor General (SolGen) for ministry business, 	<p>No change</p>

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<p>during approved business hours, and in accordance with manager's instructions.</p> <ul style="list-style-type: none"> • Cellular phones will be used in a safe, secure, and legal manner (e.g. hands-free driving), and OPS telephone service standards are to be adhered to. • PPOs are to secure their ministry issued cellular phone with a passcode combination. For emergency purposes, the passcode combination is to be provided to the Area Manager (AM) or Assistant Area Manager (AAM). The AM/AAM will keep a list of all passcodes. • Cellular phones will be used only for voice and text (see texting with offenders policy below) contact/communication with offenders. The use of the cellular phones for any other forms of communication (e.g. social media and emailing with offenders) is prohibited. • PPOs will protect the confidentiality of all information per OPS guidelines and ministry policies. • PPOs who wish to store an offender's number in the cellular phone's contacts must only use the offender's first name and last initial. Once the offender is no longer under community supervision the offender's contact information will be deleted. • All communication must be documented in the offender's case notes in the Offender Tracking Information System per ministry policies. • Lost or stolen cellular phones are to be immediately reported to the PPO's AM or AAM. • PPOs who are working remotely will ensure that their personal voicemail at their office location provides the cellular phone number where they can be reached. <p>Ministry email:</p>	

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<p>Ministry issued cellular phones are equipped to allow staff to access their government email accounts.</p> <ul style="list-style-type: none"> • Staff are reminded that the use of ministry outlook email must be in accordance with I&IT policy and directives • Email correspondence with offenders is prohibited. <p>Texting with Offenders Policy:</p> <p>To minimize the risk of breaching confidentiality and to protect the safety of others, PPOs must adhere to the following directions when texting:</p> <ul style="list-style-type: none"> • texting is not permitted with victims, collateral contacts or stakeholders • texting with an offender is only permitted for the purposes of scheduling, rescheduling or confirming reporting appointments (including date, time and location) • only the first name and last initial of the offender will be used in the body of the text • case management information will not be sent by text • no personal information is to be included in a text • before texting with an offender, the PPO will advise the offender that: <ul style="list-style-type: none"> ○ texting is only to be used for scheduling, rescheduling and confirming reporting appointments ○ texting is only one option for contacting the PPO regarding their reporting appointments and telephone calls remain the preferred method of communication, and ○ communication regarding any other matter must occur by telephone call or during an in-person meeting • when a PPO receives a text message with content other 	

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<p>than reporting appointment information (e.g. personal, case management or other concerns), or from someone other than the offender, the PPO will not respond by text and will contact the sender by telephone</p> <ul style="list-style-type: none"> • all text communication must be documented in the offender's case notes in OTIS and the case note must identify that the communication occurred by text, and • once entered into case notes, the PPO will promptly delete the text message. 	
<p><u>ILO Duties</u></p>	<p>ILOs will perform their duties remotely and meet with inmates over the phone to discuss parole eligibility and support parole applications.</p> <p><i>How to Schedule a Telephone Interview with an Inmate</i></p> <ul style="list-style-type: none"> • Each institution has been informed that ILOs will be conducting interviews with inmates over the phone, and Correctional Officers (COs) have been instructed to work with ILOs to ensure these calls take place. • However, <u>it is the ILO's responsibility to schedule a telephone interview with the appropriate contact at the institution (e.g., Deputy Superintendent, Administrative Assistant, etc.) and to confirm how the call will take place (i.e. whether the CO will be calling the ILO, or if the ILO will be calling into the institution).</u> • At the scheduled time of the call, a CO will escort an inmate to the phone and will supervise the inmate while the call is being conducted. • Telephone interviews with inmates <u>must</u> cover the same information an ILO would normally provide to the inmate in person. • For example, the ILO must continue to inform the inmate of 	<p>Update: ILOs have resumed duties and responsibilities at most institutions.</p> <p>Update: Offenders can provide verbal consent to the release of information when participating in the parole application process. The Ontario Parole Board Attestation Form is to be used when an offender is unable to sign parole related documents but has provided verbal confirmation for the Institutional Liaison Officer, or designate, to sign on their behalf. Once signed, the Attestation Form will be provided to the Ontario Parole Board along with the documents that the offender is unable to sign.</p> <p>Parole Hearings: no change</p>

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<p>the different hearing processes, and their right to request:</p> <ul style="list-style-type: none"> ○ An assistant for the hearing (e.g. a lawyer, agent, family member or friend), ○ French language support and/or interpretation services, ○ Culturally appropriate services if the inmate identifies as Indigenous, ○ Accommodation for disabilities (e.g. hearing loss, dyslexia, anxiety, or other Human Rights Code related needs). <p><i>Ensuring Necessary Paperwork is Completed</i></p> <ul style="list-style-type: none"> • The ILO <u>must</u> provide a detailed description of each form an inmate is required to sign. While we are <u>not</u> obtaining verbal consent, it is essential that the inmate understand what each form says and what is being asked of them. • Working remotely presents obvious challenges with obtaining the inmate's signature on all required forms. Ontario regulations require an inmate to provide their direction to the OPB in written form. • As such, the CO that is supervising the inmate during the phone call has agreed to support the ILO to obtain the necessary signatures. • To facilitate this, the <u>ILO must ensure that each institution has hardcopies of all of the required paperwork</u>. The ILO may consider bringing hardcopies to the institution on their last visits or couriering documents to the institution. These arrangements, and where the paperwork will be stored must be determined in agreement with the institution. • The ILO <u>must ensure there are enough copies to support their caseload for an extended period of time</u> and must coordinate with the institution if more forms are needed. • Once the form is signed by the inmate, the CO will have it scanned and sent to the ILO. 	

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS (50/50)
07-06-2020**

Current Policy	Interim Policy/Procedure Change	Interim Policy/Procedure UPDATES
	<p><i>Hearings</i></p> <ul style="list-style-type: none"> • ILOs are not required to be on site or join the teleconference hearing. • The ILO will continue to receive the hearing agenda, which will include the teleconference number. The ILO is required to share the teleconference number, date and time of the hearing with any assistants who may be dialing in to support the inmate. • The ILO will continue to coordinate parole packages with institutions, PPOs and the OPB as usual. This will require the ILO to have access to the designated inbox and VPN. • PPOs are asked to provide their new office hours and/or contact information to ILOs should they need to follow up on information. 	

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Services communautaires

25 rue Grosvenor, 17^{ième} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

MEMORANDUM TO: All Staff of Community Services

FROM: Renu Kulendran
Assistant Deputy Minister, Community Services

DATE: March 29, 2020

SUBJECT: **Community Services Division - Critical Services Updates:
Interim Staffing Model and Policy Amendments**

Following the [joint deputy memo](#), I wanted to reiterate that our ministry and division is committed to doing our part to slow the spread of COVID-19. The continued health and safety of our employees and the communities we serve is paramount.

All divisional staff are an integral part of the programs we deliver: Probation and Parole provides critical services to meet legislated duties and core operational requirements, including supporting victims and supervising high risk offenders.

Interim Staffing Model:

To support our critical service delivery obligations while limiting staff and offender exposure to COVID-19, Community Services, in consultation with OSPEU, is further adjusting the temporary staffing model previously announced on March 18, 2020.

Effective Monday, March 30, 2020, our staffing model includes the following critical roles:

- Probation and Parole Officers
- Assistant Area Managers
- Area Managers
- OAGs
- CSRs

Further, the staffing complement of bargaining unit employees working in Probation and Parole offices will be further scaled back, reducing the number of staff working in the offices. The revised ratio will have approximately 30 per cent of staff in the office, 70 per cent working remotely, where operationally feasible. While schedules may have some different variations due to staffing and client numbers, we are tracking true to the spirit of reduced staff on site. Staff

will work in the office on a rotating schedule of every three (3) weeks, or as otherwise directed by their managers. Staff working from home will be providing critical public safety services in this alternative service delivery model remotely.

Additionally, Institutional Liaison Officers (ILOs) will now perform their regular duties remotely and will meet with inmates via telephone to discuss parole eligibility and support parole applications. Court Liaison Officers (CLOs) will report to Probation and Parole Offices, and be a part of the staff rotation noted above. Please speak to your manager about a detailed staffing and rotation schedule, and any questions regarding these changes.

We will also continue to consolidate offices in urban centres and regions where possible, and/or alternate which offices remain open, subject to changes in operational conditions. Please refer to the following [link](#) for up-to-date information on Probation and Parole Office hours of business and closures. We recognize that the operational needs of offices vary across the province, so this tailored approach allows us to be flexible and adapt to change.

When you are required to report to work in-person based on your rotating schedule, our management team will continue to take every precautionary measure to ensure your health, safety, and well-being. Additional cleaning protocols, including repeated cleaning of key public areas: secure rooms, entrances, waiting rooms, counter-tops, and washrooms continues. Please practice hand-washing hygiene and physical distancing while attending the office.

Please do not attend the office unless scheduled to be there for any reason, including after business hours attendance, without first consulting with your manager in order to ensure the health and safety of all staff in the office.

Policy Amendments and Supports for Working Remotely:

As you adapt to working remotely in order to limit the spread of COVID-19, you may have found that it also presents some logistical challenges in how you perform your work. Accordingly, a number of policies and procedures have been immediately amended to support you.

The interim policy or procedure changes are detailed in the attached document, and primarily focus on:

- Documentation requirements
- Offender reporting requirements
- In-person assessments and in-person report interview requirements (e.g. Pre-Sentence Reports and Pre-Parole Reports)
- Streamlining offender incident reporting processes

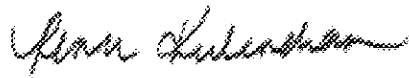
Most of you have begun to receive your ministry-issued cellphone, and we hope that these additional technological and policy changes will assist you while working offsite.

I understand that the measures implemented due to this outbreak have been challenging in both our professional and personal lives. I encourage you to access the confidential support services offered through the [Employee and Family Assistance Program](#).

The [Questions & Answers](#) resource offered by Treasury Board Secretariat will help you stay up-to-date with new information as it becomes available. We are committed to keeping you updated on how these changes impact our business and will be providing you with further guides and tools in the coming days to help staff adapt to working remotely.

I speak on behalf of our entire divisional leadership team when I sincerely thank you for your support and adaptability as we continue to navigate this rapidly changing situation. It is a credit to our high levels of collaboration at every level, frontline, managerial and union. You have been professional, resilient and caring. Taking care of each other is more important now than ever before. Our management team will continue to be available to offer their support and answer your questions over the coming weeks.

Sincerely,

A handwritten signature in black ink, appearing to read "Renu Kulendran". The signature is fluid and cursive, written in a professional style.

Renu Kulendran
Assistant Deputy Minister, Community Services

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS
March 27, 2020**

Current Policy	Interim Policy/Procedure Change
<p>Documentation Requirements:</p>	<p>Case notes and records changes when working remotely <u>without full network access</u>:</p> <ul style="list-style-type: none"> • PPOs are to enter information into OTIS Briefcase. • Information to be filed in an offender's P-Drive is to be: <ul style="list-style-type: none"> • sent by email to the office for filing, or • saved in the PPO's One Drive. • all documentation filed on the one drive and can later be uploaded to the offender's file on the P-Drive when the PPO gets access to the network. • PPO will attend the office to synchronize OTIS briefcase per established schedule. <p>In the absence of access to OTIS outside of the office, the PPO will ensure that any OTIS updates are provided to the designated person in the office who will enter the information in OTIS including:</p> <ul style="list-style-type: none"> • Entering OTIS alerts • Entering legal orders • Updating address, telephone numbers
<p>Offender Reporting: Various policies</p> <p><u>Intensive Supervision Offenders</u></p>	<ul style="list-style-type: none"> • Face to face reporting: This will be restricted to those offenders as noted below. • Telephone reporting: Will be used for most offenders. <ul style="list-style-type: none"> ○ Reporting frequency for non-protocol cases will be as outlined in the offender's Offender Management Plan (OMP). ○ If the PPO determines that a change in reporting frequency is required they will document the change in the offender's case notes and OMP. ○ PPO will verify that the person reporting is the offender • Desk report: Eliminate offender's signing and filling out desk reporting forms for those offenders that attend the office. Staff to fill out and file accordingly. • When the wording of a reporting condition of an order specifies in person reporting or specifies a reporting frequency and the offender does not meet the criteria, the PPO will consult with the Area Manager or Assistant Area Manager (AM or AAM) and/or the Crown Attorney regarding the viability of a variation application to revise the wording to report as directed by the PPO. <p>THE FREQUENCY AND MODE OF REPORTING MAY BE INCREASED WHEN THE PPO/MANAGER DETERMINES AN INCREASE IS REQUIRED FOR VICTIM OR PUBLIC SAFETY, REGARDLESS OF CASE TYPE OR RISK LEVEL.</p> <p>Reporting requirement changes for Intensive Supervision (ISO) and High Risk Offenders:</p> <ul style="list-style-type: none"> • ISOs – report minimally once a month in person and once a month by telephone (or more as determined by PPO discretion). • High Risk Offenders – report minimally one month in person and alternating month by phone (or more as determined by PPO discretion)

s.14(1)(I)

