

CORRECTIONAL SERVICE CANADA DETAILED ACTION PLAN

to the recommendations of the Report 5—Preparing Women Offenders for Release—Correctional Service Canada of the Fall 2017 Reports of the Auditor General of Canada

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
5.28	<p>Correctional Service Canada should examine ways to improve the initial security classification process to appropriately consider the risk factors for women offenders.</p> <p>Where appropriate, security classification reviews should continue to be used to support an offender’s successful reintegration into the community. The level of overrides of the security reclassification scale should be monitored to ensure the scale is being used as intended.</p>	<p>Agreed. The Correctional Service of Canada (CSC) acknowledges that research results continue to demonstrate that the current approach to the security classification of women offenders allows for the protection and safety of the public, other offenders, and staff. While CSC's security classification instruments have been shown to predict the occurrence of the most relevant institutional behaviours and outcomes, CSC will be undertaking a comprehensive analysis of the security classification and reclassification process to identify risk factors relevant to women offenders. The results from this analytical review will be used to develop gender-informed policy, training and tools, as required. As was previously done for initial security classification and to support an offender’s timely preparation for parole and successful reintegration into the community, CSC will create an automated information report to monitor security reclassification timelines and overrides at the national, regional, and local levels.</p>	<p>The results of CSC’s analysis will be used to develop gender-informed policy, training and tools.</p> <p>Furthermore, to support an offender's timely preparation for parole and successful reintegration into the community, CSC will create an automated information report to monitor security reclassification timelines and overrides at the national, regional, and local levels.</p>	December 2018	<p>A review and required revisions to Commissioner's Directives (CD) specific to security classification has been completed and communicated throughout the organization.</p> <p>COMPLETED: January 2017, Revised CD promulgated.</p> <p>The creation of an automated information report has been completed and will be shared with Wardens for their review and action. The reports present time periods between security assessments, as well as overrides between results from actuarial tools and offender security level decisions.</p> <p>COMPLETED: January 2018; Memorandum sent from the Assistant Commissioner of Policy to the Executive Committee (EXCOM) on February 12, 2018</p> <p>A literature review will be conducted to identify risk factors relevant to women offenders and their potential role in the security classification process.</p> <p>TARGET: December 2018</p> <p>Revalidation of SRSW is complete (March 30 2018); validation of the DFIA-R for women is complete (October 2017) and further research on the DFIA-R is planned.</p> <p>TARGET: December 2018</p> <p>A review of the Progress Monitoring and Review of Security Classification (September-December 2017)</p>	<p>CSC</p> <p>Kelley Blanchette, Deputy Commissioner for Women (613-992-6067)</p>	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
					<p>was completed. Reporting on the results of the validity of assessment tools is being finalized and presented to EXCOM May 2018.</p> <p>COMPLETE: March 2018</p>		
5.36	<p>Correctional Service Canada should implement an appropriate referral tool to assign women offenders to correctional programs in line with their risk of reoffending.</p>	<p>Agreed. Correctional Service Canada (CSC) has developed and will be implementing a new referral tool that improves the assignment of women offenders to correctional programs, as well as the assignment of Indigenous male offenders to correctional programs (in response to Report 3—Preparing Indigenous Offenders for Release—Correctional Service Canada in the 2016 Fall Reports of the Auditor General of Canada).</p>	<p>A new referral tool will improve the assignment of women offenders to correctional programs that will align with their risk of reoffending, as well as the assignment of Indigenous male offenders to correctional programs, consistent with a recommendation in the 2015-2016 Office of the Auditor General’s (OAG) Report on <i>Preparing Indigenous Offenders for Release</i>.</p>	March 2018	<p>Scoring guidelines for the Criminal Risk Index (CRI) were completed.</p> <p>COMPLETED: August 2017</p> <p>Consultations on policy and Offender Management System (OMS) systems requirements were held with staff from the Women Offenders Sector, Aboriginal Initiatives Directorate, Reintegration Programs Division, Assistant Commissioner Policy, Information Management Systems, Performance Measurement and Management Reports, and the Parole Board of Canada.