

BC Corrections – Centre Information – Current to April 2024

Not to be distributed further or posted on a public website.

Description	Process
Where can legal messages be left?	<p>Voice Mail:</p> <p>Through the third-party phone service provider "Synergy" counsel can set up a phone service account online to leave direct messages for inmates. Messages cost the account holder \$1.00 to leave.</p> <p>For help with setting up an account or for more information, contact Synergy customer service. Please note there is no way to make these messages privileged.</p> <p>To leave a message:</p> <ul style="list-style-type: none">• Call 1-844-369-7776 and enter the mailbox ID# which is the inmate's CS number.
	<p>Call into centre:</p> <p>During normal business hours (0800 – 1600 hours), calls are answered by the administration. Messages are then relayed to unit officers, who provide the message to inmates. This message delivery is documented in the client log.</p> <p>Outside of normal business hours, messages are checked regularly, and messages are delivered to inmates. This message delivery is documented in the client log.</p> <p>We do not call anyone back to confirm that a message has been delivered.</p> <p>Corrections officers can only relay the message and cannot compel the inmate to return the call. The onus is on the inmate to call back.</p>
Legal Aid BC Navigators	Navigators can also leave messages for inmates. The call back number is always 1-888-839-8889.
Pre-video appearance meetings on day of court appearance	Contact sheriff coordinator.

Unknown inmate location	<p>Call 250-387-1605 to leave a message for the inmate (checked Monday – Friday 8 AM- 4 PM).</p> <p>The message will be relayed to the centre for the inmate and documented in the client log.</p>
Schedules	<p>All centres:</p> <ul style="list-style-type: none"> • unlock at/between 0700 – 0730 Monday – Friday, and at 1000 hours on weekends. • Evening lock is between 2145 – 2200 hours nightly. <p>Each regular unit has several phones available for inmates to make phone calls.</p> <p>If inmates are on a different lock schedule due to behaviour, health monitoring, or drug interdiction, they can request to make a legal call at a specific time, and this will be accommodated if operationally feasible.</p>
Dropping off legal documents	<p>Mail that is being dropped off must be in a sealed, addressed (sender and receiver information) envelope. Follow-up with legal office will be made to confirm sender.</p> <p>If a lawyer drops off mail, we will check their driver's license and Law Society ID at the time.</p> <p>If the mail is dropped off by an articling student, we will check their driver's license and Law Society Articling identification (with active time frame), or in lieu of the card, a letter provided directly to the centre from the law firm confirming articling student status and time frame.</p>
Legal visits and what identification are required at reception?	<p>Drivers License and Law Society e-ID – reception will also verify with the Law Society website to confirm if they are actively practicing.</p> <p>Articling students must have a current letter from the supervising lawyer with the dates of the articling period. This letter will be confirmed with the law office.</p>
Counsel Designation Notices	<p>All correctional centre records departments will accept completed Counsel Designation Notices from legal counsel via fax.</p> <p>Records officers will then provide the form to the inmate. If the inmate chooses to sign the form, it will be faxed back to the number provided on the form. Records officers will do their best to process these promptly, although there are competing demands on their time.</p>

Video Appearances	<p>BC Corrections provides the space. However, as virtual appearances have increased, space capacity has not.</p> <p>All video court technology is the property and responsibility of Court Services.</p> <p>The remand population has increased to 78%, this along with the increased use of virtual technology has put a strain on video appearance capacity in the centres. This churn also has been exacerbated with many appearances being put over repeatedly.</p> <p>The key is for counsel to make contact well before appearances (not the morning of), so appearances are as meaningful as possible and help reduce the churn.</p> <p>Aggression and frustration can be directed at correctional officers when hearings are put over.</p> <p>For <u>day-of</u> pre-video appearance calls, please contact the sheriff 'quarterback' well before the appearance time to see if this is possible. This should not be relied upon as a means of making contact, especially day-of as there are many competing interests, and it may not be possible.</p>
Access to recovery community services	<p>All centres have recovery house, detox, and treatment centres lists. These lists are generated from Health Authority information and are the recommended resources. This information is available on units and from various staff and are updated regularly.</p> <p>Release planning officers (including ITRP and ReVOII), Community Transition Teams, healthcare staff (i.e., concurrent disorder counsellors), Community integration Workers through various societies, Indigenous Cultural Liaisons, and others assist inmates in accessing these various resources.</p> <p>Releases from court or very short sentences are very difficult to have release plans put in place.</p>
Intake and Communicable illness Protocols	<p>All inmates are seen by a nurse, mental health screener, and classification officer upon intake.</p> <p>It is difficult to distinguish between communicable illness and withdrawal. Withdrawal has become increasingly complex and lasts longer. Individuals can be extremely sick. Only those showing symptoms of communicable illness as determined by healthcare are medically isolated and tested using one PCR that tests for COVID-19, influenza, and RSV.</p> <p>Individuals that are withdrawing or suspected of concealing drugs are subject to closer monitoring for health, safety, and security purposes.</p>

Legal disclosure - what can be sent in and how?	<p>eDisclosure material is permitted through mail, couriers, or drop-off. Sender and instruction verification will be done prior to dissemination. Only those with active eDisclosure material have access to eDisclosure laptops.</p> <p>Permitted:</p> <ul style="list-style-type: none"> • External hard drives (password-protected preferred). • Paper disclosure. Note: this form can be problematic as it can be passed on to other inmates. <p>Instructions:</p> <ul style="list-style-type: none"> • Content on the hard drive(s) is active court file information only. • No contraband, including movies/music, pornography, objects, etc. • External hard drive was not given to counsel by inmates' family, friends, and/or associates.
Court movement challenges	<p>All centres have dedicated resources to assist with court movements. Movements in some centres are easier than others (i.e., classification of individuals, the footprint of the building).</p> <p>Court lists are known in advance and <u>proactive</u> movement is coordinated and requested by sheriffs, even during formal counts and/or scheduled lockdowns.</p> <p>Violence or healthcare codes can impact movements within the centre, but only <u>during</u> the response:</p> <ul style="list-style-type: none"> ○ Once the situation is isolated, centres return as soon as possible to regular movement. ○ Even if a unit is affected by a code, inmates would be moved to court if there are no imminent over-riding safety concerns. <p>Opioid Agonist Therapy (OAT) – once taken must be directly monitored for a set time to prevent diversion.</p> <p>Physically and/or mentally unwell inmates - Often requires a lot of encouragement to attend.</p> <p>Refusal to attend court - Takes time and often several attempts to convince an inmate to attend court.</p> <p>The complexity of inmates - Contact concerns, safety risks to officers, unpredictable.</p>

(L. Martin – April 2024)