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS
March 27, 2020**

Current Policy	Interim Policy/Procedure Change
<p><u>Probation and Conditional Sentences</u></p>	<p><u>PFI/Incarceration During a Term of Probation and CSFI/Incarceration During a Term of Conditional Sentence</u></p> <p>Declaration of Intent (DOI):</p> <p>As a standard practice, PPOs should direct all offenders that they must report [in person/by phone based on risk level and PPO discretion] to their PPO within two working days of release from custody or hospital.</p> <p>The PPO should caution the offender regarding possible consequences for failure to comply and case note the direction in OTIS.</p> <p>*Coordinate interim DOI processes with local Institution*.</p> <p>Options to consider where a DOI is deemed necessary (i.e. ISOs, High Risk DV)</p> <ul style="list-style-type: none"> • Create a process to forward completed DOIs to the Institution's general mailbox and coordinate with IS a process to have the DOI signed and returned to CS. • Create a standard template letter that can be provided by the institution to the offender before release, instructing the offender to report within two business days to the P&P office. <p>The letter should minimally contain:</p> <ul style="list-style-type: none"> • direction to report to or contact a Probation and Parole Officer within two working days of release, • provide the address and phone number of the Probation and Parole Office, a standard caution regarding the possible consequences of failing to report.
<p><u>Level of Service Inventory – Ontario Revision Assessment/Re-Assessment (LSI-OR)</u></p>	<p>With the exception of those offenders who are screened as potential ISO:</p> <p>Replace the initial assessment requirements for an in-person assessment interview to permit a telephone interview, provided the PPO is satisfied that the person being interviewed is the offender.</p> <p>Note: COPU is preparing a blank template of the LSI-OR that can be provided to PPOs to complete out of the office.</p> <p>The PPO would be required to enter the information into the e-LSI-OR application when they are in the P&P office to sync OTIS Briefcase.</p> <p>Electronic copies would be filed in the offender's file on the PPO's One-Drive. This would then be moved to the offender's P-Drive file.</p>
<p><u>Low Risk Identifier (LRI)/LRI Re-Assessment</u></p>	<p>Replace the Initial LRI requirements for an in-person assessment interview with the offender to permit a telephone interview provided the PPO is satisfied that the person being interviewed is the offender.</p> <p>COPU is preparing a blank template of the LRI that can be provided to PPOs to complete out of the office.</p> <p>The PPO would be required to enter the information into the e-LSI-OR application when they are in the P&P office.</p> <p>Electronic copies would be filed in the offender's file on the PPO's One-Drive. This would then be moved to the offender's P-Drive file.</p>

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS
March 27, 2020**

Current Policy	Interim Policy/Procedure Change
<u>Domestic Violence (DV)</u>	<p>Assessment Requirements changes:</p> <ul style="list-style-type: none"> • ODARA template can be emailed from the main office, where applicable. • ODARA can be completed based on telephone interviews with the victim and the offender, and with police by phone or by email.
<u>Sex Offenders (SO)</u>	<p>Change in assessment requirements:</p> <ul style="list-style-type: none"> • RASO tools, where applicable: <ul style="list-style-type: none"> • STABLE-2007 and ACUTE-2007 may be completed with the offender via the telephone and will be reviewed and confirmed at the first in-person interview. • Note that the Static-99R is a file review and will be completed by PPOs when they are in the office to attend the office to sync OTIS briefcase.
<u>Pre-Sentence Reports (PSR) Court Reports</u>	<p>Offender in the Community:</p> <ul style="list-style-type: none"> • The support staff will email the intake, contact information and other relevant documents to the assigned PPO • The PPO may interview the offender via the telephone. The PPO needs to be satisfied the person being interviewed is the offender. • PPO to note in the PSR that the interview occurred over the phone. • The PPO will review any information (e.g. assessments, response to prior supervision, etc.) when they attend the office. • If the PPO is unable to sign the report, an explanatory note should be provided indicating that the reason is due to COVID19. • Submission of the PSR will be as per local practice. • Any Release of Information (ROI) that the PPO knows will need to be signed will be signed at the time of intake where possible. • If during the interview the PPO requires additional ROIs to be signed the offender will be directed to attend the office to sign the additional ROIs. The PPO will complete the information on the ROI so that they are ready to be signed when the offender attends the office. • Where the signing of ROIs is not possible, the PPO will seek verbal consent from the offender and consult with the source of information (i.e. agency, counsellor) regarding the ROI. • Note: Where no response is received by the agency for whom the ROI was for, the PPO will note in the PSR that no information was received and proceed with any known information. <p>Offender in Custody:</p> <ul style="list-style-type: none"> • The PPO will schedule a telephone interview with the appropriate contact at the institution (e.g. Deputy Superintendent, Administrative Assistant etc.) and confirm how the call will take place (i.e. whether the CO will be calling the PPO, or if the PPO is to call the institution at a set date and time). • When scheduling the telephone interview, the PPO will speak with the institution regarding any required ROIs and request that they have the offender sign the ROIs. Where possible, the ROIs signed by the

s.14(1)(I)

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS
March 27, 2020**

Current Policy	Interim Policy/Procedure Change
	<p>offender will be scanned and emailed back to the PPO by institution staff.</p> <ul style="list-style-type: none"> • Where the signing of ROIs is not possible, the PPO will seek verbal consent from the offender and consult with the source of information (i.e. agency, counsellor) regarding the ROI. • Note: Where no response is received by the agency for whom the ROI was for, the PPO will note in the PSR that no information was received and proceed with any known information.
<p><u>Pre-Parole Report Policy</u></p>	<p>Where the offender provides an address, the PPO is required to confirm the residence and comment on the suitability of the proposed address.</p> <ul style="list-style-type: none"> • The PPR will indicate the reason why a home visit will not be completed (COVID-19). <p>Remains in effect:</p> <p>When an offender's parole plan is to reside alone, i.e. no sponsor, the PPO will verify the residence through other sources</p> <p>Where the offender's plan is to reside in public housing, the offender or sponsor will provide proof that the offender is permitted to reside in the home.</p>
<p><u>Enforcement</u></p>	<p>Enforcement changes:</p> <p>When an offender is unable to comply with a condition on a supervision order because of access issues or availability (e.g. programming or CSO hours), the reason they were unable to comply and the PPO's rationale for their enforcement decision will be documented in the offender's case notes.</p> <p>Enforcement of Treatment or Restitution condition/order – Where a PPO believes that there are extenuating circumstances (i.e. related to COVID19) that may affect the viability of an FTC charge, the PPO must consult with the Area Manager or Assistant Area Manager (AM or AAM) and/or the Crown Attorney prior to laying the charge.</p>

s.14(1)(I)

<p><u>Ministry Issued Cellular Phones</u></p>	<p>Please be advised now that Ministry issued cellular phones have been provided to PPOs, the use of personal cellular phones for work purposes is to cease.</p>
---	---

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS
March 27, 2020**

Current Policy	Interim Policy/Procedure Change
	<p>Staff are expected to use these work-issued cellular phones in line with the OPS Acceptable Use of Information and Information Technology (I&IT) Resources Policy. Additionally, the <u>Mobile Device Tip Sheet</u> and <u>Security Requirements for Mobile Devices</u> must be reviewed by all staff.</p> <ul style="list-style-type: none"> • PPOs will only use cellular phones issued by the Ministry of the Solicitor General (SolGen) for ministry business, during approved business hours, and in accordance with manager's instructions. • Cellular phones will be used in a safe, secure, and legal manner (e.g. hands-free driving), and OPS telephone service standards are to be adhered to. • PPOs are to secure their ministry issued cellular phone with a passcode combination. For emergency purposes, the passcode combination is to be provided to the Area Manager (AM) or Assistant Area Manager (AAM). The AM/AAM will keep a list of all passcodes. • Cellular phones will be used only for voice and text (see texting with offenders policy below) contact/communication with offenders. The use of the cellular phones for any other forms of communication (e.g. social media and emailing with offenders) is prohibited. • PPOs will protect the confidentiality of all information per OPS guidelines and ministry policies. • PPOs who wish to store an offender's number in the cellular phone's contacts must only use the offender's first name and last initial. Once the offender is no longer under community supervision the offender's contact information will be deleted. • All communication must be documented in the offender's case notes in the Offender Tracking Information System per ministry policies. • Lost or stolen cellular phones are to be immediately reported to the PPO's AM or AAM. • PPOs who are working remotely will ensure that their personal voicemail at their office location provides the cellular phone number where they can be reached. <p>Ministry email: Ministry issued cellular phones are equipped to allow staff to access their government email accounts.</p> <ul style="list-style-type: none"> • Staff are reminded that the use of ministry outlook email must be in accordance with I&IT policy and directives • Email correspondence with offenders is prohibited. <p>Texting with Offenders Policy:</p> <p>To minimize the risk of breaching confidentiality and to protect the safety of others, PPOs must adhere to the following directions when texting:</p> <ul style="list-style-type: none"> • texting is not permitted with victims, collateral contacts or stakeholders • texting with an offender is only permitted for the purposes of scheduling, rescheduling or confirming reporting appointments (including date, time and location) • only the first name and last initial of the offender will be used in the body of the text • case management information will not be sent by text • no personal information is to be included in a text • before texting with an offender, the PPO will advise the offender that:

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS
March 27, 2020**

Current Policy	Interim Policy/Procedure Change
	<ul style="list-style-type: none"> ○ texting is only to be used for scheduling, rescheduling and confirming reporting appointments ○ texting is only one option for contacting the PPO regarding their reporting appointments and telephone calls remain the preferred method of communication, and ○ communication regarding any other matter must occur by telephone call or during an in-person meeting <ul style="list-style-type: none"> ● when a PPO receives a text message with content other than reporting appointment information (e.g. personal, case management or other concerns), or from someone other than the offender, the PPO will not respond by text and will contact the sender by telephone ● all text communication must be documented in the offender's case notes in OTIS and the case note must identify that the communication occurred by text, and ● once entered into case notes, the PPO will promptly delete the text message.
<p><u>ILO Duties</u></p>	<p>ILOs will perform their duties remotely and meet with inmates over the phone to discuss parole eligibility and support parole applications.</p> <p><i>How to Schedule a Telephone Interview with an Inmate</i></p> <ul style="list-style-type: none"> ● Each institution has been informed that ILOs will be conducting interviews with inmates over the phone, and Correctional Officers (COs) have been instructed to work with ILOs to ensure these calls take place. ● However, <u>it is the ILOs responsibility to schedule a telephone interview</u> with the appropriate contact at the institution (i.e. Deputy Superintendent, Administrative Assistant, etc.) and <u>to confirm how the call will take place</u> (i.e. whether the CO will be calling the ILO, or if the ILO will be calling into the institution). ● At the scheduled time of the call, a CO will escort an inmate to the phone and will supervise the inmate while the call is being conducted. ● Telephone interviews with inmates <u>must</u> cover the same information an ILO would normally provide to the inmate in person. ● For example, the ILO must continue to inform the inmate of the different hearing processes, and their right to request: <ul style="list-style-type: none"> ○ An assistant for the hearing (i.e. a lawyer, agent, family member or friend), ○ French language support and/or interpretation services, ○ Culturally appropriate services if the inmate identifies as Indigenous, ○ Accommodation for disabilities (e.g. hearing loss, dyslexia, anxiety, or other Human Rights Code related needs). <p><i>Ensuring Necessary Paperwork is Completed</i></p> <ul style="list-style-type: none"> ● The ILO <u>must</u> provide a detailed description of each form an inmate is required to sign. While we are <u>not</u> obtaining verbal consent, it is essential that the inmate understand what each form says and what is being asked of them. ● Working remotely presents obvious challenges with obtaining the inmates signature on all required forms. Ontario regulations require an inmate to provide their direction to the OPB in written form.

**Interim Policy Amendments During COVID -19
Based on CURRENT STAFFING LEVELS
March 27, 2020**

Current Policy	Interim Policy/Procedure Change
	<ul style="list-style-type: none"> • As such, the CO that is supervising the inmate during the phone call has agreed to support the ILO to obtain the necessary signatures. • To facilitate this, the <u>ILO must ensure that each institution has hardcopies of all of the required paperwork</u>. The ILO may consider bringing hardcopies to the institution on their last visits or couriers documents to the institution. These arrangements, and where the paperwork will be stored must be determined in agreement with the institution. • The ILO <u>must ensure there are enough copies to support their caseload for an extended period of time</u> and must coordinate with the institution if more forms are needed. • Once the form is signed by the inmate, the CO will have it scanned and sent to the ILO. <p><i>Hearings</i></p> <ul style="list-style-type: none"> • ILOs are not required to be on site or join the teleconference hearing. • The ILO will continue to receive the hearing agenda, which will include the teleconference number. The ILO is required to share the teleconference number, date and time of the hearing with any assistants who may be dialing in to support the inmate. • The ILO will continue to coordinate parole packages with institutions, PPOs and the OPB as usual. This will require the ILO to have access to the designated inbox and VPN. • PPOs are asked to provide their new office hours and/or contact information to ILOs should they need to follow up on information.

