



# STRATEGIC INTERVENTION PLAN: ENGLISH FEDERAL CORRECTIONAL SERVICES IN QUEBEC

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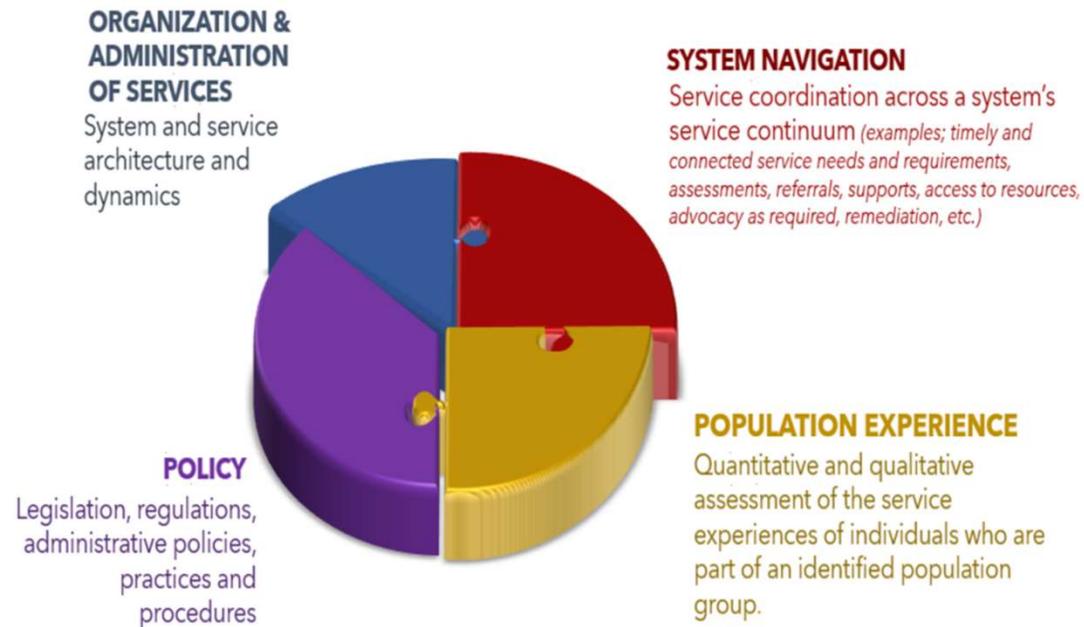
*Presentation to QCGN Board of Directors  
October 13<sup>th</sup>, 2021*

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 **ACCESS  
TO JUSTICE  
IN ENGLISH**

# The Strategic Intervention

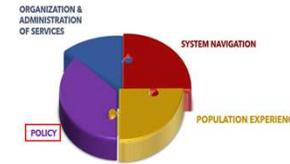
Guided by a comprehensive **Information Strategy**





# INFORMATION DIMENSIONS

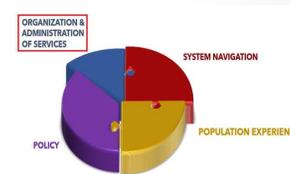
# Policy



- **Obligation to provide services and programs in English:** The *Constitution Act*, the *Canadian Charter*, the *Official Languages Act* and regulations, and the *Corrections and Conditional Release Act* and regulations create this obligation where there is **significant demand**.
  - Defined further by **Commissioner's Directives** (CD) – internal policies guiding Correctional Services Canada (CSC).
  - **CD 087 – Official Languages:** primary policy tool used by CSC to comply with its official language obligations.

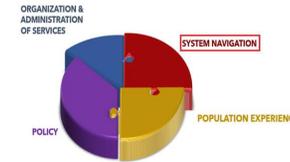
According to CD 087, where there is **5% or more** of inmates who indicate English as their official language of choice in Quebec, the institution will be deemed to have significant demand.

# Organization & Administration of Services



- **CSC has three core areas of responsibility:**
  - Care and custody
  - Correctional interventions
  - Community supervision
- **Canada:** 43 correctional institutions, 14 community correctional centers (CCC), and 92 parole and sub-parole offices
- **Quebec:** 12 correctional institutions, 6 CCCs and 17 parole offices
- **Citizen Advisory Committees** have three main roles:
  - Observe
  - Advise
  - Liaise
- **Community Organizations** (Elizabeth Fry Centers, John Howard Societies, YMCA, etc.) and halfway houses (CRCs, La Relève, Point de Rencontre, Jeun'aide, etc.) play an important role for offenders serving the remainder of their sentence in the community

# System Navigation

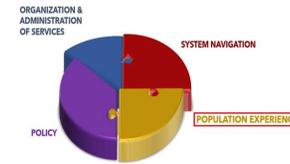


➤ **Critical navigation points for English speaking offenders include:**

- Intake Assessment
- Correctional Plan
- Information on rights and recourses
- Daily information
- Accessing Correctional Programs
- Transfers
- Conditional Release into Community

# Population Experience

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- **14 in-depth interviews:**
  - 4 services providers
  - 10 offenders completing their sentence in the community
  
- **Key issues identified:**
  - Challenges and delays in getting documentation translated from French to English, e.g. intake assessment and correctional plan
  - Everyday communications are primarily in French (e.g., loudspeaker announcements, inmate's handbooks, etc.)
  - Difficulty in accessing programs in English (both within the institution and in community)
  
- Major impact: **Delay in conditional release**

# STRATEGIC INTERVENTION

# Objectives

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# 1

**To influence and convince** the federal corrections system in particular and the criminal justice system more generally to **address the identified lack of English correctional services in Quebec.**



Engage and mobilize key stakeholders



Secure commitment from federal policymakers and administrators to work with the QCGN and its partners

# Objectives

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# 2

To assess the QCGN's success in improving English correctional services in Quebec and **make course corrections** as required.



# Summary of Issues

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1. **Significant demand criterion:** How is it being applied at the institutional level?



2. **Translation and program delays:** How often do they occur and what is being done to compensate?

- i. Delays to translate Intake Assessments and Correctional Plans
- ii. Delays to translate information and relevant documentation from French to English
- iii. Unavailability of correctional programs in English



3. **Delays in conditional release:** Is there an infringement on the right to life, liberty, and security of the person (s. 7 *Charter*)? Is there an infringement on the right against arbitrary imprisonment (s. 9 *Charter*)?

# A Four-Part Strategy

## Develop Focus, Capacity & Coherence

- A. Secure QCGN approval and support for action
- B. Confirm the English correctional service issues
- C. Confirm Desired Improvements

## Measure Progress & Impacts

- A. Develop Key Performance Indicators (KPIs)
- B. Measure corrections and intervention strategy progress against KPIs



## Act to Improve English Correctional Services

- A. Identify Steering Committee Liaison
- B. Build a strategic coalition
- C. Initiate collaborative dialogue with federal corrections system
- D. Assess effectiveness of interventions

## Spread the News

- A. Develop evidence-based stories
- B. Develop updates on intervention strategy
- C. Circulate stories and updates via website, social and traditional media, etc.