

<p style="text-align: center;">PACP RECOMMENDATION AND DEADLINE</p>	<p style="text-align: center;">CSC RESPONSE TO RECOMMENDATION 3</p>
<p>Community Supervision Recommendation 3</p> <p><u>BACK IN 2019 PACP asked</u> the Correctional Service of Canada(CSC) to present the Committee with a report outlining its progress with regard to sharing all relevant health care information with the parole officers responsible for preparing the release plan, and for monitoring progress against that plan, in a timely manner.</p> <p>However the original response was not sent due to dissolution of Parliament for Election 2019.</p>	<p>The Correctional Service of Canada (CSC) undertook three action items to address this recommendation, including a review of the policy on sharing of information with parole officers, a periodic review of case management files and a quality improvement project on comprehensiveness of information shared and integrated into the community strategy.</p> <p>With regard to the review of the policy on sharing of information with parole officers, CSC conducted a review of this policy, including a review of the documents that were shared and the timeliness and means by which they were shared. CSC issued a revised policy direction to health services to clarify the timeliness and method that offender information would be shared.</p> <p>Apart from the review of the policy, CSC conducted periodic reviews of case management files to ensure that relevant health information is shared in accordance with policy. The reviews, which included the timeliness and appropriateness of filing of information, were conducted every six months for two years using a sampling approach.</p> <p>In addition to the case management file reviews, Discharge Planning and Transfers was included in the Compliance and Operational Risk Report (CORR). The CORR is an internal management tool used to monitor the implementation and quality of internal policies, and to establish a risk-aware culture within CSC.</p> <p>Continuity of care and coordinating relevant information sharing with operations on discharge to the community remains an important function in Health Services.</p> <p>CSC initiated a quality improvement project on the comprehensiveness of the information shared and whether it was appropriately integrated into the community strategy in the fall of 2019. Ten files of recent releases to the community per month, between September 2019 April 2020, were reviewed to examine continuity of care and information sharing. Overall, findings suggested that the desired outcome (sharing all relevant health care information with the parole officers responsible for</p>

preparing the release plan, and for monitoring progress against that plan, in a timely manner) is met in nearly all cases. Specifically,

- 57 of 58 individuals with a health need had a documented plan for release either using the GIST form or a discharge summary report.
- Chart 3 found documentation to support information with the PO, other staff, or the community in 84% or more of all cases reviewed

In almost all cases mention was made of health needs being addressed in the community but ongoing work will be undertaken to make this process more efficient and to ensure clarity in the documentation of information sharing, including updating the Integrated Discharge and Transfer Guidelines to clarify requirements. The revised guidelines will emphasize a person-centred approach to discharges and transfers, and will promote continuity of care, timely access to services, effective communication and coordination of care and consistent service delivery.