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Services communautaires

25 rue Grosvenor, 17^{ième} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

MEMORANDUM TO: All Staff of Community Services

FROM: Stephen Mitchell
Regional Director, Northern Region, Community Services
on behalf of
Renu Kulendran
Assistant Deputy Minister, Community Services

DATE: July 3, 2020

SUBJECT: **Community Services Re-opening Strategy – Action Required:
Risk Assessment Checklist, Updated Best Practices Guide
for Health and Safety, and Client/Visitor Screening and
Tracing**

Further to my June 25, 2020 memo, Community Services (CS) continues to follow Public Health, Ministry of Health (MOH), and Treasury Board Secretariat (TBS) guidance to reduce the risk for staff and offender exposure to COVID-19 while we undertake a safe and gradual re-opening.

Beginning on July 6, 2020, CS will return to a 50/50 staffing model, with more clients returning on July 20, 2020. In advance of this change, CS has worked with Corporate Health Care (CHC) and Ontario Public Service Employees Union (OPSEU) to develop several comprehensive tools and guidelines to inform and support our re-opening strategy, including:

- Risk Assessment Checklist
- Updated Best Practices Guide for Health and Safety in Community Services
- Notice to Clients and Visitors re: Reporting Instructions
- Daily Client and Visitor Tracking Form

Risk Assessment Checklist – Action Required:

The attached Risk Assessment Checklist contains core elements to consider when identifying the level of preventive measures required to limit the spread of COVID-19 in probation and parole offices. Specifically, using the Risk Assessment Checklist will help determine how to minimize risks through the application of the hierarchy of control measures, and ultimately determine if masks and/or other related safety equipment should be used to help protect against and prevent the spread of COVID-19.

For consistency purposes, an overall CS-wide Risk Assessment Checklist has been completed in conjunction with CHC and OPSEU. The results reinforce and validate the actions CS has taken to-date and also support additional measures that CS will implement starting on July 6, 2020, which are outlined in the updated Best Practices Guide for Health and Safety in CS (see below).

However, there may be unique differences within and across regions due to office layout and size, staffing, and client numbers. Therefore, we request that each Area and Satellite Office also complete the Risk Assessment Checklist to identify any additional measures that may need to be implemented in that specific office. Depending on where and when the Court Liaison Officers' (CLO) office is open, the Manager and CLO will work with their local court administration to conduct a risk assessment and mitigate any risks. Similarly, Managers and Institutional Liaison Officers (ILO) will work with their local institutions to ensure all safety protocols are known and adhered to. Area Managers should work with their local Health and Safety Representatives/Committees to complete the Risk Assessment Checklist and submit to their Regional Directors by July 17, 2020. If you require additional health and safety expertise, please consult with a certified employer or employee representative, including your Regional Employee Relations Committee (RERC) representative. Please also note that the Risk Assessment Checklist contains several Posters and Fact Sheets for easy reference and posting in probation and parole offices.



COVID-19 Risk
Assessment-Recover

Updated Best Practices Guide for Health and Safety in CS:

As best practices, the measures outlined in the updated Best Practices Guide for Health and Safety in CS (below) are intended to be guidelines and allow for flexibility based on operational needs, individual circumstances, and evolving guidance. The updated best practices that are recommended in probation and parole offices include:

- Employees and clients continue to have the option to supply and wear their own face coverings;
- Employer to make available a supply of non-medical masks or face coverings for employee and/or client use;
- Updated cleaning protocols; and
- Best practices for health and safety in the waiting room and expanded reporting spaces.



Best Practices Guide
for Health and Safet

Screening Tool and Reporting Instructions for Clients and Visitors – Action Required:

CS has updated the Screening Tool for Clients and Visitors and has developed a further Notice to Clients and Visitors regarding Reporting Instructions. These documents are to be posted in a visible location at the entrance of each probation and parole office and should be read by, or explained to, each client and visitor before their arrival and / or upon entry.



Updated Screening
Tool for Visitors Jur



Client and Visitors
Reporting Instructio

Daily Client and Visitor Tracking Form – Action Required:

With additional clients coming into probation and parole offices, it is crucial that CS keep clear records of clients and visitors in attendance each day. To assist public health units with contact tracing protocols if someone develops COVID-19, each probation and parole office is required to complete the Client and Visitor Tracking Form on a daily basis. This form is to be filed locally and made available to regional offices or public health units on an as-needed basis.



Client Visitor
Tracking Form - FIN

We appreciate your cooperation in completing the Risk Assessment Checklist and additional screening and tracking requirements. These measures will help us to continue to evaluate and enhance the Best Practices for Health and Safety Guide in order to prevent the spread of COVID-19.

For additional information about COVID-19, please visit <https://covid-19.ontario.ca/>, or refer to TBS' Questions & Answers for up-to-date OPS-specific information.

I understand that the measures implemented due to this outbreak have been challenging in both our professional and personal lives. I encourage you to access the confidential support services offered through the Employee and Family Assistance Program.

Thank you for your continued professionalism and resiliency. We will continue to evaluate this fluid situation and our management team remains available to offer their support and answer your questions as we move forward.

Sincerely,

Stephen Mitchell
Regional Director, Northern Region, Community Services

on behalf of

Renu Kulendran
Assistant Deputy Minister, Community Services







Risk Assessment-Recovery of Probation and Parole Offices

This checklist contains core elements to consider for a COVID-19 risk assessment for probation offices. Use this checklist to identify the level of preventive measures required to prevent the spread of infection.

Date: _____ Area: _____

Completed By: _____

Elements	Yes	No	N/A	Comments/Actions Required
Risk Level				
Consider the risk level of COVID-19 circulating in the local community.				
Engineering Controls	Yes	No	N/A	Comments/Actions Required
Is there accessible hand washing stations (i.e. sink) with hand washing signage, liquid soap and paper towels in the: <ul style="list-style-type: none"> <input type="radio"/> washrooms <input type="radio"/> kitchenette <input type="radio"/> lunch room <input type="radio"/> other 				<ul style="list-style-type: none"> • <u>Poster: How to wash hands/use sanitizer</u> • <u>Poster: General practices to stay healthy</u>
Is there hand sanitizer available with hand rub signage in the: <ul style="list-style-type: none"> <input type="radio"/> entrance to office <input type="radio"/> waiting room <input type="radio"/> interview rooms <input type="radio"/> meeting rooms <input type="radio"/> office area <input type="radio"/> lunch room <input type="radio"/> other 				<ul style="list-style-type: none"> • <u>Poster: How to wash hands/use sanitizer</u> • <u>Poster: General practices to stay healthy</u>
Are there physical barriers between client and staff <ul style="list-style-type: none"> <input type="radio"/> secure interview room <input type="radio"/> interview rooms <input type="radio"/> reception/screening area <input type="radio"/> other 				
Can the layout/furniture be changed to ensure physical distancing of 2 metres and visual cues adopted, such as tape on the floor: <ul style="list-style-type: none"> <input type="radio"/> office <input type="radio"/> interview rooms <input type="radio"/> lunchroom <input type="radio"/> kitchenette <input type="radio"/> boardroom <input type="radio"/> client waiting room <input type="radio"/> photocopier 				

<input type="radio"/> main entrance door area Administrative Controls	Yes	No	N/A	Comments/Actions Required
<input type="radio"/> Is active screening-affirmation for staff done daily?				CS Staff Self Assessment:  Updated CS Staff Self Assessment...
<input type="radio"/> Is there active screening for professional visitors/clients/victims <ul style="list-style-type: none"> <input type="radio"/> prior to appointment <input type="radio"/> on arrival 				Prior to Arrival: <ul style="list-style-type: none"> • Notice to Clients and Visitors regarding Reporting Instructions  Client and Visitors Reporting Instructio On Arrival: <ul style="list-style-type: none"> • CS Signage (Eng/Fr)   Community Signage - French... FR-Community Signage - French... • CS Screening Tools for Clients and Visitors:  Updated Screening Tools...
<input type="radio"/> Is there a record of all individuals and staff that have been in the office for contact tracing purposes if required?				<ul style="list-style-type: none"> • Client and Visitor Tracking Form:  Client Visitor Tracking Form - FIN
<input type="radio"/> Are there procedures in place to ensure non-business visitors do not enter/wait in the office, such as a driver or spouse?				
<input type="radio"/> Are there protocols developed for managing non-business visitors (such as children, caregiver etc.) Respecting our duty to accommodate as necessary.				
<input type="radio"/> Is there signage located in the office with specific attention to the main entrance door: <ul style="list-style-type: none"> <input type="radio"/> passive screening <input type="radio"/> what is COVID-19 				Signage: <ul style="list-style-type: none"> • passive screening <ul style="list-style-type: none"> <input type="radio"/> See screening tools above • what is COVID-19

<ul style="list-style-type: none"> ○ hand hygiene ○ cough etiquette ○ physical distancing on wall and floors 			<ul style="list-style-type: none"> ○ <u>PHO: COVID-19 Overview (printable webpage)</u> ○ <u>MOH COVID-19 - Latest Updates</u> ○ <u>Poster: General practices to stay healthy</u> • hand hygiene <ul style="list-style-type: none"> ○ <u>Poster: How to wash hands/use sanitizer</u> • cough etiquette <ul style="list-style-type: none"> ○ <u>Poster: Cough Etiquette</u> • physical distancing on wall and floors <ul style="list-style-type: none"> ○ <u>Fact Sheet: Physical Distancing</u> ○ <u>Poster: Stay 2 metres apart</u>
<p>Do staff have prolonged (greater than 15 mins) close interactions/contact with clients or other staff during the shift with:</p> <ul style="list-style-type: none"> ○ no physical barrier ○ no physical distancing 			
<p>If a client or staff member becomes ill at the office, is there a protocol developed for isolation if they are not able to leave the office (i.e. terminate and reschedule client appointment, wait in a separate area such as empty waiting room or non secure office)?</p>			<ul style="list-style-type: none"> • <u>Fact Sheet: How to self-isolate</u> • <u>Self-isolation Guide</u>
<p>Are there disposable medical masks on hand to provide to those who develop symptoms?</p>			<ul style="list-style-type: none"> • <u>Poster: Face Coverings</u> • <u>Fact Sheet: Non-Medical Masks and Face Coverings</u>
<p>Can physical distancing (2 metres distance) for staff be done:</p> <ul style="list-style-type: none"> ○ entrance/exit to office ○ offices (list) ○ meeting rooms ○ lunch room ○ kitchenette ○ hallway ○ elevator, if applicable ○ reception area ○ photocopy room ○ boardroom 			
<p>Can physical distancing (2 metres) for clients/visitors be done:</p> <ul style="list-style-type: none"> ○ entrance/exit to the office 			

<ul style="list-style-type: none"> ○ elevators, if applicable ○ waiting room ○ interview room ○ hallways ○ signage on walls and floors 				
Are measures in place to ensure the waiting room facilitates physical distancing, such as scheduling of appointments to avoid overcrowding, seats have a 2-metre separation between clients/visitors, indicated by taping or marking on the bench seats, floor taping, signage added				
Can the lunch and break times be staggered to reduce the number of staff gatherings				<ul style="list-style-type: none"> • <u>Poster: Staggering lunch breaks</u>
<p>Are there multi-person team meetings</p> <ul style="list-style-type: none"> ○ in person with physical distancing ○ virtual ○ teleconferencing 				
<p>Do you have clients who are at higher risk of severe illness:</p> <ul style="list-style-type: none"> ○ 70 and older ○ compromised immune system ○ other underlying medical conditions 				
Are your clients able to follow hygiene practices, such as washing hands or using hand sanitizer when entering the office				<ul style="list-style-type: none"> • <u>Poster: How to wash hands/use sanitizer</u> • <u>Poster: General practices to stay healthy</u>
Are staff trained on proper cleaning and donning and doffing of gloves?				<ul style="list-style-type: none"> • <u>Poster: Steps to Take off Gloves</u> • <u>Video: How to put on gloves</u> • <u>Video: How to take off gloves</u> • [Consider inserting CSRTC 30-min video on PPE use]
Are emergency preparedness (i.e. building evacuation) impacted by COVID-19 measures?				
Environment Cleaning	Yes	No	N/A	Comments/Actions Required

Do clients frequently have contact with high-touch surfaces (e.g. doorknobs)?				
Do staff frequently have contact with high touch surfaces (i.e. door handles, light switches)				
Are there high-touch communal items, such as water coolers, kettle/coffee makers, indicate location				
Are there appropriate cleaning agents and disposable gloves available for those who wish to use them?				<ul style="list-style-type: none"> • <u>Poster: Clean regularly touched items</u> • <u>Fact Sheet: Cleaning and Disinfecting</u>
Are high touch surfaces cleaned at least twice a day? <ul style="list-style-type: none"> ○ If surfaces are visibly dirty, then clean prior to use 				
Can the number of common surfaces that need to be touched be reduced?				
Can non-essential shared equipment have restricted access? (list)				
Are there no-touch waste receptacles in: <ul style="list-style-type: none"> ○ waiting room ○ washrooms ○ offices ○ lunch room ○ other 				
Are there paper towel dispensers in: <ul style="list-style-type: none"> ○ washrooms ○ kitchenette 				

Information Sheet

1. Risk Level: the risk level at the workplace is affected by the level of COVID-19 cases in the local community. For instance, if there is known or high level of COVID-19 cases in the community, then there is a higher risk that it may be introduced in the workplace
2. Covid-19 spreads person to person through respiratory droplets (i.e. coughing, sneezing) during close contact (within 2 metres with no physical barrier) or

through touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands.

