

ICCS INSPECTION AND RESPONSE FORM
Centre: Kamloops Regional Correctional Centre
October 31, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>1. Does the Warden have in place an Inmate Call Control System (ICCS) which provides inmates access to telephones which meet statutory and regulatory obligations? (CAR & Corrections Act)</p> <p>➤ Does the ICCS system have built in safe guards to protect victims and threats to the public?</p>	<p>Yes – this is the Provincial System as per MOU with Telus</p> <p>Yes, as supplied by Telus. Ability to block calls and not accepts calls.</p>			
<p>2. Is there local policy in place which ensures that Section 19 of the Correction Act and Sections 13, 14 & 15 of the Corrections Act Regulations are being adhered to when intercepting, examining, recording and monitoring inmate communication?</p> <p>(Sec 7.8.2 Adult Custody Policy)</p>	<p>Yes – KRCC Manual of Operations – B3-8.14</p>			
<p>3. Does the centre have policy in place indicating that upon admission to a Correctional Centre inmates will be issued a "smart card"?</p> <p>➤ Is the policy being followed</p> <p>➤ Do the smart cards allow the inmate using it free access to telephone use, regardless of the type of call being placed.</p> <p>(Sec7.8.3 Adult Custody Policy)</p>	<p>Yes - KRCC Manual of Operations – B3-8.03 – form is signed and processed in Records. - a the signed copy is put on the Warrant File as confirmed in several inmate files which were checked at random</p> <p>Yes</p>			

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4. Does the ICCS system provide the inmate a recorded account of funds balance remaining when the inmate activates the smart card?	Yes - the ICCS system provides the amount remaining when a debit call is made.			
5. Does the Centre have policy in place which allows inmates the ability to transfer funds from their trust account to their call control trust account so that the debit balance can be increased? ➤ What types of forms are used for the transaction? ➤ Is there a record of the transaction? (Sec 7.8.4(2) Adult Custody Policy)	Yes - KRCC Manual of Operations – B3-8.04 – local practice is a Smart Card Telephone Request form to the trust clerk put on each Wednesday. For new intake these will be done ASAP the first time only. - Smart Card Telephone Request Form - CORNET System Trust Account - TAM			
6. Are the inmate calls made through the ICCS described as either "debit" or "collect" calls when toll charges are applied? ➤ Is the amount debited from the inmate's call control trust account set as directed by the Assistant Deputy Minister, Correction Branch? ➤ Are collect call charges to the recipient applied as set out by the Canadian Radio – Television and Telecommunications Commission (CTRC)?	Yes Yes - \$.90 cents Debit and \$1.75 collect Yes – as per CTRC Rates			

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7. Does the Warden have policy in place where calls associated with parties who are considered to have privileged communication status, subsidized by the Corrections Branch and provided to the inmate at no cost?	Yes - KRCC Manual of Operations – B3-8.06 & 07 – Centre's Facility List for all Privileged calls.			
8. Does the ICCS data base have those numbers of individuals or organizations identified as privileged entered into the toll free calling list?	Yes – Centre's Facility List for all Privileged calls. - Manual List posted in each Living Unit.			
9. Does the centre maintain a list of professionals and organizations authorized/approved as toll free calling numbers by the Provincial Director, Adult Custody Division. {Sec 7.8.6} ➤ If so where is the list kept and who has access to it? ➤ Does the list include the following: ➤ Ombudsman ➤ Assistant Deputy Minister ➤ Provincial Director ➤ Member of Parliament or the Legislative Assembly ➤ Inmate lawyers ➤ Person designated as an officer under Immigration & Refugee Protection Act.	Yes – posted on each living unit. Yes – Public Drawer on LAN for Staff and posted in each Living Unit, Yes Yes Yes Yes Yes Yes			

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<p>10. Does the Warden have a person(s) designated & authorized to remove access to individual numbers or have global call blocking abilities.</p> <p>Are records kept justifying and detailing circumstances for the application of call block?</p> <ul style="list-style-type: none"> ➤ Is there policy in place detailing when call blocking can be applied? ➤ Is there a dispute mechanism in place for inmates or other parties to dispute the validity of a block? 	<p>Yes – ADW SMU and SMU Clerk</p> <p>Yes- on the comment section on Webmanage.</p> <p>Yes – KRCC Manual of Operations – B3-8.08</p>			
<p>11. Does the Warden have in place the following rules for inmates to follow when in possession of a smart card?</p> <ul style="list-style-type: none"> ➤ Use and possession of another inmate's smart card is prohibited. ➤ Inmates issued smart cards are to retain possession of their card at all times except when transferring to court or other Correctional Centres. ➤ A replacement card fee charged to inmates who intentionally negligently destroy or damage their card. Is the amount set as per Assistant Deputy Minister, Corrections Branch? <p>(sec 7.8.9 Adult Custody Policy)</p>	<p>Yes - KRCC Manual of Operations – B3-8.09</p> <p>Yes – General Condition Form</p> <p>Yes – General Condition Form</p> <p>Yes – Smart Card Form - \$5.00</p>			

