

TOTALS

4th Quarter Statistics - January 1 to March 31, 2010

Appeals

Decision and Penalty Rescinded	14
Decision and Penalty Confirmed	10
Decision Confirmed, Substitute Penalty	4
Decision and Penalty Rescinded, New Hearing	2
Closed 29(1), Not Within 7 days	1
Total Appeals	31

Court Services Related Complaints	1
Community Corrections Related Complaints	0
Critical Incident Reviews - Corrections	2
Critical Incident Reviews - Courts	1

Written Complaints

Referral Resolved Substantiated/
Resolved Substantiated/
Unresolved Unsubstantiated Withdrawn/
Closed without Frivolous/
Decision Vexatious

Written Complaints	Referral	Resolved	Substantiated/ Resolved	Substantiated/ Unresolved	Unsubstantiated	Withdrawn/ Closed without Decision	Frivolous/ Vexatious
Accident							
Assault - Inmate on Inmate					1		
Assault - Inmate on Staff							
Assault - Staff on Inmate	1					1	
Classification - Placement/Status	4	1	3		11	3	
Classification - Temporary Absences							
Classification - Transfer	2				3	1	
Clothing, footwear, bedding, hygiene items		2	1		1		
Complaint/Request Processing (non ISO)	2		10	1	6	1	
Conditional Release			1				
Confidentiality			1		1		
Correctional Centre Inconsistencies		1	1		1		
Death							
Disciplinary Hearing Process							
Disturbance							
Electronic Monitoring Program							
Escape							
Family Court							
Food Services	1			1	2		
Freedom of Information/Privacy Protection						1	
Harassment - Discrimination	1				1		
Inmate Accounts		3			1		
ISO - Decision or Process		1					
Mail	2		2		5		
Medical - Dental - Access		1			1		
Medical - Dental - Treatment							
Medical - Medication - Access		1	2		3		
Medical - Medication - Treatment			2		9		
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical - Access			1		1		
Medical - Optical - Treatment							
Medical - Physical - Access			1		4		
Medical - Physical - Treatment	2				8		
Other - Issues that do not fit into other categories	3	2	1		3	1	
Parole (Community Corrections related)							
Parole (Correctional Centre related)							
Pay					1		
Personal Effects	2	3	7		4		
Physical Plant (living conditions)	2						
Program - Canteen		1	3				
Program - Education		1			1		
Program - Exercise					1		
Program - Library					3	1	
Program - Recreation		1					
Program - Religion							
Program - Training							
Program - Visits	1				1		
Program - Work		1			1		
Program - Yards					3		
Record/Report (CORNET/JUSTIN)	2	1			2		
Remission					7		
Searches	1	1	4	1		1	
Sentence Calculation					2		
Staff - Community Corrections							
Staff - Correctional Centre	1		3		3	2	
Staff - Court Services							

Staff - Health Care			2		2	
Suicide - attempted						
Suicide						
Telephone	1				4	
Warrant Error						
Total	28	21	45	3	97	12

Grand Total Written Complaints
206

Complaints by Phone

Accident	
Assault - Inmate on Inmate	3
Assault - Inmate on Staff	1
Assault - Staff on Inmate	4
Classification - Placement/Status	45
Classification - Temporary Absences	2
Classification - Transfer	11
Clothing, footwear, bedding, hygiene items	2
Complaint/Request Processing (non ISO)	9
Conditional Release	
Confidentiality	
Correctional Centre Inconsistencies	
Death	
Disciplinary Hearing Process	18
Disturbance	
Electronic Monitoring Program	
Escape	
Family Court	
Food Services	7
Freedom of Information/Privacy Protection	3
Harassment - Discrimination	1
ISO - Decision or Process	1
Inmate Accounts	16
Mail	7
Medical - Dental - Access	7
Medical - Dental - Treatment	3
Medical - Medication - Access	46
Medical - Medication - Treatment	49
Medical - Mental Health - Access	3
Medical - Mental Health - Treatment	2
Medical - Optical - Access	
Medical - Optical - Treatment	
Medical - Physical - Access	45
Medical - Physical - Treatment	16
Other - Issues that do not fit into other categories	25
Parole (Community Corrections related)	
Parole (Correctional Centre related)	
Pay	8
Personal Effects	20
Physical Plant (living conditions)	6
Program - Canteen	13
Program - Education	
Program - Exercise	2
Program - Library	1
Program - Recreation	2
Program - Religion	1
Program - Training	
Program - Visits	1
Program - Work	2
Program - Yards	
Record/Report (CORNET/JUSTIN)	2
Remission	11
Searches	
Sentence Calculation	10
Staff - Community Corrections	1
Staff - Correctional Centre	16
Staff - Court Services	
Staff - Health Care	3
Suicide - attempted	
Suicide	
Telephone	15
Warrant Error	1