3. Hand hygiene refers to hand washing with soap and water, and hand sanitizer or rub (can be wall mounted or bottles).
4. Physical distancing means keeping a 2-metre distance between individuals.
5. Physical barrier can be glass or plexiglass partition or window that is higher than head height
6. COVID-19 can cause more severe illness among people who are 70 and over, and individuals with compromised immune system or other underlying health conditions. Thus, consider scheduling appointments in low traffic times. (first appointment in the morning) balanced with public safety. Encouraged to wear a face covering, seen in the secure interview room or staff to also don a face covering.
7. Non-medical masks can help to prevent droplets of an individual from coming into to contact with other individuals (source control). Recommendation for the use of PPE should be based on risk assessment of environment and risk of exposure.
8. Disposable medical masks help protect the person wearing the mask and slow the spread of infection. Recommendation for the use of PPE should be based on risk assessment of environment and risk of exposure.

Updated Best Practices Guide for Health and Safety in Probation and Parole Offices

Community Services (CS) continues to follow Ministry of Health (MOH) guidance and collaborate with our SolGen Corporate Health Care, Facilities, and OPSEU partners to continue to support the health and safety of our staff, offenders, and the public during the COVID-19 pandemic. As best practices, these measures are intended to be guidelines in order to allow for flexibility based on operational needs, individual circumstances, and evolving guidance.

These best practices were developed with the understanding that CS employees have the option to wear cloth face coverings; in addition, the Employer will make available a supply of non-medical masks or face coverings. Clients and visitors to P&P Offices will be encouraged to wear a face covering, and similarly the Employer will make available non-medical masks or face coverings for source control.

Overarching Best Practices for Health and Safety:

Employees are reminded that according to Health Canada and MOH Guidelines everyone should remember to:

- maintain a physical distance of two metres from others
- wash your hands frequently with soap and water, or use hand sanitizer
- sneeze and cough into your sleeve;
- avoid touching your eyes, nose or mouth;
- avoid contact with people who are sick;
- stay home if you are sick; and
- regularly disinfect commonly touched surfaces, where possible*
 - *CS staff are not expected to perform or replace cleaning functions; however, disinfectant products are being provided to staff as an added layer of precaution should they wish to wipe down high traffic areas such as desks, counters, door handles, printers, scanners, etc.
- When physically distancing is not possible, a mask/face covering is recommended to be worn. Should you not have your own personal mask / face covering, the employer will make one available.

Face Coverings and Gloves:

- Use of Employee-Supplied Face Coverings as a Method of Source Control:
 - Employees, clients and visitors attending adult probation and parole offices will be permitted to wear their own face coverings (homemade or commercially manufactured) in the course of performing their duties.
 - As per the OPS Non-Healthcare Settings Guidelines for Masks, Face Coverings and Other Related Safety Equipment document, masking is

recommended where it is not possible to physically distance in conjunction with the COVID-19 risk assessment.

- Considerations will be explored for staff, clients, visitors with existing physical limitations or medical needs.
 - As a reminder, the following conditions need to be met:
 - The employee's personal face covering does not negatively impact client service delivery (e.g. meeting Ontarians' accessibility needs);
 - The face covering has no offensive markings whatsoever and must be in line with the Respectful Workplace Policy and the Correctional Services Code of Conduct and Professionalism;
 - Face coverings are properly cleaned and maintained by employees; and
 - Employees follow appropriate steps for donning and doffing.
 - Personal face coverings may be used as a method of source control (being worn to protect others) and are not a substitute to other important infection prevention and control practices, including hand hygiene and physical distancing.
 - The use of personal face coverings aligns with the [MOH website](#), face coverings will not protect you from getting COVID-19. The Employer makes no promises, representations, or guarantees whatsoever with respect to the effectiveness and/or adequacy of employees' face coverings in preventing the contraction of COVID-19 or any other communicable disease or illness.
 - Employees are responsible for proper care and laundering of their personal face coverings.
 - Staff should refer to the [MOH website](#) and [PHO Fact Sheet](#) for information regarding face coverings and how to properly wear, fit, remove and clean your non-medical face coverings.
 - A supply of non-medical masks or face coverings will be made available to employees, clients, and visitors to use.
- Voluntary Use of Employer-Supplied Disposable Vinyl Gloves:
 - Subject to available supplies, CS will continue to provide disposable non-medical vinyl gloves for optional use by employees when working at the probation and parole offices.
 - The use of these non-medical gloves is voluntary and strictly intended to provide peace of mind and protect against possible irritants caused by cleaning products.
 - Employees are responsible for following appropriate hygiene protocols when removing gloves and are reminded that the wearing of gloves does

not replace the need to wash hands frequently with soap and water. Staff should refer to the tip sheet from [Public Health Ontario](#) for instructions on how to properly remove gloves.

- The Employer makes no promises, representations, or guarantees whatsoever with respect to the gloves meeting regulated health and safety standards and requirements, and/or adequacy of gloves in preventing the contraction of COVID-19 or any other communicable disease or illness.

Additional Operational Measures and Best Practices for Health and Safety:

- **Mail and Client Documents:**
 - Public Health Ontario has been closely monitoring reports and publications on COVID-19, and there are no reports of transmission through handling paper products. It is however recommended that employees continue to practice proper hand hygiene at all times and therefore are encouraged to wash their hands before and after handling any mail/client documents.

- **Cleaning Supplies:**
 - CS is currently providing hand sanitizer throughout employee areas and in the waiting room and secure interview room.
 - CS is currently providing cleaning supplies such as disinfectant wipes and/or disinfectant spray to offices, where possible.
 - CS is ensuring that disinfectant soap is also provided in washrooms.
 - Please refer to Health Canada's [approved list](#) of hard-surface disinfectants, which CS and Facilities is adhering to, where possible.
 - CS staff are not expected to perform or replace cleaning functions; however, these products are being provided to staff as an added layer of precaution should they wish to wipe down high traffic areas such as desks, counters, door handles, printers, scanners, etc.
 - Staff may choose to use the non-medical restaurant grade gloves provided for the purpose of protecting their hands from possible irritants when using the cleaning supplies.

- **Cleaning Procedures:**
 - Appropriate cleaning continues to be undertaken to reduce risk to staff and visitors within OPS occupied buildings. The current cleaning practice is to ensure a hygienic workplace is maintained. Environmentally friendly

- cleaning products that are effective at reducing the spread of bacteria and viruses are used.
- In addition, MGCS is coordinating with Infrastructure Ontario and ministry CAOs for the delivery of enhanced cleaning of all high contact areas up to three times per day.
 - High contact areas include: door handles, hand rails, elevators, push plates, light switches, bathroom areas, lockers etc. Enhanced cleaning includes cleaning with stronger disinfectant cleaner consistent with the advice of public health officials.
 - If a manager is seeking enhanced cleaning for their locations, please ensure requests are submitted through your CAO's office to submit for processing to MGCS/IO. Please do not contact Infrastructure Ontario or their service providers directly
- Regular vs. Enhanced Cleaning:
 - Regular Cleaning – All current cleaning practises that were previously established will continue.
 - Enhanced Cleaning – High touchpoint or contact areas in facilities/offices (e.g. entrances, elevator buttons, washrooms, etc.) are cleaned up to three times daily; this can include other publicly accessed areas determined by the ministry.
 - Additional One-time Cleaning – Cleaning of targeted areas due to a localized issue (e.g. immediate staff space and adjacent space, including areas of travel based on conversation with staff or video surveillance, if available).
 - Best Practices for Health and Safety in the Secure Interview Room (SIR):
 - Due to high foot traffic in the SIR area, the following best practices are recommended:
 - Clients and staff are asked to wash their hands or use hand sanitizer before entering and after leaving the SIR.
 - Staff are to leave the interior employee entrance door propped open so that employees do not have to open and shut the door.
 - Although a physical barrier is in place in the SIR, managers should place a line on the floor (i.e. using masking tape or other indicator) whereby nobody crosses in order to limit touch points in the SIR such as countertops, chairs, glass, microphones, etc.
 - Employees may wish to stand in the SIR or use their own office chair.
 - Offices should place hand sanitizer on both sides of the barrier (in wall-mounted stations where possible, or stand-alone dispensers), disinfectant spray and paper towel or disinfectant wipes on both sides of the barrier.

- Clients and staff are requested to use disinfectant spray and paper towel or disinfectant wipe to wipe down surfaces before and after their appointment. There is an option to don/doff disposable gloves.
 - Signage with the process should be articulated for both clients and staff.
 - Best practices of no leaning on counter or unnecessary use of equipment should be followed (i.e. leave speaker on, do not use phone or shared laptop in SIR, where possible. If a shared laptop is required, staff are recommended to wipe down before and after each use).
 - Where possible, AMs should work out schedules for PPOs in the office whereby they schedule clients at specific blocks of time so that if they are using the room, the staff member is the only person in there for a period of time (unless, for example, an ISO who attends when not scheduled and is in crisis is required to be seen in the SIR).
 - Duty should be performed through the front glass, where feasible (exceptions may apply); SIR to be reserved for scheduled appointments where possible.
- Best Practices for Health & Safety in the Waiting Room
 - The main entrance into the Probation Office should indicate the required physical distance of 2 meters for clients and visitors waiting to access the waiting room.
 - Establishing a maximum number of people in the waiting room. This number is informed by physical distance, egress, emergency situations.
 - Within the waiting room, floor and chair markers indicate 2 metre distances to ensure appropriate physical distance.
 - Clients and visitors are screened for illness or exposure to COVID 19, including coming from a congregate setting where there is an outbreak.
 - If either client or visitor presents with risk factors, then they must be provided a disposable mask, instructed to contact telehealth or their health care provider, leave the office promptly and reschedule.
 - For tracking purposes, and if a COVID 19 tracing protocol is required, a daily list of client / visitor is centrally recorded and filed for accountable reference.
 - Immediately upon arrival, clients are directed to use hand sanitizer and / or wash their hands with soap and water.
 - Where a client must use a locker, an office must devise a system to stagger the use of individual lockers and disinfecting keys / tokens.

- Clients are encouraged to wear a face covering; a supply will be made available for their use.
- If clients are unable to wear a face covering for health reasons or refuse to wear a face covering, they will be seen in the secure interview room.
- Best Practices for Expanded Reporting Spaces (Boardroom, PPO offices closer to the waiting room)
 - As part of our reopening process, there will be an increase in the number of clients that are required to report in person.
 - To manage this process, additional reporting spaces: the boardroom and / or PPO offices closest to the waiting room will have plexiglass protective screens installed.
 - The use of a central schedule to assign clients and staff to specific locations (secure interview room, reporting space #1, #2, #3) is ideal to reduce traffic flow and commonly touched surfaces.
 - Where possible, staff can facilitate client entry using automatic door opening features (where available) or provide the client with a disinfectant wipe to enter and exit the PPO office.
 - There is an option to use floor arrows or other visual cues to direct the client to the appropriate reporting office.
 - Where the hallway is narrow or physically distancing is difficult, there is an option for both client and staff to don a face covering.
 - Clients that are known to the PPO, and where they are typically stable and compliant can be seen in the expanded reporting spaces.
 - Where there is concern about a client being prone to angry outbursts or loss of composure (droplet concern), clients should be seen in the secure interview room.
 - Both client and staff can wipe the contact surfaces with a disinfectant wipe. Disposable gloves can also be used for this purpose.

Please contact your manager for any questions regarding these additional health and safety measures. For additional information about COVID-19, please visit <https://covid-19.ontario.ca/> and also refer to the [Questions & Answers](#) resource offered by TBS.

Ministry of the Solicitor General	Screening for Visitors Requesting Entry to Provincial Probation and Parole Office
--	--

All visitors requesting admission to the office must cooperate with this screening process.