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<p>12. Does the Warden have policy in place ensuring that on admission to a Correctional Centre inmates receive written notice on form ICCS 1 which states, "All telecommunications, other than those to privileged parties, are recorded. Recorded calls may be monitored (i.e. listened to or otherwise accessed and reviewed) when the Warden has individualized reasonable grounds to believe that an inmate's telecommunications may disclose a threat to the management, operation, discipline or security of the institution including a threat to public safety."</p> <ul style="list-style-type: none"> ➤ Is the inmate asked upon admission if he understands the written notice that telecommunications, except privileged, may be monitored and is explained the policy? <p>(sec 7.8.10 Adult Custody Policy)</p>	<p>Yes – on Admission Form – Rule # 1</p> <p>Yes – on Form as signed by the inmate and placed on the Warrant File. - and posted in each Living Unit above the phones.</p>			
<p>13. Is there policy in place at the centre directing the offender to sign documentation that they understand telecommunication may be monitored?</p> <ul style="list-style-type: none"> ➤ If the inmate refuses to sign acknowledgement of the rule, is it in policy for the correctional staff to read out the telecommunication monitoring notice, and then sign off on the notice document that the inmate has received notice? 	<p>Yes – if an inmate refuses to sign, the conditions will be read to the inmate by staff and noted on the form.</p>			

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October 31, 2007

ADULT CUSTODY POLICY	RESPONSE			
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<p>14. Does the Warden have notices conspicuously placed adjacent to all telephone locations which read as follows:</p> <ul style="list-style-type: none"> ➤ All telecommunications, other than those to privileged parties, are recorded and may be listened to." <p>(Sec 7.8.10 Adult Custody Policy)</p>	<p>Yes - KRCC Manual of Operations – B3-8.13 - mounted above each bank of phones.</p>			
<p>15. Does the Warden have policy in place which authorizes only those staff with written designation delegated by the Deputy Warden to have access to ICCS records or functions?</p> <ul style="list-style-type: none"> ➤ Are the designations broken down into categories of "Type 1" and "Type 2" users? ➤ Are the hard copies of the designations available and are they made on an ICCS 2 document form? <p>(Sec 7.8.11 Adult Custody Policy)</p>	<p>Yes – both – kept by the ADW SMU.</p>			
<p>16. Is there training provided to staff designated as Type 1 ICCS user and does the course content include:</p> <ul style="list-style-type: none"> ➤ Technical aspect ➤ Legal authority to monitor ➤ Policy constraints ➤ Dissemination of records. <p>(Sec 7.8.12 Adult Custody Policy)</p>	<p>Yes – Local course</p> <p>Covered Covered Covered Covered</p>			

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	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>17. Does the Warden have policy in place which states:</p> <ul style="list-style-type: none"> ➤ ICCS records may only be accessed by officers designated as ICCS, only in circumstances where the Warden has individualized reasonable grounds to believe that an inmate's telecommunication may disclose involvement in illegal activities, harassment, harm to other persons, or threaten the management operation, security of the Correctional Centre. <p>(Sec 14.3 CAR Sec 7.8.13 Adult Custody)</p>	<p>Yes - KRCC Manual of Operations – B3-8.14 - Record of Monitoring Form (Branch)</p>			
<p>18. In each case when a person designated by the Warden does access an ICCS recording, is there a record of the review of recording completed on a form ICCS 3.</p> <ul style="list-style-type: none"> ➤ Where are the hard copy ICCS 3 documents maintained. <p>(Sec 7.8.13 Adult Custody Policy)</p>	<p>Yes – Approved by a Warden or Deputy Warden and filed in Admin.</p>			
<p>19. Does the centre inform its correctional staff that any person willfully accessing ICCS records without justification as outlined in sec 7.8.13(1) may be subject to disciplinary sanctions or civil action.</p> <p>(Sec 7.8.13(4) Adult Custody Policy)</p>	<p>Yes - KRCC Manual of Operations – B3-8.14</p>			