Total Complaints by Phone 443

TOTALS

Fiscal 2011 Year End (April 1, 2010 – March 31, 2011)

Appeals

Decision and Penalty Rescinded	39
Decision and Penalty Confirmed	67
Decision Confirmed, Substitute Penalty	11
Decision and Penalty Rescinded, New Hearing	9
Closed 29(1), Not Within 7 days	7
Total Appeals	133

Corrections CIRs Critical Incident Reviews	5
Corrections - Community Corrections Complaints	2
Court Services - Courts - Complaint Investigation	3
Court Services - Sheriff - Complaint Investigation	1

Written Complaints

	Referral	Resolved	Substantiated/ Resolved	Substantiated/ Unresolved	Unsubstantiated	Withdrawn/ Closed without Decision	Frivolous/ Vexatious
Assault - Inmate on Inmate	2		2		3		
Assault - Inmate on Staff							
Assault - Staff on inmate	7				2		
Classification - Placement/Status	40	5	9	2	45	2	
Classification - Temporary Absences							
Classification - Transfer	4	3	1		2		
Clothing, footwear, bedding, hygiene items	2	2	3	1	8		
Complaint/Request Processing (non ISO)	9	2	45	2	29	2	1
Correctional Centre Inconsistencies	2		1				
Court Order							
Disciplinary Hearing Process	1	1	1		5	1	
Disturbance							
Food Services	17	15	5	2	15	2	
Freedom of Information/Privacy/Confidentiality	6				3		
Harassment - Discrimination	3				3		
Inmate Accounts	4	5	2		7	1	
ISO - Decision or Process	2		1		11		
Mail	8	1	5		8		
Medical - Dental - Access			1	1	4		
Medical - Dental - Treatment					7	1	
Medical - Medication - Access	4		2		15		
Medical - Medication - Treatment	8	2			32	1	
Medical - Mental Health - Access			2				
Medical - Mental Health - Treatment			1		1		
Medical - Optical		1	1		4		
Medical - Physical - Access	2		2		5		
Medical - Physical - Treatment	7	3	2	1	33		
Other - Issues that do not fit into other categories	6	2	1		3		
Parole	2						
Personal Effects	18	13	13	1	11	2	
Physical Plant (living conditions)	13	4	4		11	1	
Program - Canteen	2	3	2		2		
Program - Education		1			3		
Program - Exercise	4	1	2	1	9		
Program - Library				1	7		
Program - Recreation	2			1	5		
Program - Religion	3	1	2		7		
Program - Visits		2	1		3		
Program - Work/Pay	2		2		15		
Record/Reports	1	2			2		
Remission	4				20	1	
Searches	4		1		2		
Sentence Calculation	3	2			5		
Staff - Community Corrections	6				1		
Staff - Correctional Centre	29	1	4		28	3	
Staff - Court Services							
Staff - Health Care					7	3	
Suicide							
Telephone	7	3	3		8		1
Total	234	75	121	13	391	20	2

Grand Total Written Complaints

Complaints by Phone

Assault - Inmate on Inmate	17
Assault - Inmate on Staff	1
Assault - Staff on Inmate	27
Classification - Placement/Status	189
Classification - Temporary Absences	11
Classification - Transfer	35
Clothing, footwear, bedding, hygiene items	27
Complaint/Request Processing (non ISO)	55
Court Order	13
Disciplinary Hearing Process	93
Disturbance	
Food Services	59
Freedom of Information/Privacy Protection	9
Harassment - Discrimination	17
ISO - Decision or Process	19
Inmate Accounts	25
Mail	39
Medical - Dental - Access	14
Medical - Dental - Treatment	22
Medical - Medication - Access	95
Medical - Medication - Treatment	262
Medical - Mental Health - Access	4
Medical - Mental Health - Treatment	1
Medical - Optical	15
Medical - Physical - Access	131
Medical - Physical - Treatment	119
Other - Issues that do not fit into other categories	49
Parole (Community Corrections related)	6
Parole (Correctional Centre related)	11
Pay	11
Personal Effects	79
Physical Plant (living conditions)	61
Program - Canteen	17
Program - Education	8
Program - Exercise	15
Program - Library	6
Program - Recreation	8
Program - Religion	2
Program - Visits	11
Program - Work/Pay	31
Record/Report (CORNET/JUSTIN)	11
Remission	44
Searches	12
Sentence Calculation	22
Staff - Community Corrections	4
Staff - Correctional Centre	78
Staff - Court Services	5
Staff - Health Care	1
Telephone	42

Total Complaints by Phone

1835

1

Roll Up - TOTALS
Fiscal 2012 Year End (April 1, 2011 - March 31, 2012)