Please ask each individual visitor prior to entry to the institution:

<p>Are you feeling unwell with any of the following symptoms?</p> <ul style="list-style-type: none"> • Fever/feverish, new or worsening cough, shortness of breath when you're not active or difficulty breathing? • Other signs of new onset or worsening illness, such as <ul style="list-style-type: none"> ○ sore throat ○ extreme tiredness that is unusual (fatigue) ○ hoarse voice ○ muscle aches that are unusual or long lasting ○ difficulty swallowing ○ lost sense of taste or smell ○ headache that is unusual or long lasting ○ digestive issues (nausea, vomiting, diarrhea, stomach pain) ○ chills ○ pink eye ○ runny , stuffy or congested nose (not related to seasonal allergies or other known causes or conditions) 	<p>if YES, they <u>cannot</u> enter the office.</p> <p>Suggest: Contacting their primary care provider or Telehealth for further instructions. Telehealth Number: 1-866-797-0000</p>
<p>Have you travelled internationally (outside Canada) within the last 14 days?</p>	<p>if YES, they <u>cannot</u> enter the office.</p> <p>Suggest: Contacting their local public health unit or Telehealth for further instructions. Telehealth Number: 1-866-797-0000</p>

<p>In the last 14 days, have you had close contact with a person who has been diagnosed with COVID-19?</p>	<p>if YES, they <u>cannot</u> enter the office</p> <p>Suggest: Contacting their local public health unit or Telehealth for further instructions. Telehealth Number: 1-866-797-0000</p>
<p>In the last 14 days, have you had close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) or who recently travelled outside of Canada?</p>	<p>if YES, they <u>cannot</u> enter the office.</p> <p>Suggest: Contacting their local public health unit or Telehealth for further instructions. Telehealth Number: 1-866-797-0000</p>

If **YES** to any of the screening questions or refuses to answer, then they have failed the screening and **cannot** enter the building.

If **NO** to all questions, ask the visitor to use hand sanitizer before entering the office.

If the visitor becomes upset, please contact a manager immediately to handle the situation.

ATTENTION

Notice to Visitors to P&P – COVID-19 Procedures

Call to reschedule your appointment if:

- If you are feeling ill with any of the following symptoms: Fever/feverish, new or worsening cough or difficulty breathing
- Have other signs of new onset or worsening illness such as:
 - Sore throat
 - Extreme tiredness that is unusual (fatigue, lack of energy)
 - Hoarse voice
 - Muscle aches that are unusual or long lasting
 - Difficulty swallowing
 - Lost sense of taste or smell
 - Headache that is unusual or long lasting
 - Digestive issues (nausea/vomiting, diarrhea, stomach pain)
 - Chills
 - Pink eye
 - Runny, stuffy or congested nose (not related to seasonal allergies or other known causes or conditions)
- If you have travelled outside of Canada, been exposed to someone with COVID-19 or you are coming from a congregate setting (jail, shelter, cruise ship, retirement home) where there has been an outbreak.

Advise your probation and parole officer in advance if:

- you are over 70 or have any specific health risks or concerns
- you must attend the office with children

When you attend the probation and parole office:

- Arrive as close as possible to your scheduled time.
- Attend alone, unless you require a support person. If you require a support person, please share this notice with them.
- Leave all personal belongings at home or in your vehicle.
- You are encouraged to wear a face covering. If you do not have one, a disposable mask will be made available.
- Wash your hands or sanitize when you arrive and check-in at the front counter.

If you are diagnosed with COVID-19 within 14 days of your reporting appointment, please call your PPO promptly.

Thank-you for helping to prevent the spread of COVID-19.

March 18, 2020

PLEASE READ PRIOR TO COMMENCING WORK

Staff Self-Assessment and Affirmation

Are you feeling unwell with any of the following symptoms?

- Fever, new cough or difficulty breathing
- Unexplained muscle aches or fatigue
- Other signs of new onset illness such as sore throat or diarrhea

And

Have you experienced any of the following exposure risks?

- Travel outside of Canada in the last 14 days (Note: for the purposes of this, travel is defined as an overnight period, or extended visit with extensive community interactions.)
- Close contact with a person who has been diagnosed with COVID-19 (for example, someone in your household)
- Close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) who recently travelled (per the definition above) outside of Canada

If you have answered yes to any of the above symptoms and have experienced the additional exposure risks (travel or contact), immediately advise your manager you are unwell and unable to work. They will provide further directions.

If at any time while at work, you begin to experience fever, cough or difficulty breathing, please distance yourself from others, perform hand hygiene and immediately advise your manager who will provide further direction.

By attending work today, you are affirming you are not experiencing any of the above symptoms and have not experienced any of the above exposure risks.

Employee Signature _____ Date _____



Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Services communautaires

25 rue Grosvenor, 17^{ième} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

MEMORANDUM TO: All Staff of Community Services

FROM: Renu Kulendran
Assistant Deputy Minister, Community Services

DATE: March 15, 2020

SUBJECT: **COVID-19 Pandemic – Community Services Updates**

In the Community Services program, we have the resources and professional relationships to respond and evolve to the COVID-19 pandemic and have a collective commitment to do our best to deliver essential public services. Our approach will be informed by relevant and current information provided by the Ministry of Health and will require ongoing communication and reassessment to nimbly adapt our strategies as needed.

Probation and Parole is an essential service and provides important public safety services. Health and safety is a priority for our colleagues, clients, justice and community partners. We recognize the need to minimize contact and exposure to the virus balanced with the need to triage service to high risk and protocol cases, including services to the Court and Ontario Parole Board.

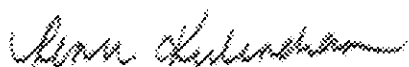
Staff are expected to report to work as scheduled on Monday March 16, 2020, as we work with our justice partners, specifically our institutional counterparts, the courts, crown attorneys and police as we look at options to enable the scaling back of community correctional services. Operational staffing models will consider legislated duties and core operational requirements, and focus on the supervision of clients that are deemed high risk.

As we continue to monitor the situation, all programming will be suspended for the next three weeks. Appropriate signage will be in place to facilitate self-screening by clients, and additional cleaning protocols for all public areas, including waiting and secure rooms, have been implemented. To the extent practicable, interviews should be conducted by phone and when in person contact is required, should be conducted in

secure rooms where operationally feasible. We will work with our justice sector partners to assess the risk of keeping remote reporting centres open and ask that staff speak to their managers prior to attending work in those locations.

We are committed to continue to provide you and OPSEU with timely updates on the COVID-19 pandemic and the impacts it has to our business.

Collaboration and longer-term planning are key to our successful management of this unique situation, and I want to personally thank you for your continued commitment and professionalism during these challenging circumstances.



Renu Kulendran
Assistant Deputy Minister, Community Services

Correctional Services

COVID-19: What you need to know

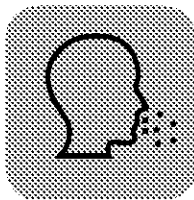
What is COVID-19?

COVID-19 is a deadly virus that spreads from person to person through close contact, for example, when people are living close to each other.

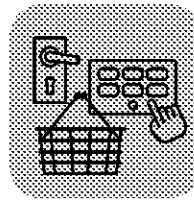
There is no specific treatment for COVID-19, and there is no vaccine that protects against it. Most people who get COVID-19 will recover on their own.

You can take steps to protect yourself and help to stop the spread of COVID-19.

How does COVID-19 spread?



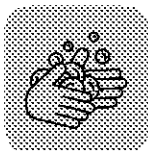
If a person is coughing without covering their mouth and you are close by (within 2 metres/6 feet, or the length of a hockey stick).



If someone with the virus touches or coughs on a surface and you touch that surface and then touch your face without washing your hands first.

How to protect yourself and others

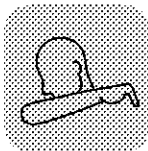
Stay home. Do not go out except for essential reasons like accessing health care, getting food or walking pets when needed. If you must leave your home, stay at least two (2) meters away from others. To protect yourself:



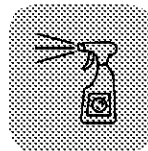
Wash your hands often with soap and water.



Avoid touching your face, nose, eyes or mouth.



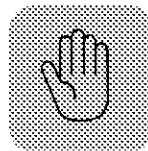
Cough or sneeze into your upper sleeve or elbow.



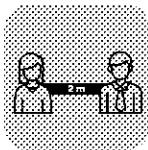
Clean and disinfect things that are touched a lot.



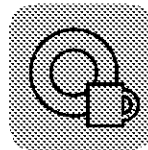
Stay home when you are sick.



Stay away from people who are sick.



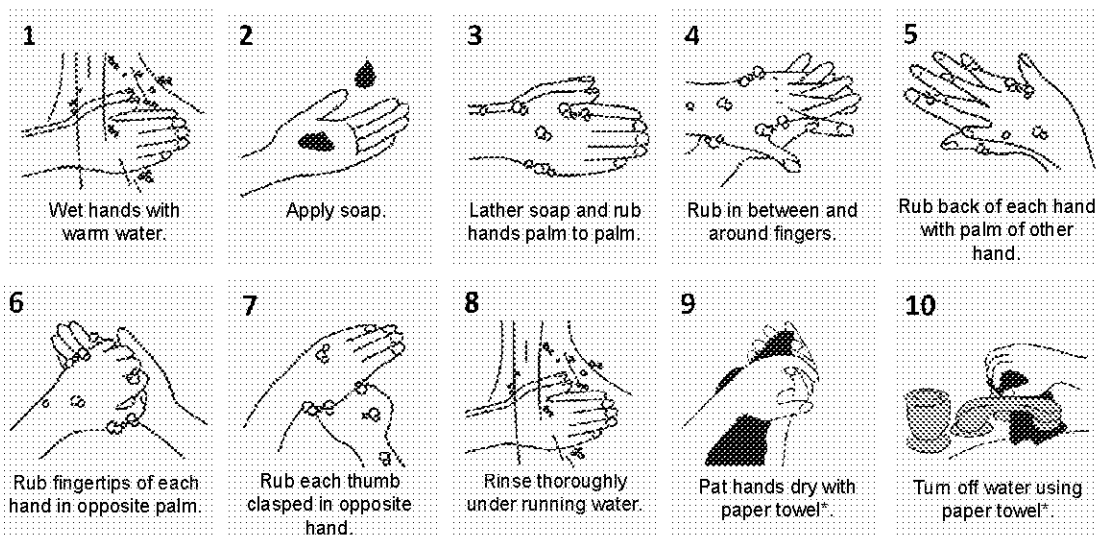
Avoid situations where you would come in contact with people you do not live with. Keep at least 2 metres away from others.



Do not share items like dishes, drinking glasses, cups, spoons, knives and forks, towels or pillows. Clean them properly.

How to wash your hands

Wash hands for at least 15 seconds (sing the 'Happy Birthday' song twice).



*or a clean towel only you use

Source: COVID-19: How to wash your hands, Public Health Ontario

When to talk to a health care professional

Stay away from others if possible and contact your primary care provider or Telehealth Ontario at 1-866-797-0000 if you have any of the following:

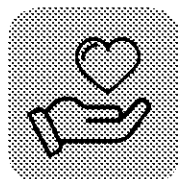
- Fever
- New or worsening cough
- Difficulty breathing
- Sore throat
- Runny nose
- Headache
- Body ache
- Unusually tired

When to call 911

Call 911 if you are having severe difficulty breathing (for example, struggling for each breath, speaking in single words), severe chest pain, having a hard time waking up, feeling confused, or passing out. It could be an emergency.

Do not call 911 or go to an emergency room unless it is an emergency.

Tips to take care of yourself and others



- Always try to get some rest and drink lots of fluids if you are feeling unwell.
- Stay in touch with your friends and family – write them a letter, give them a call, etc.
- Think of others and support them if you can – check-in and share this information.

More resources

If you have internet access, visit the Ministry of Health website at [_____](#).
You will find resources at this site including:

- Self-assessment tool
- List of symptoms
- Information sheet (available in multiple languages)
- How to protect yourself and how to self-isolate

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Services communautaires

25 rue Grosvenor, 17^{ième} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

MEMORANDUM TO: Regional Directors, Community Services

FROM: Renu Kulendran
Assistant Deputy Minister, Community Services

DATE: March 19, 2020

SUBJECT: Ministry Issued Cellular Phone

To enhance the health and safety of our staff, offenders, and the public during the COVID-19 pandemic, Community Services (CS) is issuing cellular phones to its Probation and Parole Officers (PPOs). Cellular phones will enable PPOs to work remotely while being able to continue to communicate with offenders, collateral contacts, stakeholders and colleagues.

Beginning this week, cellular phones will be delivered to Area Offices across each Region, unless otherwise noted. Once cellular phones have been delivered, we ask that Area Managers help coordinate with PPOs to pick up their phone.