</p> <p>COMPLETED: Throughout the summer and fall of 2017.</p> <p>CRI Modifications were made to the Offender Management System (OMS) on November 25, 2017 (OMS Release # 1.28). The OMS business requirements pertaining to the development and implementation of an IDENTIFICATION OF NEEDS FOR CORRECTIONAL PROGRAMS screen for women offenders were submitted to OMS in September 2017. No further action will be required until the screen is live.</p> <p>COMPLETED: November 2017</p> <p>Correctional Programs Policies (Commissioner’s</p>	<p>CSC</p> <p>Kelley Blanchette, Deputy Commissioner for Women (613-992-6067)</p>	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
					<p>Directive 726 and corresponding Guidelines) and Education policies (Commissioner’s Directive 720 and corresponding Guidelines) were reviewed and revised. The EXCOM approval of the guidelines and Commissioner’s Directive/Policy bulletin have been implemented and communicated.</p> <p>COMPLETED: January 2018</p> <p>Communication was distributed to relevant staff related to the requirement to complete the CRI online training requirement as part of their continuous development training. The CRI Implementation training was launched in December 2017 on the CSC learning portal. Training for applicable target groups to be completed.</p> <p>COMPLETE: March 2018</p> <p>The online training has been implemented and is available to all staff requiring training; compliance reports are forthcoming in the new fiscal year.</p> <p>Work on the implementation of the CRI for all offenders under CSC jurisdiction began as per commitment from the 2016 OAG Audit Report on <i>Preparing Indigenous Offenders for Release</i>.</p>		
5.51	Correctional Service Canada should examine the effectiveness of its correctional programs for women offenders to ensure that they appropriately address risk factors relevant to	Agreed. Correctional Service Canada (CSC) remains committed to delivering structured interventions that address the risk factors directly linked to supporting women offenders to safely and successfully reintegrate into the community. CSC recognizes a variety of reintegration	By evaluating and reviewing results of the current interventions being delivered to women aimed at supporting their safe and successful reintegration into the	December 2018	CSC is currently evaluating the relevancy, effectiveness and efficiency of correctional reintegration programs for federally sentenced women and Aboriginal women. The results of the evaluation will guide decisions regarding any necessary improvements to the design and delivery of correctional programs for women offenders.	CSC Kelley Blanchette, Deputy Commissioner for Women (613-992-6067)	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
	<p>reoffending.</p> <p>Correctional Service Canada should also ensure that correctional programs are delivered at the appropriate time, intensity, and duration to support an offender's preparation for a parole hearing by her first day-parole eligibility date.</p>	<p>successes achieved for women offenders in the 2016–17 fiscal year, including by year-end, the highest recorded number of women being released on day parole (282 in 2016–17 and 207 in 2015–16) and on conditional release (651 in 2016–17 and 574 in 2015–16), the greatest number of women successfully reaching the ends of their sentences in the community (227 in 2016–17 and 186 in 2015–16), and the lowest number of women on conditional release being revoked with an offence (23 in 2016–17 and 31 in 2015–16). While similar trends are observed for men offenders, the reintegration successes observed for women exceed those achieved by men. In addition, CSC's programs addressing the unique and diverse needs of women offenders have been developed and implemented, with the aim of improving effectiveness outcomes across several program areas. Per CSC's regular evaluation cycle, an evaluation is under way to examine the effectiveness of these interventions.</p>	<p>community, CSC will be better positioned to continue improving the structured interventions that target women's unique risk factors impacting successful reintegration and better prepare them for parole hearing by the first day parole eligibility date.</p>		<p>TARGET: November 2018</p> <p>CSC research will examine changes in criminogenic needs domains for women (e.g., substance misuse domain) during their term of incarceration (i.e., at intake, prior to release). If feasible, results will be linked with program participation.</p> <p>TARGET: December 2018</p>		