Appeals

Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	33
Decision & penalty confirmed - CAR 29(4)(a)	58
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	11
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	4
Closed 29.1 Not Submitted Within 7 Days	4
Closed without decision	
Total Appeals	110

Corrections CIRs Critical Incident Reviews	6
Corrections - Community Corrections Complaints	2
Court Services - Courts - Complaint Investigations	
Court Services - Sheriff - Complaint Investigations	6

<u>Written Complaints</u>	Referral	Resolved	Substantiated/ Resolved	Substantiated/ Unresolved	Unsubstantiated	Withdrawn/ Closed without Decision	Frustrating/ Vexatious	
Assault - Inmate on Inmate	1	1					1	3
Assault - Inmate on Staff								
Assault - Staff on Inmate	4		1		3			8
Classification - Placement/Status	38	1	8	5	53	1		106
Classification - Temporary Absences	1				1			2
Classification - Transfer	5	3	1		5	1		15
Clothing, footwear, bedding, hygiene items	5	2	6		5	1	1	20
Complaint/Request Processing (non ISO)	13	6	48	2	38	7	1	115
Correctional Centre Inconsistencies								
Court Order								
Disciplinary Hearing Process	4	1	1		3			9
Disturbance								
Food Services	13	6	10	1	15	3		48
Freedom of Information/Privacy/Confidentiality	12		1					13
Harassment - Discrimination	2							2
Inmate Accounts			1		3			4
ISO - Decision or Process	3				4	2		9
Mail	9	2	6		13	1		31
Medical - Dental - Access			2					2
Medical - Dental - Treatment		1			7			8
Medical - Medication - Access	8	1	2		14	1		26
Medical - Medication - Treatment	5	4	1		29	2		41
Medical - Mental Health - Access	1	3			6			10
Medical - Mental Health - Treatment	1				2			3
Medical - Optical	3				5			8
Medical - Physical - Access			1		7			8
Medical - Physical - Treatment	14	8	1		31	5		59
Other - Issues that do not fit into other categories	13	5	1		7			26
Parole	1							1
Personal Effects	13	16	7	2	15			53
Physical Plant (living conditions)	8	4	4		8	2		26
Program - Canteen	1		2	2	2			7
Program - Education	2		1		7			10
Program - Exercise	6	3	2		13	1		25
Program - Library	1				5			6
Program - Recreation			1		1			2
Program - Religion	1		1		1			3
Program - Visits	2		1		2			5
Program - Work/Pay		3		1	4			8
Record/Reports	5	2	3		4			14
Remission	5	1	1		17			24
Searches	4	2			6			12
Sentence Calculation					7	1		8
Staff - Community Corrections								
Staff - Correctional Centre	40	6	15		35	4		100
Staff - Court Services	3							3
Staff - Health Care	1	1	1		1	1		5
Suicide								
Telephone	8	4	4		11			27
Total	256	86	134	13	390	34	2	915

Grand Total Written Complaints
915

Complaints by Phone

Assault - Inmate on Inmate	7	7
Assault - Inmate on Staff	1	1
Assault - Staff on Inmate	17	17
Classification - Placement/Status	140	140
Classification - Temporary Absences	9	9
Classification - Transfer	84	84
Clothing, footwear, bedding, hygiene items	10	10
Complaint/Request Processing (non ISO)	43	43
Court Order	4	4
Disciplinary Hearing Process	62	62
Disturbance	3	3
Food Services	36	36
Freedom of Information/Privacy Protection	42	42
Harassment - Discrimination	2	2
ISO - Decision or Process	57	57
Inmate Accounts	17	17
Mail	45	45
Medical - Dental - Access	22	22
Medical - Dental - Treatment	24	24
Medical - Medication - Access	70	70
Medical - Medication - Treatment	264	264
Medical - Mental Health - Access	22	22
Medical - Mental Health - Treatment	30	30
Medical - Optical	89	89
Medical - Physical - Access	74	74
Medical - Physical - Treatment	106	106
Other - Issues that do not fit into other categories	67	67

Parole (Community Corrections related)	30
Parole (Correctional Centre related)	42
Pay	21
Personal Effects	41
Physical Plant (living conditions)	31
Program - Canteen	31
Program - Education	20
Program - Exercise	14
Program - Library	
Program - Recreation	7
Program - Religion	1
Program - Visits	4
Program - Work/Pay	19
Record/Report (CORNET/JUSTIN)	4
Remission	44
Searches	9
Sentence Calculation	14
Staff - Community Corrections	4
Staff - Correctional Centre	62
Staff - Court Services	1
Staff - Health Care	21
Telephone	36