Staff are expected to use these work-issued cellular phones in line with the [OPS Acceptable Use of Information and Information Technology \(I&IT\) Resources Policy](#). Additionally, a [Mobile Device Tip Sheet](#) is available online for staff reference.

While a comprehensive cellular phone policy is under development, employees will adhere to the following directions:

- PPOs will only use cellular phones issued by the Ministry of the Solicitor General (SolGen) for ministry business, during business hours, and in accordance with manager's instructions.
- Cellular phones will be used in a safe, secure, and legal manner (e.g. hands-free driving), and OPS telephone service standards are to be adhered to.

- PPOs are to secure their ministry issued cellular phone with a passcode combination. For emergency purposes, the passcode combination is to be provided to the Area Manager (AM) or Assistant Area Manager (AAM). The AM/AAM will keep a list of all passcodes.
- Cellular phones will be used only for voice contact/communication. The use of the cellular phones for any other forms of communication (e.g. text messaging, social media, and emailing) is prohibited.
- PPOs will advise offenders that text messages will not be accepted.
- PPOs will protect the confidentiality of all information per OPS guidelines and ministry policies.
- PPOs who wish to store an offender's number in the cellular phone's contacts must only use the offender's first name and last initial. Once the offender is no longer under community supervision the offender's contact information will be deleted.
- All communication must be documented in the offender's case notes in the Offender Tracking Information System per ministry policies.
- Lost or stolen cellular phones are to be immediately reported to the PPO's AM or AAM.

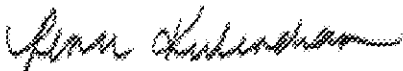
PPOs who are working remotely will ensure that their personal voicemail at their office location provides the cellular phone number where they can be reached.

Further information on the confidentiality provisions of SolGen can be found in the Ministry of Correctional Services Act, Public Service of Ontario Act, and the Probation, Parole, and Conditional Sentence Policies and Procedures Manual.

Please provide this information to the managers in your regions for review with their PPOs.

I would like to take the opportunity to thank you for your continued professionalism and support in keeping our workplace and community safe.

Sincerely,



Renu Kulendran
Assistant Deputy Minister, Community Services

- c: Elaine Shin, Executive Assistant, Deputy Solicitor General's Office, Corrections
Suzanne McGurn, Assistant Deputy Minister, Institutional Services
Shelley Unterlander, Assistant Deputy Minister, Operational Support
Lynn Norris, Assistant Deputy Minister, Modernization Division
Ali Veshkini, Assistant Deputy Minister/CAO, Corporate Planning

Kevin West, Director, Chief of Oversight and Investigations
Corporate Directors



Ministry of Government Services
Office of the Corporate Chief Information Officer
Corporate Security Branch

**Acceptable Use of Information and Information
Technology (I&IT) Resources Policy**

March 2011

Table of Contents

1. INTRODUCTION	3
2. PURPOSE.....	3
3. TERMS	3
4. APPLICATION AND SCOPE.....	4
5. PRINCIPLES	4
6. MANDATORY POLICY REQUIREMENTS.....	5
6.1. EDUCATION AND TRAINING	5
6.2. UNACCEPTABLE USE OF I&IT RESOURCES	5
6.3. SECURITY OF GOVERNMENT I&IT RESOURCES	6
6.4. MONITORING	7
6.5. PASSWORD MANAGEMENT	7
6.6. INFORMATION SECURITY AND PRIVACY CLASSIFICATION	8
6.7. VIRUS PROTECTION	8
6.8. REMOTE ACCESS, MOBILE DEVICES & WIRELESS COMMUNICATION	8
6.9. REPORTING SECURITY INCIDENTS.....	9
6.10. SERVICE PARTNERS	10
7. RESPONSIBILITIES.....	11
7.1. USERS	11
7.2. PROGRAM MANAGERS	11
7.3. CLUSTER SECURITY OFFICES	12
7.4. CORPORATE SECURITY BRANCH.....	12
7.5. INFRASTRUCTURE TECHNOLOGY SERVICES (ITS).....	13
7.6. HRONTARIO	13
7.7. LEGAL SERVICES BRANCH.....	14
7.8. ONTARIO INTERNAL AUDIT	14
7.9. CHIEF ADMINISTRATIVE OFFICERS FOR MINISTRIES AND AGENCIES	14
8. APPENDICES.....	15
8.1. APPENDIX A: TERMS AND DEFINITIONS.....	15
8.2. APPENDIX B: REQUEST FOR ACCESS FORM	17

1. INTRODUCTION

Information and Information Technology (I&IT) resources simplify government work and enhance communications across the OPS. They have been acquired by the Government of Ontario and allocated to users for the purpose of conducting government business, and are the property of the government.

Use of government resources is governed by the employment and ethical frameworks of the Public Service of Ontario Act, 2006 (PSOA). Ontario Public Service (OPS) I&IT resources are to be used for Ontario government business purposes only. Inappropriate use of OPS I&IT resources poses risks and potential liability for the Ontario government. Unacceptable use of these resources may result in disciplinary action. It is the responsibility of public servants, as users of OPS I&IT resources, to understand and comply with related mandatory requirements and to conduct their actions accordingly.

2. PURPOSE

1. To protect the government's interest in ensuring that I&IT resources are used only for government business and other approved purposes.
2. To define the security requirements for the use of Ontario government I&IT resources.
3. To ensure that the use of I&IT resources does not result in unacceptable risks to the government of Ontario.

3. TERMS

Within this document, certain words have been assigned specific meanings. There are precise requirements and obligations associated with the following terms:

Must: This requirement is mandatory.

Should: The requirement ought to be adhered to, unless exigent business needs dictate otherwise and the full implications of non-compliance are understood.

Related directives, policies, standards, procedures and other documents are listed and linked at the end of this document, in the section called "Supporting Documents".

4. APPLICATION AND SCOPE

The authority to issue this Policy is established in the Information and Information Technology (I&IT) Directive.

This policy applies to:

- all ministries and public bodies (formerly agencies, boards and commissions) that use Ontario government I&IT resources; and,
- all third party individuals and organizations that have been authorized by the Ontario government, for government purposes, to have access to the OPS integrated network and use of computerized devices.

The scope of information includes all information that is created, received, owned by or held in custody on behalf of the Ontario government. The scope of information technology resources includes, but is not limited to the following:

- Desktops
- Laptops
- PDAs (e.g. BlackBerry devices)
- Servers
- All storage media (e.g. CDs/DVDs, memory sticks, diskettes)

Also included in the scope of this document are information systems and resources that are used by, or on behalf of the Ontario government to create, enter, process, communicate, transport, disseminate, store or dispose of information.

5. PRINCIPLES

1. Use of I&IT resources must be in compliance with the employment and ethical frameworks of the PSOA, 2006 and in keeping with the OPS organizational values of trust, fairness, diversity, excellence, creativity, collaboration, efficiency and effectiveness. As such, I&IT resources are to be used for government business purposes that support the operations and service delivery objectives of ministries and public bodies.
2. Each ministry and public body employee or contractor is personally accountable for his/her use of any Ontario government I&IT resources.
3. Use of government computers, networks, systems and software may be subject to monitoring.
4. Unacceptable use of I&IT resources may result in progressive discipline up to and including dismissal, and/or criminal charges when warranted.

6. MANDATORY POLICY REQUIREMENTS

The mandatory requirements of the policy are as follows:

6.1. Education and Training

All users **must** receive training on:

- The *Acceptable Use of Information & Information Technology Resources Policy* and other related OPS policies, standards and operating procedures as they apply to the use of government I&IT resources;
- The procedures for determining the sensitivity classification and safe handling of all information, as established in the *Information Security and Privacy Classification Policy* and *Operating Procedures*;
- The procedures for promptly reporting any suspected security compromises of computerized devices, applications, services or sensitive information.

To satisfy this requirement, the following e-learning courses have been developed: *Information Security – It's Everyone's Responsibility!* and *Information Security and Privacy Classification*, both geared at all staff. Management training includes *Module 1: Acceptable Use of Information and Information Technology Resources* and *Module 2: Disposal, Loss and Incident Reporting of Computerized Devices*. All courses can be accessed by logging into MyOPS, and following the links for Learning and Development.

6.2. Unacceptable Use of I&IT Resources

Government of Ontario Information Technology (IT) resources are to be used exclusively for government business, unless otherwise approved by your manager. In addition, government business must only be conducted on government resources, unless otherwise explicitly approved by your manager. This includes, but is not limited to computers, laptops, email, internet, intranet, extranet, personal digital assistants, cellular phones, memory sticks, etc.

- IT resources **must not** be used for activity which is prohibited by federal and provincial statutes, or the common law, and may result in criminal or civil liability.
- IT resources **must not** be used for unacceptable activity. Unacceptable activity includes, but is not limited to:
 - The use of government I&IT resources for personal use, without a manager's approval.
 - Using personal IT resources (including, but not limited to, personal home

computers and laptops, personal email accounts, cell phones, etc.) to conduct government business, unless approved by a manager.

- Accessing, displaying, downloading, creating, distributing or storing any software, graphics, images, text, music, video or other data (including email messages and attachments) which are offensive and conducive to a poisoned work environment (as per the *Workplace Discrimination and Harassment Prevention (WDHP) policy*).
- Using Internet sites for sharing files such as music files, video clips, digital image files or software programs, unless for government business and approved by your manager. Approved files must not violate copyright laws.
- Streaming audio or video from the Internet, unless for government business purposes.
- Using government resources to play games.
- Operating a private business or using these resources for personal gain or political activity, as specified in the *Public Service of Ontario Act* and related regulations.
- Misrepresenting the Government of Ontario's views on a matter.
- Discrediting others in the government through electronic communications.
- Sending anonymous messages or impersonating others.
- Sending chain letters or "spam" (broadly distributed, unsolicited emails).
- Using offensive, threatening, abusive language in electronic communications.
- Using IT resources to discriminate against or harass, threaten or intimidate other employees or to create a hostile or humiliating work environment.
- Performing unauthorized network scans on, or conducting unauthorized access attempts to government systems, applications or services, or spreading viruses or malicious codes to other systems.

The *Acceptable Use of I&IT Resources Guidelines*, which can be found at <http://intra.security.gov.on.ca> provide additional information for determining what constitutes unacceptable use of I&IT resources based on up-to-date threats and technologies.

6.3. Security of Government I&IT Resources

A variety of system and network security measures, such as anti-virus software, firewalls, Internet address screening programs and other security systems have been installed to assure the safety and security of the Government's electronic networks. Users **must not** attempt to disable, defeat, circumvent or otherwise tamper with any installed government security measures, or attempt to use or install their own security software or hardware.

Some Internet sites are blocked to OPS users. If you have a business requirement to access blocked sites, an exemption process is available. The "Request for Access" form can be found in Appendix B.

6.4. Monitoring

Systems Monitoring

System monitoring is performed for the purpose of systems analysis, planning and performance, and is considered to be an on-going and regular technology management activity unaffected by the scope of this policy.

If during the course of systems monitoring, potentially illegal or unacceptable use of I&IT resources is identified, the result of the systems monitoring may be used in further investigation and may result in disciplinary actions.

Personal Monitoring

Personal monitoring of a particular individual's usage will take place if there is reasonable belief that I&IT resources are being used inappropriately. Personal monitoring is designed to determine whether there is evidence of inappropriate use, and if so, whether disciplinary action and/or legal action is appropriate.

Authorization

All personal monitoring must be approved by the user's Chief Administrative Officer (CAO) or equivalent prior to monitoring and evidence gathering.

6.5. Password Management

Passwords are a common way to verify the identity of a user and to prevent intruders from impersonating legitimate users. The protection of passwords depends on the efforts of users to maintain them in strict confidence. Each password owner is responsible for any access to Ontario government systems gained through the use of their password. Detailed rules for password management and use can be found in the *GO-ITS 25.15 Security Standard: Security Requirements for Password Management and Use* which is posted on the Office of the Corporate Chief Technology Officer (OCCTO) website at <http://www.mgs.gov.on.ca/stdprodconsume/groups/content/@mgs/@goits/documents/resourcelist/173720.pdf>.

- Passwords MUST:
 - be chosen so that they are easy enough to remember but not easily guessed by someone else;
 - contain at least 8 characters;
 - contain at least one digit and at least one capital letter.
- Passwords must NOT:
 - include easily identifiable personal information about the owner (for example, names of family members, pets, birthdays, anniversaries or hobbies);
 - be any words, phrases or acronyms that are part of the broadly recognized Ontario Public Service culture;
 - be the same as all or part of a user's login id, actual last or given names, or a commonly known nickname;

- be shared with anyone (including system administrators and management).
- Users who suspect their password has been breached must change it immediately and report the incident to their manager or the IT Service Desk.

6.6. Information Security and Privacy Classification

All information must be classified and safeguarded according to its sensitivity classification level. The *Information Security & Privacy Classification Policy and Operating Procedures* provide guidance for classifying and safeguarding information, which can be found here: OPS Directives & Policies.