5.61	<p>Correctional Service Canada should ensure Indigenous women offenders have sufficient and timely access to correctional</p>	<p>Agreed. Many culturally specific services and interventions are provided to Indigenous women to prepare them for safe and timely release into the community. Recent Correctional Service Canada (CSC)</p>	<p>The implementation of a revised Aboriginal Intervention Centres model for Indigenous women offenders will support the timely</p>	<p>August 2018</p>	<p>An annual national training session for initial Aboriginal Women Offender Correctional Programs (AWOCP) was delivered to 14 trainers, 2 Elders, and Correctional Program Officers in the Prairie region.</p> <p>COMPLETED: September 2017</p>	<p>CSC</p> <p>Kelley Blanchette, Deputy Commissioner for Women</p>	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
	<p>programs at each women's institution, according to each offender's need and preference.</p> <p>Correctional Service Canada should ensure there is sufficient access to its Pathways Initiatives and Healing Lodges to meet the needs of Indigenous women offenders, and should examine alternative interventions in institutions with small numbers of Indigenous women offenders.</p>	<p>research studies have confirmed that both Elder services and the Aboriginal Women Offender Correctional Programs contribute significantly to reduced reoffending.</p> <p>As part of the new National Indigenous Plan, CSC is currently implementing Aboriginal Intervention Centres (AIC) at men's sites to improve timely access to correctional programs and facilitate specialized case management practices to improve reintegration results for First Nations, Métis, and Inuit offenders. A revised AIC model that takes into consideration the unique reintegration needs of Indigenous women has been developed, and this model is scheduled to be implemented at women offender sites by summer 2018. This will ensure timely access to correctional programs and the existing Aboriginal Corrections Continuum of Care interventions such as Pathways, Elder services, and the support of Aboriginal Community Development Officers and Aboriginal Community Liaison Officers. CSC will also expedite inmates' completion of Aboriginal correctional programs by broadening the pool of available facilitators. Programs and interventions will be more closely integrated and aligned</p>	<p>access to correctional programs and the existing Aboriginal Corrections Continuum of Care interventions such as Pathways, Elder services, and the support of Aboriginal Community Development Officers and Aboriginal Community Liaison Officers.</p> <p>In addition, programs and interventions will be more closely integrated and aligned with case management, to strengthen the potential for successful reintegration of Indigenous women offenders, while increasing the participation of Indigenous communities in the care and custody of Indigenous women offenders.</p>		<p>All consultation processes and the development of an Aboriginal Intervention Centres (AIC) model for women is complete.</p> <p>COMPLETED: December 2017</p> <p>To support the implementation of the AICs, CSC is currently providing AIC training to Women sites across the country. Nova Institution and Joliette Institution have been trained in March 2018 while Edmonton Institution for Women, Grand Valley Institution and Fraser Valley Institution are scheduled to receive the AIC training by June 30, 2018. Following the completion of the training, relevant case management policies will be reviewed and amended where required based on feedback received from the AICs. Women Offender Sector and Aboriginal Initiatives Directorate will prompt the review process.</p> <p>TARGET: August 2018</p> <p>Women's Pathways sites to be reviewed and feedback provided to regions.</p> <p>TARGET: May 2018.</p> <p>The National Management Committee approved the expansion of 12 beds at the Buffalo Sage Wellness House, (from 16 to 28 beds).</p> <p>COMPLETED: Took effect on November 1, 2017</p> <p>CSC will continue to assess the needs of the Indigenous women offenders serving their sentence at institutions with a small Indigenous population. The</p>	(613-992-6067)	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
		with case management, to strengthen the potential for successful reintegration of Indigenous women offenders, while increasing the participation of Indigenous communities in the care and custody of Indigenous women offenders. CSC is also committed to addressing the spiritual and cultural needs of Indigenous women offenders and will explore alternative and individualized interventions at institutions where the Indigenous population is limited in numbers.			<p>focus will be to increase Indigenous women offenders' access to culturally responsive interventions and services (e.g., Elder services, AIC). AIC offers specialized interventions for Indigenous women offenders, individual offenders will benefit regardless of the population size.</p> <p>TARGET: June 2018</p> <p>In addition, CSC is currently exploring opportunities to enhance Indigenous women's access to Healing Lodges by working with Indigenous communities to assess their statements of interest to enter into a section 81 agreement with the Minister of Public Safety for the care and custody of Indigenous women offenders at Section 81 Healing Lodges.</p> <p>In addition, on March 22, 2018, the Minister and the Native Counselling Services of Alberta signed a renewal of the section 81 Agreement for Buffalo Sage Wellness House, which provides enhanced reintegration services to Indigenous women offenders.</p>		