30
42
21
41
31
31
20
14
7
1
4
19
4
44
9
14
4
62
1
21
36

Total Complaints by Phone 1803

1803

Comparison by Centre
Fiscal Year Roll Up 2012/13

April 1, 2012 - 1
March 31, 2013

Appeals	ACCW	FMCC	FRCC	KRCC	NCC	NFPC	PGRCC	SPSC	VIRCC
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)			8	4	3	6	12	4	1
Decision & penalty confirmed - CAR 29(4)(a)		2	12	7	4	22	22	2	1
Decision made confirmed, substituted another penalty - CAR 29(4)(b)		1	1	2			2		2
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)							1		
Closed 29.1 Not Submitted Within 7 Days			1						1
Closed without decision									
Total Appeals		3	22	13	7	28	37	6	5

Written Complaints	ACCW	FMCC	FRCC	KRCC	NCC	NFPC	PGRCC	SPSC	VIRCC
Assault - Inmate on Inmate									
Assault - Inmate on Staff					1			1	
Assault - Staff on Inmate									
Classification - Placement/Status				28	13	1	27	44	3
Classification - Temporary Absences								1	
Classification - Transfer			10		3		2	1	5
Clothing, footwear, bedding, hygiene items	1		1				5	4	
Complaint/Request Processing (non ISO)			19		15		35	14	3
Correctional Centre Inconsistencies									
Court Order							1		
Disciplinary Hearing Process			1		2		1	2	
Disturbance									
Food Services			4		2	2	10	8	1
Freedom of Information/Privacy/Confidentiality			1		2		3	2	6
Harassment - Discrimination									3
Inmate Accounts			1				3	1	3
ISO - Decision or Process			1		1			1	9
Mail			1	10	3		3	2	11
Medical - Dental - Access								1	
Medical - Dental - Treatment								1	1
Medical - Medication - Access			1		1		2		
Medical - Medication - Treatment	1	2	22		14		6	8	4
Medical - Mental Health - Access			1				1		
Medical - Mental Health - Treatment							1	1	
Medical - Optical									
Medical - Physical - Access			2		2			1	
Medical - Physical - Treatment	2		7		13		7	7	3
Other - Issues that do not fit into other categories		1	5		3	1	5	1	1
Parole									
Personal Effects			11		6		10	4	7
Physical Plant (living conditions)			4		3		7	7	4
Program - Canteen			2		2		1	1	2
Program - Education							1		1
Program - Exercise			1					4	1
Program - Library							1		1
Program - Recreation					1		1	4	1
Program - Religion							3	1	1
Program - Visits					1				
Program - Work/Pay			3				1	7	1
Record/Reports			1				1	2	1
Remission	1	1	7		3			9	9
Searches			1		2			3	
Sentence Calculation			1						
Staff - Community Corrections								1	
Staff - Correctional Centre			4		14	1	14	19	1
Staff - Court Services									
Staff - Health Care			2						
Suicide									
Telephone			1	5	3		4	7	2
Total	5	7	155	110	5	156	171	29	118

756

Grand Total Written Complaints

756

Telephone Contacts	ACCW	FMCC	FRCC	KRCC	NCC	NFPC	PGRCC	SPSC	VIRCC
Assault - Inmate on Inmate				1	2		7	1	3
Assault - Inmate on Staff								1	
Assault - Staff on Inmate			3		2		6	2	4
Classification - Placement/Status	1	6	46	28		1	67	60	17
Classification - Temporary Absences								2	
Classification - Transfer		1	16		5		9	5	9
Clothing, footwear, bedding, hygiene items	1		7		2		5	2	2
Complaint/Request Processing (non ISO)			8		2	1	15	6	4
Correctional Centre Inconsistencies									
Court Order							2		1
Disciplinary Hearing Process	2	2	14		7		9	34	1
Disturbance									
Food Services	3	3	10		4	1	6	4	4
Freedom of Information/Privacy/Confidentiality			1				1	1	1
Harassment - Discrimination		1							2
ISO - Decision or Process			6		5		6	3	1
Inmate Accounts		1					10	1	2
Mail			11	6		1	11	9	9
Medical - Dental - Access			1	2		6	1	1	
Medical - Dental - Treatment			9		5	3	2	4	1
Medical - Medication - Access	2		13	16			16	14	3
Medical - Medication - Treatment	16	2	60	47	9		55	41	24
Medical - Mental Health - Access			2	10			5	4	5
Medical - Mental Health - Treatment	2		3	6			3	3	1
Medical - Optical		1		4			1		
Medical - Physical - Access	9	1	22	30		1	12	19	8
Medical - Physical - Treatment	4	1	42	18	2		11	25	10
Other - Issues that do not fit into other categories		3	11		8		19	12	2
Parole		1				1		1	
Pay									
Personal Effects				13	12		13	8	