6.7. Virus Protection

- Ministry employees must not knowingly introduce a virus, or any other malicious code, to any information technology resource.
- All suspected virus incidents must be reported to the appropriate program manager or IT Service Desk.

6.8. Remote Access, Mobile Devices & Wireless Communication

Computerized devices used for remote access to the integrated network are a de facto extension of that network, and as such, are subject to the same policies and standards as computerized devices physically located in government offices. Only government-issued computing devices should be used for remote access to the Government of Ontario network.

Remote Access

All Remote Access Service users are responsible for:

- Complying with government policies and procedures when using government equipment and services off-site;
- Adhering to the *GO-ITS 25.7 Standard: Security Requirements for Remote Access Services* (which can be found at http://www.mgs.gov.on.ca/stdprodconsume/groups/content/@mgs/@goits/documents/resourcelist/stdprod_102020.pdf) and the *GO-Security Token Policy* (which is found at <http://intra.security.gov.on.ca>) and related procedures;
- Ensuring security safeguards installed to protect their remote device are not disabled or tampered with;
- Ensuring that Government information and devices are protected from access by unauthorized individuals (e.g., friends, family members); and,
- Reporting any suspected security incidents to their program manager.

Mobile Devices

The same features (i.e., portability, processing power, access connectivity, input capability, data storage capacity) that make mobile devices so useful also make them a serious security risk that requires appropriate mitigation. The use of mobile devices must not jeopardize the security of more traditional government I&IT resources. Mobile device users must adhere to the *GO-ITS 25.10 Standard: Security Requirements for Mobile Devices* (which is found at http://www.mgs.gov.on.ca/stdprodconsume/groups/content/@mgs/@goits/documents/standard/stdprod_086169.pdf).

Wireless Communications

Wireless Local Area Networks (WLAN) provide a means to quickly network local computing devices and enable users to roam with their portable computing devices within a building or facility. However, without proper risk mitigation measures, data from WLANs can be captured easily by individuals within or outside the building and used to intercept confidential program information and/or gain unauthorized access to resources.

WLANS should not be used when high sensitivity program information or services are involved. All WLAN users are responsible for adhering to *GO-ITS 25.5 Security Standard: Security Requirements for Wireless Local Area Networks*, which can be found at http://www.mgs.gov.on.ca/stdprodconsume/groups/content/@mgs/@goits/documents/resourcelist/stdprod_102018.pdf.

6.9. Reporting Security Incidents

A security incident is any activity that could compromise the security of government information or systems. A security incident could be a social engineering attempt such as a request for a password, loss of a laptop or blackberry, a computer virus infection, degradation of a system, unauthorized changes to files or file sizes, or the unauthorized addition of files.

- All OPS system users are responsible for immediately reporting all security incidents (including lost or stolen information or IT assets) to their managers and to the IT Service Desk (at 1-888-677-4873, 416-246-7171 or OPSSD@ontario.ca). This also includes internal and external devices or parts.
- Managers must report security incidents to both the department heads and their Cluster Security Officers.
- If high sensitivity Cabinet information is disclosed without authorization, the ADM, ministry Communications Branch, Cluster Security Offices and Cabinet Office must be informed.
- All privacy breaches, or suspected privacy breaches, should be responded to in accordance with the recommended practices in *Taking the Right Steps – A Guide to Managing Privacy and Privacy Breaches*.
- Further information on reporting security incidents can be found in the *Operating*

*Procedures for Disposal, Loss and Incident Reporting of Computerized Devices at
<http://intra.security.gov.on.ca>.*

6.10. Service Partners

Ministries must ensure that service partners (including other ministries, agencies, jurisdictions, the broader public sector and private sector organizations) who use government I&IT resources are made aware of and adhere to this policy. Appropriate use must be included in contracts and Service Level Agreements where applicable.

7. RESPONSIBILITIES

7.1. Users

All users are responsible for:

1. Complying with government legislation, directives, policies, operating procedures and standards when using I&IT resources.
2. Complying with ministry/cluster I&IT security procedures.
3. Using I&IT resources only as authorized by management.
4. Using government I&IT resources only for government business or approved purposes.
5. Reporting all I&IT security incidents to their Program Manager and the OPS IT Service Desk (at 1-888-677-4873, 416-246-7171 or OPSSD@ontario.ca).

7.2. Program Managers

Program managers are responsible for:

1. Ensuring their use of government I&IT resources is in compliance with government policies and standards.
2. Ensuring that users of government I&IT resources are aware of and adequately trained in their responsibilities as set out in this document and other related government policies.
3. Ensuring that users are individually accountable for using information systems and for following ministry or agency policies, standards, procedures, guidelines and best practices.
4. Reporting any I&IT security exposures or suspected breaches of computerized devices and sensitive information to the OPS IT Service Desk (at 1-888-677-4873, 416-246-7171 or OPSSD@ontario.ca).
5. Reviewing, authorizing and approving user access privileges.
6. Determining the sensitivity of information under their control, and ensuring that it is safeguarded according to its sensitivity classification level.

7. Ensuring that job descriptions reflect program accountability requirements for I&IT security.

7.3. Cluster Security Offices

Cluster Security Offices are responsible for:

1. Assisting program areas and ministries in safeguarding government I&IT resources.
2. Communicating the availability of tools to assist ministries and agencies in the implementation of appropriate safeguards to mitigate security risks.
3. Participating in efforts to prevent, detect and respond to security threats utilizing incident reporting and management for containment, notification and corrective action.
4. Developing operational procedures, guidelines and best practices that specifically address any ministry or cluster-specific technology.
5. Assisting in the development and delivery of security awareness, education and training programs.
6. Monitoring the implementation and effectiveness of security measures in the cluster.
7. Reporting of incidents, exposures and the state of security in the cluster to the senior executive accountable for Information and Information Technology Security and to Corporate Security Branch.

7.4. Corporate Security Branch

The Corporate Security Branch, Office of the Corporate Chief Information Officer is responsible for:

1. Developing and maintaining corporate security policies and standards for the OPS.
2. Providing tools to assist ministries, clusters and ITS in the implementation of appropriate safeguards to mitigate security risks.
3. Developing and delivering general, management and professional IT security training.
4. Coordinating efforts to prevent, detect and respond to security threats and vulnerabilities utilizing incident reporting and management for containment, notification and corrective action.

5. Providing 24/7 monitoring of the Internet, Intranets and Extranets connected to the OPS network.
6. Identifying unusual system or user behaviours.
7. Identifying the location and/or identity of a system and/or end user.
8. Identifying and preventing the spread of viruses, spyware or any form of malware that is or has the potential to compromise a government system and/or government network.
9. Conducting CAO authorized IT forensic investigations or individual monitoring.

7.5. Infrastructure Technology Services (ITS)

ITS is responsible for:

1. Reporting security incidents, breaches and/or exposures to the appropriate Program Manager(s), Cluster Security Officer and Corporate Security Branch.
2. Providing network custodial duties such as ensuring all security methods for the network are in place, operational and able to be monitored for unauthorized access attempts on a regular basis.
3. Ensuring that current and operational government approved malware prevention products are installed on servers, at each desktop and on all notebooks, and are set to perform scanning on a predefined schedule.

7.6. HROntario

The HROntario is responsible for:

1. Ensuring the development of human resources policy is aligned with I&IT security policies, procedures and best practices.
2. Participating in central bodies/committees to process cases involving unacceptable use to determine discipline and ensure fair and equitable treatment of those involved with inappropriate activities/use of I&IT resources.
3. Working with Legal Services to develop guidelines for applying discipline in cases of unacceptable use.

7.7. Legal Services Branch

The Legal Services Branch is responsible for:

1. Providing legal advice/guidance as required when unacceptable/illegal use of I&IT resources is discovered.

7.8. Ontario Internal Audit

The Ontario Internal Audit is responsible for:

1. Conducting periodic audits of pertinent activities to test compliance with security policies and standards.
2. Communicating with appropriate management about risks identified and the severity of those risks.
3. Working with management to identify the needed management action plans to mitigate the risks noted during the course of an audit and conducting follow-up as required.

7.9. Chief Administrative Officers for Ministries and Agencies

Chief Administrative Officers are responsible for:

1. Authorizing investigations into suspected unacceptable usage of information technology resources involving user actions.

8. APPENDICES

8.1. Appendix A: Terms and Definitions

Term	Description
Access	Gaining entry to an electronic network or information system provided by the government to its employees and other authorized individuals on or outside government premises including telework situations and where employees or authorized individuals are using these electronic networks on their own time for personal use.
Electronic / System Monitoring	Any activity that involves the surveillance of an electronic network as it is being used or the recording and analysis of activity on an electronic network at any time. This may include monitoring of user accounts, activities, sites visited, information downloaded and computer resources used.
Extranet	An access privileged, contractual domain, using Internet technology, between two or more parties, one being an OPS ministry or agency.
Information	Knowledge communicated or received. Information in all forms (such as text, image, video and voice), in all media (such as paper, magnetic tape, disks, microfilm/microfiche) and at all stages of lifecycle (i.e., created, entered, processed, communicated, transported, disseminated, stored or disposed of) including the description of the information contents, origins, structure and relationships enabling correct interpretation of information. Forms and media for information include current and future technologies.
Information System	A combination of people, information technology hardware, software, information technology facilities, services and automated or non-automated processes that have been organized to accomplish ministry or I&IT Cluster objectives.
Information Technology Resources	Those resources (hardware, software, information, etc.) used to create, enter, process, communicate, transport, disseminate, store or dispose of information in the form of data, text, image and voice including: <ul style="list-style-type: none"> • Administrative policies, processes and procedures (including records retention schedules); • Information technology equipment, software, facilities and services (such as cell phones, pagers, personal digital assistants, desktop and mobile computers, servers, operating systems, application systems, utility programs, data centres, electronic networks, systems development services, disaster recovery services); • Information services (such as printing services, information and service counters, courier services, disposal services, micro-records services, storage services, fulfillment services including stock management, printing and distribution of information assets); and, • Physical assets (such as buildings, offices, filing cabinets).

Internet	The World Wide Web (www) collection of networks linked through common communications protocols.
Intranet	Internal access controlled ministry or agency network. Users are authorized to have OPS network access.
Malware (malicious software)	Software designed to infiltrate or damage a computer system without the owner's informed consent. This may include but is not limited to computer viruses, worms, rootkits, Trojan horses, key loggers, denial of service attacks, botnets, spyware and other programs that gather information about a computer system and/or user.
Network	A network is a collection of computers connected to each other. The network allows computers to communicate with each other and share resources and information.
Security Incident	Any activity that could compromise the security of government information or systems. A security incident could be a social engineering attempt such as a request for a password, loss of a laptop or blackberry, a computer virus infection, degradation of a system, unauthorized changes to files or file sizes, or the addition of files.
Security Standards	The GO ITS 25 technical Security Standards are corporate information and information technology security standards that have been approved by the Information Technology Executive Leadership Committee (ITELC), Architecture Review Board (ARB) and the Information Technology Standards Council (ITSC). The security standards cover operational principles, requirements and best practices for the protection of Ontario government electronic networks and networked computer systems. GO ITS 25 are issued by Corporate Security Branch, Office of the Corporate Chief Information Officer and are available on the intranet at http://www.mgs.gov.on.ca/en/IAandIT/STEL02_047303.html
Sensitive Information	Information defined as sensitive in accordance with the Information Security & Privacy Classification (ISPC) Policy i.e. information that must be access controlled, and, if disclosed without authorization, may cause harm and injury.
Unauthorized	Permission has not been granted to access resources according to a predefined approval scheme.
User	All government and agency employees, temporary staff, students, consultants, service providers and anyone else that is granted access to government information, systems and other IT resources.

8.2. Appendix B: Request for Access Form



OPS WEB FILTERING EXEMPTION

This exemption will provide a user with additional access to the Internet, as may be required by their job function.

Add: Change: Delete:

Employee Name: _____
Network login name: _____
AD logon domain: _____
E-mail Address: _____
Cluster/Ministry: _____
Telephone Number: _____

Justification for Exemption:

Provide a brief business case to outline why unrestricted web access is required for you to complete your job duties.

Please note that this exemption provides you with additional Internet access. However, this access should only be used for the purpose indicated in the preceding business case. If access to additional Web sites is required during the year, then your original form must be revised, resigned, and processed through S. Order Desk Online.

I have read and understood the requirements as outlined in the Acceptable Use of I&IT Resources Policy.

Applicant's signature: _____

APPROVALS:

The applicant's manager must approve this form.

Manager's Approval:

_____ Printed Name	_____ Signature	_____ Title
_____ Telephone Number	_____ Date	

The form must then be forwarded to the applicant's ADM, Commissioner, or Delegate (no lower than Level II as described in the Delegations of Authority) for authorization.