5.71	Correctional Service Canada should increase the use of employment as well as work releases to support the successful reintegration of women offenders into the community.	Agreed. Correctional Service Canada (CSC) will increase the delivery of the National Employment Skills Program for women offenders, as well as increase the opportunities for vocational certifications, on-the-job training, and work releases, in order to support their successful reintegration to the community.	By increasing the delivery of the National Employment Skills Program for women offenders, as well as the opportunities for vocational certifications, on-the-job training and work releases, women will be better positioned for successful reintegration to the community.	September 2018	In response to a commitment made to the Office of the Correctional Investigator for the 2015-2016 Annual Report, CSC reviewed the overall Work Release program and identified areas where efficiencies could be achieved. In December 2017, the proposal to streamline the approval process was approved, CSC has moved forward with a complete review of the policy framework and has identified necessary amendments in support of further increasing work releases for offenders in Commissioner's Directive 710-7 Work Releases. Consultation with internal and external partners and stakeholders on the proposed	CSC Kelley Blanchette, Deputy Commissioner for Women (613-992-6067)	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
					<p>enhancements was initiated March 28, 2018. In consideration of the above actions, CSC has met the recommendation.</p> <p>COMPLETE: March 2018</p> <p>CORCAN implemented a new national Employment Coordinator Work Description and Employment Coordinator positions at Women Offender Institutions were all stabilized. Facilitator training was provided and will support the increased number of women offenders who will complete the National Employment Skills Program (NESP).</p> <p>COMPLETED: February 2018</p> <p>Year to date 2017-2018, 32 women have completed NESP Waitlists and full implementation will be completed this fiscal year.</p> <p>In support of the operational sites, CORCAN held information sessions with Citizen Advisory Committees (CAC) members in all regions. CORCAN continues to seek out opportunities for women offenders. Specific gains have been noted at Edmonton Institution for Women (EIFW) through a collaborative effort by CORCAN and the operational site to find new work release opportunities.</p> <p>CORCAN worked closely with the operational sites to identify vocational certification and on the job training opportunities for women offenders, in particular in the culinary and construction trades. The Okimaw Ohci Healing Lodge (OOHL) implemented a construction crew this fiscal year, and the EIFW is scheduled to implement one in February 2018. In</p>		

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
					<p>addition, starting in February 2018, a new partnership with Norquest College will provide certification opportunities in the culinary trade at EIFW and Buffalo Sage Wellness House.</p> <p>COMPLETED: February 2018</p> <p>Women at Fraser Valley Institution (FVI) have participated in the core construction training and plans are being finalized for implementation of additional certifications.</p> <p>TARGET: in the first half of fiscal year 2018-2019.</p> <p>To increase meaningful employment opportunities within the institutions, Employment and Employability Program site plans are being developed.</p> <p>TARGET: September 2018</p> <p>Employment and Employability Program site plans have been developed (currently being reviewed) for each of the women offender sites to ensure enhancement and integration of certifications in various employment opportunities.</p> <p>In the first half of 2018-2019, CORCAN will work with the operational sites to review opportunities to enhance on the job training and certifications for non-CORCAN employment.</p>		
5.84	Correctional Service Canada should ensure that it appropriately identifies women	Agreed. Correctional Service Canada (CSC) routinely evaluates and engages community experts to ensure its approach to screening and	Validating the MHNS will assist CSC in ensuring that women offender with mental	April 2019	CSC annual corporate reports monitor access to mental health care for women offenders in relation to their assessed level of need.	CSC Kelley Blanchette, Deputy	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