2

Written Complaints	ACCW	FMCC	FRCC	KRCC	NCC	NFPC	PGRCC	SPSC	VIRCC	
Physical Plant (living conditions)			2	1			21	12	3	2
Program - Canteen			4	3			4		3	3
Program - Education				1			1	2	1	1
Program - Exercise				1	2		1	7	1	
Program - Library							1			1
Program - Recreation			1			1	9			1
Program - Religion			3				1	4		
Program - Visits		2	1		1	2				
Program - Work/Pay		4	2				3	2		1
Record/Reports			1	1						
Remission			8	6	1			12		5
Searches								1		
Sentence Calculation			1	2				1		
Staff - Community Corrections			1							1
Staff - Correctional Centre	1	4	6	8	1	13	8	6	8	8
Staff - Court Services					1		1			
Staff - Health Care										1
Telephone		2	3	5			19	14	2	6
Total Telephone Contacts	41	46	332	244	31	366	326	128	152	

1666 |

April 1, 2013 -
March 31, 2014

TOTALS
Fiscal Year Roll Up 2013/14

Appeals	
Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	37
Decision & penalty confirmed - CAR 29(4)(a)	72
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	9
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	2
Closed 29.1 Not Submitted Within 7 Days	6
Closed without decision	
Total Appeals	126

Corrections - Critical Incident Reviews (CIR) - Adult	5
Corrections - Community Corrections Complaints	
Court Services - Complaint Investigations	
Youth Justice Services - Complaint Investigations	
Youth Justice Services - CIRs	5

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/Vexatious	
Assault - Inmate on Inmate		1				1		2
Assault - Inmate on Staff								
Assault - Staff on Inmate	1							1
Classification - Placement/Status	50	4	3		51	1		109
Classification - Temporary Absences	3	1			1			5
Classification - Transfer	2	3			3			8
Clothing, footwear, bedding, hygiene items	5	2	2		3			12
Complaint/Request Processing (non ISO)	11	3	22		40		1	77
Correctional Centre Inconsistencies	1				1			2
Court Order								
Disciplinary Hearing Process	2	1	1		2	3		9
Disturbance								
Food Services	17	4	4		11	1		37
Freedom of Information/Privacy/Confidentiality	7	1			3	1		12
Harassment - Discrimination	1				1			2
Inmate Accounts		2	1		4			7
ISO - Decision or Process	4	1	1		2			8
Mail	8	1			4	2		15
Medical - Dental - Access								
Medical - Dental - Treatment	7	1			6			14
Medical - Medication - Access	2				2			4
Medical - Medication - Treatment	8		3		29			40
Medical - Mental Health - Access					3			3
Medical - Mental Health - Treatment	1							1
Medical - Optical		1			1			2
Medical - Physical - Access	1	3			2			6
Medical - Physical - Treatment	10	2	2		31	1		46
Other - Issues that do not fit into other categories	12	3	1		5	3		24
Parole						1		1
Personal Effects	20	7	2		20	3		52
Physical Plant (living conditions)	8	2	1		7			18
Program - Canteen	4	2	3		10			19
Program - Education								
Program - Exercise	6		1		4			11
Program - Library								
Program - Recreation	2				2			4
Program - Religion	2				5			7
Program - Visits	3	1						4
Program - Work/Pay	2		1		6			9
Record/Reports	4	1	1		15	1		22
Remission			3		12			15
Searches	1		1		1			3
Sentence Calculation	1							1
Staff - Community Corrections					1			1
Staff - Correctional Centre	31	4	5		31	3	1	75
Staff - Court Services								
Staff - Health Care			1		1			2
Suicide								
Telephone	1	3			4			8
Total	238	54	59		325	20	2	698

Grand Total Written Complaints
698

Telephone Contacts

Assault - Inmate on Inmate	8
Assault - Inmate on Staff	1
Assault - Staff on Inmate	10
Classification - Placement/Status	263
Classification - Temporary Absences	7
Classification - Transfer	43
Clothing, footwear, bedding, hygiene items	26
Complaint/Request Processing (non ISO)	46
Correctional Centre Inconsistencies	10
Court Order	3
Disciplinary Hearing Process	66
Disturbance	
Food Services	36
Freedom of Information/Privacy/Confidentiality	15
Harassment - Discrimination	3
ISO - Decision or Process	30
Inmate Accounts	9