Authorization:

_____ Printed Name	_____ Signature	_____ Title
_____ Telephone Number	_____ Date	

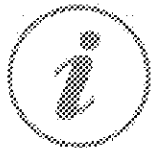
Once authorized, the completed form needs to be processed through S. Order Desk Online.

If you require assistance, please contact the OPS IT Service Desk:
Please direct all e-mail requests to: opssd@ontario.ca
Please direct all phone inquiries to: 1-888-677-4873 or 416-246-7171 (GTA)
TTY: 1-877-TTY-ITSD (877-889-4873)

Corporate Security Acceptable Use of I&IT Resources Policy	
Identification Name:	Acceptable Use of I&IT Resources Policy
Contact Officer:	Sylvia Nikodem Security Policy Adviser, Corporate Security Sylvia.Nikodem@ontario.ca
Contact Manager:	Charlotte Ward Manager, Security Policy & Administration Charlotte.Ward@ontario.ca
Effective Date:	March 23, 2011
Date last Amended:	March, 2011
Date of Next Review:	March, 2013
Supporting Documents:	<p>Corporate Policy on Information and Information Technology (I&IT) Security</p> <p>Workplace Discrimination and Harassment Prevention Policy</p> <p>Information Security and Privacy Classification Operating Procedures</p> <p>Operating Procedures for Disposal, Loss and Incident Reporting of Computerized Devices</p> <p>Government of Ontario Information Technology Security Standards (GO-ITS)</p> <p>Taking the Right Steps – A Guide to Managing Privacy and Privacy Breaches</p>

Using Mobile Devices Securely

Jan 23, 2018



CYBER SECURITY TIP SHEETS



Mobile devices, such as laptops, smartphones, tablets, portable hard drives and USB keys can hold huge amounts of sensitive or personal information. They are portable and as such, very convenient to use, however these features also make them a security risk that requires appropriate mitigation.

The Acceptable Use of I&IT Resources policy states that only government-issued devices, including laptops, smart phones and USB keys can be used for government business. Government-issued devices have built-in security features, such as encryption, password protection, and the ability to be wiped remotely if lost or stolen, which helps protect them.

Protect Devices from Loss or Theft

- Don't store or transport high sensitivity information on mobile devices. If you must store or transport high sensitivity information, your Director must explicitly approve of this practice, and secure, government-issued devices must be used.
- Keep mobile devices containing sensitive information locked up. Do not leave them unattended or in a vehicle. This is the easiest way for devices to be lost or stolen.

Prevent Unauthorized Access to Devices

- Use automatic locks to ensure devices are password protected and choose strong passwords.
- Public wireless networks may not be secure, which means others may be able to capture the data you are sending. Avoid using public Wi-Fi for sensitive transactions.

Protect Devices from Harmful Programs, Apps and Websites

- Connect your devices to the OPS network regularly to ensure patches and updates are installed.
- Avoid charging your phone on computers or devices that you do not control, such as hotel docking stations. Malicious software could be stored on devices that could be transferred when your device is connected.

- Never connect an unknown storage device to your tablet or laptop. Any device that connects to a USB port may be considered a storage device (MP3 player, smartphone, USB key, external hard drive, etc.) and may contain malicious software.

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Services communautaires

25 rue Grosvenor, 17^{ème} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

June 2, 2020

MEMORANDUM TO: SOLGEN Community Services Staff

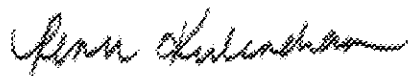
SUBJECT: Voluntary COVID-19 Testing – Updates and Community Services Requisition Forms

Further to my May 28, 2020 memo regarding COVID-19 testing, staff working in probation and parole offices who believe that they have been exposed to the virus, even if they are asymptomatic, are eligible for asymptomatic risk-based testing. Staff should seek voluntary testing at their local testing centres. Staff may attend during work hours if they choose to do so and are encouraged to attend during their scheduled remote-work rotations whenever possible.

When voluntarily attending a testing centre, please ensure to bring your Ontario health card, and fill out the attached COVID-19 Virus Test Requisition Form associated with your regional workplace.

Ontario's approach to testing will continue to evolve, based on evidence from Ontario and other jurisdictions and the public health indicators that are being monitored closely. We remain committed to evaluating all measures to stop the spread of COVID-19 within our correctional system, protect all our workers, and help keep our communities safe.

Sincerely,



Renu Kulendran
ADM, Community Services

For laboratory use only

Date received: yyyy / mm / dd

PHOL No.:

COVID-19 Virus Test Requisition

ALL Sections of this form must be completed at every visit

1 - Submitter Lab Number (if applicable):

Ordering Clinician (required)
 Surname, First Name:
 OHIP/CPSO/Prof. License No.:
 Address:
 Postal code:
 Phone: (###) ###-#### Fax: (###) ###-####

cc Hospital Lab (for entry into LIS)
 Hospital Name:
 Address (if different from ordering clinician):
 Postal Code:
 Phone: (###) ###-#### Fax: (###) ###-####

cc Other Clinician or ICP:
 Surname, First name:
 OHIP/CPSO/Prof. License No.:
 Address:
 Postal code:
 Phone: (###) ###-#### Fax: (###) ###-####

2 - Patient Information

Health Card No.: Medical Record No.:

Last Name:
 First Name:
 Date of Birth: yyyy / mm / dd Sex: M F
 Address:
 Postal Code: Patient Phone No.: (###) ###-####
 Investigation / Outbreak No.: CSPP-E-2020-01

3 - Travel History

Travel to:
 Date of Travel: yyyy / mm / dd Date of Return: yyyy / mm / dd

4 - Exposure History

Exposure to probable, or confirmed case? Yes No
 Exposure details:
 Date of symptom onset of contact: yyyy / mm / dd

5 - Test(s) Requested

COVID-19 Virus Respiratory viruses check ONLY if required for hospitalized patient or those in group setting

7 - Patient Setting / Type

Assessment Centre Family doctor / clinic Outpatient / ER not admitted

Only if applicable, indicate the group:

Healthcare worker Institution / all group living settings
 Inpatient (hospitalized) Confirmation (for use ONLY by a COVID testing lab). Enter your result (NEG/POS/ or IND)
 Inpatient (ICU / CCU)
 First Nations / Inuit
 Unhoused / shelter For clearance of disease
 ER - to be hospitalized Other (Specify):
 Deceased / Autopsy **Probation and Parole Staff Investigation**

6 - Specimen Type (check all that apply)

Specimen Collection Date: yyyy / mm / dd (required)

NPS in UTM Throat Swab in UTM Other (Specify):
 BAL Sputum

8 - Clinical Information

Asymptomatic Symptomatic
 Date of symptom onset: yyyy / mm / dd
 Fever / temperature, if known: Pneumonia
 Pregnant / also check if in labour: Cough
 Other (specify): Sore Throat

CONFIDENTIAL WHEN COMPLETED
 The personal health information is collected under the authority of the Personal Health Information Protection Act, s.36(1)(c)(iii) for the purpose of clinical laboratory testing. If you have questions about the collection of this personal health information please contact the PHO laboratory Manager of Customer Service at 416-235-6556 or toll free 1-877-604-4567. Form No. F-SD-SCG-4000 (04/13).

From: Vignarajah, Rosshane (SOLGEN) on behalf of Kulendran, Renu (SOLGEN)
Sent: April 24, 2020 9:06 AM
To: Robertson, Todd (SOLGEN); Kasias, Dianne (SOLGEN); Mitchell, Stephen (SOLGEN); Forbes, Barb (SOLGEN)
Cc: Hobkinson, Christine (SOLGEN); Welch, Gina (SOLGEN); Breitman, Alison (SOLGEN); Todd, Bill (SOLGEN); Vignarajah, Rosshane (SOLGEN); Sykes, Ian (SOLGEN)
Subject: A Message to Community Services Staff

s.N/R

****Please circulate to all staff in Community Services****

A message to all staff in Community Services

It has been over a month since the province declared a state of emergency to protect the health and safety of Ontarians during the COVID-19 pandemic. On some days, it feels like a long time, and on other days it seems like the days are just flying past us! But one thing is for sure - this has been a challenging time for us all. And I am so very proud to see how we've come together at full tilt to respond to the challenges that have been coming our way.

You all take part in important work that upholds the safety of the public, and we want to make sure that your own safety is supported in the process. Our Regional Directors, Deputy Regional Directors, and managers have been our tireless advocates in ensuring that this stays top of mind as responsive measures are developed to keep operations moving along as smoothly as possible.

Your adaptability and resilience during these times of uncertainty is recognized and greatly appreciated. As we take things day by day, I encourage you to tap into the [employee wellness resources](#) provided by the Corrections Employee Wellness Unit (EWU), and to continue to practice self-care, what ever that may look like! For myself, it's watching films on HBO and hanging with my Corgi, Jet. I have been participating in some [Microsoft Teams](#) meetings and have

seen some neat work-from-home setups and even met some special guests (pets and children!). I am also happy to share that we have developed a **new CS Working From Home Guide** with all the tools and resources you need to smoothly transition to remote working.

It is important to me that lines of communication stay open between staff and leadership - if you are having a difficult time, or have any creative solutions to share, I encourage you to reach out. Your well-being is always our top priority.

Stay safe and healthy.

Thanks,
Renu Kulendran
Assistant Deputy Minister, Community Services

s.N/R

Office of the
Assistant Deputy Minister

Bureau du sous-ministre adjoint

Community Services

25 Grosvenor Street, 17th Floor
Toronto ON M7A 1Y6
Telephone: (519) 675-4742
Fax: (519) 661-6182

Mailing Address

150 Dufferin Avenue, Suite 704
London, ON N6A 5N6

Services communautaires

25 rue Grosvenor, 17^{ième} étage
Toronto ON M7A 1Y6
Téléphone: (519) 675-4742
Télécopieur (519) 661-6182

Adresse postale

150 rue Dufferin Suite 704
London, ON N6A 5N6

MEMORANDUM TO: Regional Directors, Community Services

FROM: Renu Kulendran
Assistant Deputy Minister, Community Services

DATE: March 18, 2020

SUBJECT: Personal Cellular Phone Use for Communication With Offenders

To enhance the health and safety of our staff, offenders, and the public during the COVID-19 pandemic, Community Services (CS) will issue cellular phones to its Probation and Parole Officers (PPOs). Cellular phones will enable PPOs to work remotely while being able to continue to communicate with offenders, collateral contacts, stakeholders and colleagues.

The Ministry is working diligently to procure and deliver work cellular phones to all PPOs, however as an interim measure PPOs are encouraged to use their personal cellular phones to facilitate reporting requirements with offenders.

PPOs who are working remotely and who are not in possession of a work issued cellular phone can use their personal cellular phone with the understanding that they will adhere to the following protocols:

Incoming calls:

- PPOs will activate the call forward function on their office landline to redirect all incoming calls to their personal cellular phone.
- PPOs will update their personal voicemail to adhere to OPS telephone service standards while the call forward function is active. Offenders should be advised that NO personal information be left on the voicemail as all work related messages on the personal cell phone will be subject to the FIPPA.
- Personal cellular phones are only to be used for voice contact/communication with offenders. The use of personal cellular phones for any other form of

communication with offenders (e.g. text messaging, social media, emailing) is prohibited.

- PPOs will notify offenders that text messages will not be accepted.

Outgoing calls:

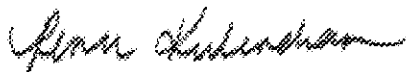
- PPOs can activate the call blocking feature **on a per call basis** by following these instructions:
 - Call Blocking prevents your name and number from being displayed when you call someone who has Call Display.
 - Dial #31#, then immediately dial the telephone number that you want to call.
 - The call recipient's call display will show "Private Name – Private Number", "No Caller ID" or a similar indicator.
 - **PPOs should test this before calling an offender to ensure the Call Blocking feature works with their carrier.**
- This is a free service with most service providers, however any charges or fees associated with setting up this service will be covered by the Ministry.
- To activate the call blocking feature **for all outgoing calls**, you will need to contact your service provider to update your phone features.

A reminder that all communication must be documented in the offender's case notes in the Offender Tracking Information System as per Ministry policies.

Once we have information on the procurement status of work issued cellular phones, we will make this information available to OPSEU and staff to assist in the timely distribution of these assets.

I would like to take the opportunity to thank you for your continued professionalism and support in keeping our workplace and community safe.

Sincerely,



Renu Kulendran
Assistant Deputy Minister, Community Services

- c: Elaine Shin, Executive Assistant, Deputy Solicitor General's Office, Corrections
Suzanne McGurn, Assistant Deputy Minister, Institutional Services
Shelley Unterlander, Assistant Deputy Minister, Operational Support
Lynn Norris, Assistant Deputy Minister, Modernization Division
Ali Veshkini, Assistant Deputy Minister/CAO, Corporate Planning
Kevin West, Director, Chief of Oversight and Investigations

Corporate Directors