	<p>offenders who need mental health services and assigns them to the appropriate level of care.</p>	<p>triage remains consistent with evidence-based practices. Recently, the National Institute for Health and Care Excellence recommended that screening tools need to have 70 percent sensitivity and 70 percent specificity to be clinically useful. Research studies have consistently found that CSC’s screening tools meet these thresholds. Screening tool thresholds are typically higher for women than men. Given the lack of international research on screening inmates, CSC chose a more conservative approach and used the male threshold, for both genders. CSC is also focusing efforts on improving its approach to triage. Most notably, CSC has begun research to validate the Mental Health Need Scale (MHNS). The MHNS uses the same scale as the Clinical Global Impression scale, which is widely used in research and practice. In the 2016–17 fiscal year, CSC implemented an electronic health record.</p> <p>As a result, CSC can now monitor the level of care received by offenders in relation to their level of need. CSC can currently monitor this for 40 percent of women receiving treatment and will continue to improve data collection. Early results are promising—all women who were</p>	<p>health needs continue to receive the appropriate level of care.</p>		<p>COMPLETED: November 2017</p> <p>A tool has been developed to track completions of MHNS for offenders who have received treatments and there has been a 40% improvement in the number of women offenders with at least one treatment contact for those who have a MHNS since tracking began. As of April 3, 2018, 80% of women who had at least one treatment contact had a MHNS on file.</p> <p>Health Services at CSC implemented a simpler scoring model for the Computerized Mental Health Intake Screening System (CoMHIS) effective April 1, 2018. Under this new model, an offender is automatically referred, if they self-report a current mental health diagnosis, psychotropic medication, having been hospitalized in the month prior to incarceration, or a suicide/self-injury risk factor (roughly 30-40% of new intakes). Clinical judgment is required to interpret results for a further 10% of offenders who report high levels of distress on screening.</p> <p>COMPLETED: April 1, 2018</p> <p>TARGET: April 2019</p> <p>Research Branch completed a first draft of their report validating the Mental Health Need scale’s inter-rater reliability and agreement with the Clinical Global Impression (CGI) Scale; findings indicated higher inter-rater agreement on the MHNS than the GGI, and strong agreement between the MHNS and CGI. These findings were consistent for men and women, and Indigenous and non-Indigenous offenders. Mental Health Branch introduced a dashboard for</p>	<p>Commissioner for Women (613-992-6067)</p>	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
		rated as high need received intensive mental health care.			sites in January 2018 that is updated weekly (at a minimum) regarding their current population; as of April 3rd, 36% of women rated moderate or high on the MHNS; 89% of these women had received treatment.		
5.86	Correctional Service Canada should complete mental health treatment plans on time for the women offenders who need one and should include the information required by Correctional Service Canada guidelines.	Agreed. Correctional Service Canada (CSC) recognizes the importance of treatment planning and, in particular, the need to have comprehensive and timely treatment plans for offenders with serious mental illnesses and complex concurrent disorders.	To improve the quality and timeliness of treatment plans via bi-annual monitoring of the file audit tool.	November 2018	<p>A monthly review of the timeliness and completeness of treatment plans for women offenders is developed. A first round of reviews has been completed for all women who had an active severe mental illness causing significant impairment alert (as of January 2018); The process will be repeated on new e-forms which were added in the Electronic Medical Record on April 4 to easily retrieve treatment plans for corporate reporting and audit.</p> <p>TARGET: March 2018.</p> <p>The use of the file audit tool will be monitored by the Mental Health Branch on a bi-annual basis. Data will be extracted on timeliness of treatment plans, and added to the dashboard that is updated for sites on a weekly basis by September 2018.</p>	CSC Kelley Blanchette, Deputy Commissioner for Women (613-992-6067)	