** ALL FORMULAS HAVE BEEN UPDATED FOR 2013/14 8

THIS ENTIRE WORKBOOK IS FORMULAS - NO DATA ENTRY REQUIRED 10

263

7

43

26

46

** ALL FORMULAS HAVE BEEN UPDATED FOR 2013/14 3

THIS ENTIRE WORKBOOK IS FORMULAS - NO DATA ENTRY REQUIRED 66

36

15

3

30

9

** ALL FORMULAS HAVE BEEN UPDATED FOR 2013/14 9

Mail	18
Medical - Dental - Access	22
Medical - Dental - Treatment	19
Medical - Medication - Access	50
Medical - Medication - Treatment	236
Medical - Mental Health - Access	17
Medical - Mental Health - Treatment	28
Medical - Optical	13
Medical - Physical - Access	84
Medical - Physical - Treatment	149
Other - Issues that do not fit into other categories	74
Parole	5
Pay	
Personal Effects	72
Physical Plant (living conditions)	33
Program - Canteen	17
Program - Education	5
Program - Exercise	15
Program - Library	6
Program - Recreation	4
Program - Religion	9
Program - Visits	5
Program - Work/Pay	22
Record/Reports	8
Remission	45
Searches	4
Sentence Calculation	14
Staff - Community Corrections	3
Staff - Correctional Centre	57
Staff - Court Services	3
Staff - Health Care	5
Telephone	43
Total Telephone Contacts	1662

THIS ENTIRE WORKBOOK IS FORMULAS - NO DATA ENTRY REQUIRED

** ALL FORMULAS HAVE BEEN UPDATED FOR 2013/14

THIS ENTIRE WORKBOOK IS FORMULAS - NO DATA ENTRY REQUIRED

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THIS ENTIRE WORKBOOK IS FORMULAS - NO DATA ENTRY REQUIRED

18
22
19
50
236
17
28
13
84
149
74
5
72
33
17
5
15
6
4
9
5
22
8
45
4
14
3
57
3
5
43
1662

TOTALS

Quarter One Statistics - April 01 to June 30, 2014

Appeals

Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	10
Decision & penalty confirmed - CAR 29(4)(a)	23
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	3
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	
Closed 29.1 Not Submitted Within 7 Days	6
Closed without decision	
Total Appeals	42

Corrections - Critical Incident Reviews (CIR) - Adult	1
Corrections - Community Corrections Complaints	
Court Services - Complaint Investigations	
Youth Justice Services - Complaint Investigations	
Youth Justice Services - CIRs	

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	F frivolous/vexatious
Assault - Inmate on Inmate							
Assault - Inmate on Staff							
Assault - Staff on Inmate	1						1
Classification - Placement/Status	11	1	1		14	1	28
Classification - Temporary Absences	1						1
Classification - Transfer	1				2		3
Clothing, footwear, bedding, hygiene items	1	1					2
Complaint/Request Processing (non ISO)	2		6		8		16
Correctional Centre Inconsistencies							
Court Order							
Disciplinary Hearing Process							
Disturbance							
Food Services	3				1		4
Freedom of Information/Privacy/Confidentiality							
Harassment - Discrimination	1						1
Inmate Accounts							
ISO - Decision or Process					1		1
Mail	2	1			3		6
Medical - Dental - Access							
Medical - Dental - Treatment	1						1
Medical - Medication - Access			1		1		2
Medical - Medication - Treatment			2		9		11
Medical - Mental Health - Access					1		1
Medical - Mental Health - Treatment		1			2		3
Medical - Optical					1		1
Medical - Physical - Access							
Medical - Physical - Treatment	4	1			8		13
Other - Issues that do not fit into other categories	1					1	2
Parole							
Personal Effects	1		1		3		5
Physical Plant (living conditions)	2	1					3
Program - Canteen	2		1		1		4
Program - Education							
Program - Exercise		1			2		3
Program - Library						1	1
Program - Recreation					2		2
Program - Religion		1					1
Program - Visits					3		3
Program - Work/Pay					2		2
Record/Reports	2				1		3
Remission					1		1
Searches							
Sentence Calculation							
Staff - Community Corrections						1	1
Staff - Correctional Centre	11		1		8		20
Staff - Court Services	2						2
Staff - Health Care			1		1		2
Suicide							
Telephone	1		1		3		5
Total	50	8	15		78	4	155

Grand Total Written Complaints
155

Telephone Contacts

Assault - Inmate on Inmate		
Assault - Inmate on Staff		
Assault - Staff on Inmate	2	2
Classification - Placement/Status	79	79
Classification - Temporary Absences	6	6
Classification - Transfer	14	14
Clothing, footwear, bedding, hygiene items	4	4
Complaint/Request Processing (non ISO)	24	24
Correctional Centre Inconsistencies		
Court Order	1	1
Disciplinary Hearing Process	18	18
Disturbance		
Food Services	5	5
Freedom of Information/Privacy/Confidentiality	8	8
Harassment - Discrimination	3	3
ISO - Decision or Process	9	9
Inmate Accounts	5	5