5.97	Correctional Service Canada should determine the capacity of mental health services needed to treat women offenders identified with mental illness, according to professionally accepted standards, and address any service-level gaps in a timely manner.	Agreed. Correctional Service Canada (CSC) has been working since the 2015–16 fiscal year to refine its model of mental health care delivery to ensure the services provided to women meet their clinical needs and incorporate international best practices. This work has been guided by the World Health Organization’s Mental Health Policy and Service Guidance package and an external expert report.	Research, together with external expertise, will inform the necessary modifications to CSC’s refined model of care specific to women offenders.	December 2018	<p>One-page summary is published (ERR-16-23 Rates of current mental disorders among women offenders in custody in CSC). Full report in publication.</p> <p>COMPLETE: March 2018</p> <p>A Memorandum of Understanding (MOU) between CSC and the Centre for Addiction and Mental Health (CAMH) has been approved by CSC’s Contract Review Board. CAMH provided its draft report identifying required capacity and mix of mental health services for women offenders on March 31, 2018. The report suggests that existing resources appear sufficient to</p>	CSC Kelley Blanchette, Deputy Commissioner for Women (613-992-6067)	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
		<p>While CSC began implementation of its refined model of mental health care in 2015–16, it recognizes that, like all health systems, resources are limited, and it must continue to work to ensure efficient and effective service delivery that meets women’s mental health needs.</p> <p>To this end, CSC is now finalizing, in collaboration with community experts, its first ever comprehensive prevalence study for women offenders. This research will enable CSC to identify any mental health service capacity gaps for women. CSC will use this research, together with external expertise, to inform any necessary modifications to CSC’s refined model of care specific to women offenders.</p>			<p>meet the need. As part of Budget 2018, CSC received \$1.85M to increase intermediate mental health care capacity for women in maximum security at the 5 women’s institutions and \$3.69M to establish agreements to access an additional 10 in patient psychiatry beds.</p> <p>TARGET: December 2018</p>		
5.107	<p>Correctional Service Canada should ensure that women offenders with serious mental illness with significant impairment are not placed in segregation. It should improve its oversight of offenders being monitored for self-injury or suicide under enhanced observation, as well as its oversight of offenders identified</p>	<p>Agreed. Correctional Service Canada has promulgated the revised Commissioner’s Directives 709 - Administrative Segregation and 843 - Interventions to Preserve and Prevent Serious Bodily Harm to restrict the use of segregation for specific groups of inmates not admissible to administrative segregation as well as additional groups that are not admissible unless exceptional circumstances are identified. The revised version of Commissioner’s Directive (CD) 843 - Interventions to Preserve and</p>	<p>To have policy that provides clear direction that includes enhanced oversight and review mechanisms for inmates placed under enhanced observation.</p> <p>CSC will relocate the observation cells to areas outside the segregation ranges at all sites.</p>	March 2018	<p>The necessary revisions to CD 843 (Interventions to Preserve and Prevent Serious Bodily Harm) and CD 709 (Administrative Segregation) policies have been completed and will support enhanced oversight and monitoring for inmates who no longer are admissible to segregation.</p> <p>COMPLETED: August 2017</p> <ul style="list-style-type: none"> CD 843: The oversight for the use of enhanced observation has been strengthened. A review will now be performed: by the Interdisciplinary Mental Health Team after a period of enhanced observation greater than 72 hours; by the Chief, Mental Health 	<p>CSC</p> <p>Kelley Blanchette, Deputy Commissioner for Women (613-992-6067)</p>	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
	<p>with serious mental illness with significant impairment. The use of cells on the segregation range to monitor women offenders at risk of self-injury or suicide should be discontinued.</p>	<p>Prevent Serious Bodily Harm, promulgated on 1 August 2017, includes enhanced oversight and review mechanisms for inmates placed under enhanced observation. This includes reviews by the Interdisciplinary Mental Health Team; the Chief, Mental Health Services; and the regional and national complex mental health committees.</p> <p>Reviews are intended to reduce the time inmates spend in enhanced observation while taking into consideration risks to safety and strategies for mitigating these risks. Correctional Service Canada will also develop a plan to relocate the observation cells to areas outside of segregation ranges at all sites.</p>			<p>Services, after a period greater than 5 days; by the Regional Complex Mental Health Committee after a period greater than 7 days; and by the National Complex Mental Health Committee after a period greater than 15 days. These reviews will focus on reducing time placed in enhanced observation.</p> <ul style="list-style-type: none"> CD 709: Improvements were made to the conditions of confinement for offenders in administrative segregation, which allow for inmates to be out of their cell for two hours a day; allow daily showers and provide personal effects in their cell within 24 hours. In addition, there are now specific groups of inmates not admissible to administrative segregation as well as additional groups that are not admissible unless exceptional circumstances are identified. Prior to any admission, health professionals are consulted as part of the standard requirements prescribed in policy. Upon admission, assessments by health care professionals continue to occur on a daily basis to identify and note concerns, including the deterioration of the mental health of the inmate. <p>For site specific plans for the relocation of observation cells outside of the segregation unit, the first three of five regional meetings with the National Strategic Committee for Segregation Modernization (which includes the relocation of observation cells) have taken place (December 2017 to January 2018), and the last two regional meetings were held in January 2018.</p>		

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
					<p>COMPLETED: January 2018</p> <p>Representatives from Women Offender Sector (WOS) have been present for the meetings to discuss the best way forward for the relocation of observation cells out of segregation at Women Offender Institutions (WOI).</p> <p>Locations of observation cells within the WOIs were identified for the inclusion in the Program of Work (POW) prior to EXCOM approval.</p> <p>COMPLETED: January 2018</p> <p>Site specific project plans and Preliminary Project Approvals (0162 - PPA) will be developed by Regional Technical Services in cooperation with the sites, National Headquarters Finger Print System (FPS) and the National Strategic Committee (which includes WOS, Mental Health, Health Care, Operational Security, Population Management and FPS).</p> <p>COMPLETED: March 2018</p> <p>Work associated with relocation will be initiated during fiscal year 2018-2019.</p> <p>TARGET: Fiscal Year 2018-2019.</p>		
5.121	Correctional Service Canada should ensure that women offenders—particularly those assessed with a low risk of reoffending and who have successfully completed	Agreed. Correctional Service Canada’s (CSC) policy framework emphasizes timely case preparation to ensure that offenders are prepared for their parole hearings at the earliest possible date. Performance results obtained for women offenders in the 2016–17	CSC will enhance its focus on timely case preparation for low-risk women offenders who have successfully completed their correctional programs through regular	January 2018	An automated information report to identify women who are low risk and have completed programs and are past their parole eligibility date is complete and available on RADAR. Work is ongoing with Performance Measurement and Management Reports (PMMR) to determine the best approach to present data; WOS is currently working with PMMR to adjust the reports and on April 6, 2018 sent communications	CSC Kelley Blanchette, Deputy Commissioner for Women (613-992-6067)	

Report Ref. No.	OAG Recommendation	Departmental Response	Description of Final Expected Outcome/Result	Expected Final Completion Date	Key Interim Milestones (Description/Dates)	Responsible Organization/ Point of Contact (Name, Position, Tel #)	Indicator of Achievement (For Committee Use Only)
	<p>their correctional programs—are prepared for their parole hearings by the earliest parole eligibility date, to support their successful reintegration into the community.</p>	<p>fiscal year showed the lowest median percentage of sentences served prior to first release (35.9 percent in 2016–17 and 47.7 percent in 2015–16). As well, in 2016–17 more women offenders had completed a correctional program before day parole eligibility (62.7 percent in 2016–17 and 46.2 percent in 2015–16). Accordingly, a recent review (16 July 2017) of CSC’s reporting platforms revealed that very few women offenders (six) who had been assessed as having high reintegration potential (or low risk) were past their full parole eligibility date without a Parole Board of Canada decision.</p> <p>Correctional Service Canada will enhance its focus on timely case preparation for low-risk women offenders who have successfully completed their correctional programs through regular monitoring and oversight at the local and national levels.</p>	<p>monitoring and oversight at the local and national levels to ensure they are prepared for their parole hearing by earliest parole eligibility date.</p>		<p>to the sites to introduce the reports and confirm that the report information meets their needs. The Deputy Commissioner for Women will lead quarterly videoconference with the Wardens of women’s sites to discuss results achieved and share best practices to support women offenders’ successful reintegration into the community.</p> <p>COMPLETE: January 2018 and ongoing</p>		