2

Mail	14	14
Medical - Dental - Access	11	11
Medical - Dental - Treatment	1	1
Medical - Medication - Access	9	9
Medical - Medication - Treatment	70	70
Medical - Mental Health - Access	9	9
Medical - Mental Health - Treatment	11	11
Medical - Optical	4	4
Medical - Physical - Access	13	13
Medical - Physical - Treatment	61	61
Other - issues that do not fit into other categories	14	14
Parole		
Pay		
Personal Effects	7	7
Physical Plant (living conditions)	5	5
Program - Canteen	3	3
Program - Education	1	1
Program - Exercise	3	3
Program - Library		
Program - Recreation	11	11
Program - Religion		
Program - Visits		
Program - Work/Pay	6	6
Record/Reports		
Remission	10	10
Searches	1	1
Sentence Calculation	5	5
Staff - Community Corrections		
Staff - Correctional Centre	14	14
Staff - Court Services	1	1
Staff - Health Care	2	2
Telephone	12	12
Total Telephone Contacts	476	476

TOTALS

Quarter Two Statistics - July 01 to September 30, 2014

Appeals

Decision & penalty rescinded, inmate record to be updated - CAR 29(4)(c)(i)	3
Decision & penalty confirmed - CAR 29(4)(a)	26
Decision made confirmed, substituted another penalty - CAR 29(4)(b)	3
Decision & penalty rescinded, and directed new hearing - CAR 29(4)(c)(ii)	2
Closed 29.1 Not Submitted Within 7 Days	
Closed without decision	
Total Appeals	34

Corrections - Critical Incident Reviews (CIR) - Adult	
Corrections - Community Corrections Complaints	
Court Services - Complaint Investigations	
Youth Justice Services - Complaint Investigations	
Youth Justice Services - CIRs	

Written Complaints

	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/Vexatious	
Assault - Inmate on Inmate								
Assault - Inmate on Staff								
Assault - Staff on Inmate								
Classification - Placement/Status	24	3	2			9		38
Classification - Temporary Absences								
Classification - Transfer	1					1		2
Clothing, footwear, bedding, hygiene items						1		1
Complaint/Request Processing (non ISO)	9	1	5			6		21
Correctional Centre Inconsistencies								
Court Order								
Disciplinary Hearing Process								
Disturbance								
Food Services	2	1				1		4
Freedom of Information/Privacy/Confidentiality	1							1
Harassment - Discrimination								
Inmate Accounts						1		1
ISO - Decision or Process						1	1	2
Mail	3		2			6		11
Medical - Dental - Access								
Medical - Dental - Treatment								
Medical - Medication - Access								
Medical - Medication - Treatment	4	1				3		8
Medical - Mental Health - Access								
Medical - Mental Health - Treatment								
Medical - Optical								
Medical - Physical - Access								
Medical - Physical - Treatment	3		1			3		7
Other - issues that do not fit into other categories	4	3				1		8
Parole	1							1
Personal Effects	1		4			1		6
Physical Plant (living conditions)	1	1						2
Program - Canteen		2				1		3
Program - Education								
Program - Exercise						1		1
Program - Library								
Program - Recreation	1					1		2
Program - Religion	1							1
Program - Visits	1							1
Program - Work/Pay		1				1		2
Record/Reports	1					2		3
Remission	2					1		3
Searches			1					1
Sentence Calculation								
Staff - Community Corrections								
Staff - Correctional Centre	4					11	1	16
Staff - Court Services								
Staff - Health Care								
Suicide								
Telephone		1				1		2
Total	64	14	15			53	2	148

Grand Total Written Complaints
148

Telephone Contacts

Assault - Inmate on Inmate	2	2
Assault - Inmate on Staff	1	1
Assault - Staff on Inmate	1	1
Classification - Placement/Status	43	43
Classification - Temporary Absences	1	1
Classification - Transfer	25	25
Clothing, footwear, bedding, hygiene items	3	3
Complaint/Request Processing (non ISO)	15	15
Correctional Centre Inconsistencies		
Court Order		
Disciplinary Hearing Process	22	22
Disturbance		
Food Services	7	7
Freedom of Information/Privacy/Confidentiality	10	10
Harassment - Discrimination	2	2
ISO - Decision or Process	4	4
Inmate Accounts	5	5

2

Mail	10
Medical - Dental - Access	7
Medical - Dental - Treatment	7
Medical - Medication - Access	15
Medical - Medication - Treatment	38
Medical - Mental Health - Access	7
Medical - Mental Health - Treatment	5
Medical - Optical	1
Medical - Physical - Access	13
Medical - Physical - Treatment	24
Other - issues that do not fit into other categories	26
Parole	
Pay	
Personal Effects	25
Physical Plant (living conditions)	6
Program - Canteen	3
Program - Education	
Program - Exercise	3
Program - Library	
Program - Recreation	
Program - Religion	2
Program - Visits	
Program - Work/Pay	1
Record/Reports	2
Remission	7
Searches	
Sentence Calculation	4
Staff - Community Corrections	
Staff - Correctional Centre	13
Staff - Court Services	
Staff - Health Care	2
Telephone	13
Total Telephone Contacts	375

10
7
7
15
38
7
5
1
13
24
26

25
6
3

3

2
1
2
7

4

13

2
13
375

TOTALS

Quarter Three Statistics - October 01 to December 30, 2014

Appeals

Decision & penalty RECINDED, inmate record to be updated - CAR 29(4)(c)(i)	8
Decision & penalty CONFIRMED - CAR 29(4)(a)	4
Decision made confirmed, SUBSTITUTE another penalty - CAR 29(4)(b)	
Decision & penalty rescinded, and directed NEW HEARING - CAR 29(4)(c)(ii)	
Closed 29.1 Not Submitted Within 7 DAYS	
Closed without decision	
Total Appeals	12

Corrections - Critical Incident Reviews (CIR) - Adult	2
Corrections - Community Corrections Complaints	
Court Services - Complaint Investigations	
Youth Justice Services - Complaint Investigations	
Youth Justice Services - CIRs	

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/Vexatious	
Assault - Inmate on Inmate								
Assault - Inmate on Staff								
Assault - Staff on Inmate								
Classification - Placement/Status	4	3	1		2		1	11
Classification - Temporary Absences					1			1
Classification - Transfer		1			1			2
Clothing, footwear, bedding, hygiene items								
Complaint/Request Processing (non ISO)	5		8			2	1	16
Correctional Centre Inconsistencies								
Court Order								
Disciplinary Hearing Process								
Disturbance								
Food Services								
Freedom of Information/Privacy/Confidentiality			1					1
Harassment - Discrimination								
Inmate Accounts				1		1		2
ISO - Decision or Process								
Mail	1				2			3
Medical - Dental - Access								
Medical - Dental - Treatment	1				1			2
Medical - Medication - Access								
Medical - Medication - Treatment					3			3
Medical - Mental Health - Access								
Medical - Mental Health - Treatment								
Medical - Optical								
Medical - Physical - Access								
Medical - Physical - Treatment	1				1			2
Other - Issues that do not fit into other categories	2						1	3
Parole	1				1			2
Personal Effects			1		1			2
Physical Plant (living conditions)	1				1			2
Program - Canteen					1			1
Program - Education								
Program - Exercise					1			1
Program - Library								
Program - Recreation								
Program - Religion					1			1
Program - Visits								
Program - Work/Pay			2					2
Record/Reports					1			1
Remission					2			2
Searches								
Sentence Calculation								
Staff - Community Corrections								
Staff - Correctional Centre	3	1				1		5
Staff - Court Services	1							1
Staff - Health Care								
Suicide								
Telephone	2					1		3
Total	22	5	14		25		3	69

Grand Total Written Complaints

69

Telephone Contacts

Assault - Inmate on Inmate	2	2
Assault - Inmate on Staff		
Assault - Staff on Inmate	7	7
Classification - Placement/Status	60	60
Classification - Temporary Absences	1	1
Classification - Transfer	15	15
Clothing, footwear, bedding, hygiene items	3	3
Complaint/Request Processing (non ISO)	27	27
Correctional Centre Inconsistencies		
Court Order		
Disciplinary Hearing Process	11	11
Disturbance		
Food Services	14	14
Freedom of Information/Privacy/Confidentiality	8	8
Harassment - Discrimination	1	1
ISO - Decision or Process	8	8
Inmate Accounts		

Mail	4
Medical - Dental - Access	4
Medical - Dental - Treatment	7
Medical - Medication - Access	11
Medical - Medication - Treatment	28
Medical - Mental Health - Access	7
Medical - Mental Health - Treatment	3
Medical - Optical	
Medical - Physical - Access	16
Medical - Physical - Treatment	31
Other - Issues that do not fit into other categories	16
Parole	1
Pay	1
Personal Effects	11
Physical Plant (living conditions)	7
Program - Canteen	1
Program - Education	1
Program - Exercise	1
Program - Library	
Program - Recreation	1
Program - Religion	4
Program - Visits	
Program - Work/Pay	
Record/Reports	4
Remission	2
Searches	3
Sentence Calculation	
Staff - Community Corrections	
Staff - Correctional Centre	16
Staff - Court Services	
Staff - Health Care	
Telephone	4
Total Telephone Contacts	341

4
4
7
11
28
7
3
16
31
16
1
1
11
7
1
1
1
1
4
4
2
3
16
4
341