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20. Does the Warden have In Centre Policy that when an authorized access of an ICCS records discloses evidence of a criminal offence, staff upon learning the information may relate the content of the accessed records to police? (Sec 7.8.14(1) Adult Custody Policy)	Yes - KRCC Manual of Operations – B3-8.16- #1			
21. Is it in centre policy that when police seek to seize or access an ICCS record, staff only release/allow access to the record upon receipt of satisfactory, legal authorization? (Search Warrant or Court Order) (Sec 7.8.14(2) Adult Custody Policy)	Yes - KRCC Manual of Operations – B3-8.16- #1			
22. Does the centre have in place policy and procedures for those individuals designated by the Warden to monitor archived or active calls? ➤ Does it state in the policy that officers authorized to review these calls exercise due diligence in exercising "reasonable belief" that an inmate or group of inmates, through third party conversations may have disclosed information about inmates participating in illegal activities, harassment, threats, or are a risk to management operation of a Correctional Centre? ➤ Is a record explaining the rational for listening to calls kept?	Yes - KRCC Manual of Operations – B3-8.14- #1 Yes Yes – Record of Monitoring Form			

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	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
23. Does the centre have in place procedures to ensure information retrieved from monitored phone calls is distributed in a controlled manner and on a "need to know" basis?	Yes - KRCC Manual of Operations – B3-8.16- # 1			
24. When providing police or other agencies information retrieved from monitored calls is policy in place ensuring the information is distributed only when there is: <ul style="list-style-type: none"> ➤ A valid Warrant or court authorization for digital recording. ➤ Legislated authority. ➤ Reason to believe there is a threat to public safety. (Sec 7.8.16 Adult Custody Policy)	Yes - KRCC Manual of Operations – B3-8.16- # 1 Yes Not in Policy Yes	Will add to local policy		
25. Does the centre have procedure in place to respond to inmate complaints with respect to charged calls: <ul style="list-style-type: none"> ➤ When service is terminated as a result of ICCS system software failure or no inmate fault. ➤ Activities and actions that the inmate knows are prohibited by ICCS such as the placing of third party calls, resulting in just cause for call termination. 	Yes - KRCC Manual of Operations – B3-8.17- # 1 Reviewed by CS and sent to ADW SMU for Approval. Yes – on General Form signed by each inmate.			

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26. Does the Warden have policy in place which assist inmates in placing or receiving telephone calls from family or friends when it has been determined that the inmate has a legitimate emergency? (Sec 7.8.18 Adult Custody Policy)	Yes - KRCC Manual of Operations – B3-8.11 - Indigent Card or request to ADW Regulation.			
27. Does the centre have policy in place which allows inmates without funds (unemployed inmates) to place calls to: ➤ Legal counsel ➤ Persons/Agencies identified by the Correction Branch as "privileged". ➤ To family following an inmate's initial admission in to custody	Yes - KRCC Manual of Operations – B3-8.11			

ICCS INSPECTION AND RESPONSE FORM
Centre: Nanaimo Correctional Centre
November 2, 2007

ADULT CUSTODY POLICY	RESPONSE			
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<p>1. Does the Warden have in place an Inmate Call Control System (ICCS) which provides inmates access to telephones which meet statutory and regulatory obligations? (CAR & Corrections Act)</p> <p>➤ Does the ICCS system have built in safe guards to protect victims and threats to the public?</p>	<p>Yes – this is the Provincial System as per MOU with Telus</p> <p>Yes, as supplied by Telus. Ability to block calls and not accepts calls.</p>			
<p>2. Is there local policy in place which ensures that Section 19 of the Correction Act and Sections 13, 14 & 15 of the Corrections Act Regulations are being adhered to when intercepting, examining, recording and monitoring inmate communication?</p> <p>(Sec 7.8.2 Adult Custody Policy)</p>	<p>Yes – NCC SOP – 7.6.2</p>			
<p>3. Does the centre have policy in place indicating that upon admission to a Correctional Centre inmates will be issued a "smart card"?</p> <p>➤ Is the policy being followed</p> <p>➤ Do the smart cards allow the inmate using it free access to telephone use, regardless of the type of call being placed.</p> <p>(Sec7.8.3 Adult Custody Policy)</p>	<p>Yes - NCC SOP – 7.6.3</p> <p>– form is signed and processed in Records.</p> <p>- a the signed copy is put on the Warrant File as confirmed in several inmate files which were checked at random</p> <p>Yes</p>	<p>Note: The Smart Card Form needs to be updated – For breach of rules – remove 28(12) of CCR &R and replace with Section 21 of Correction Act Regulation.</p>		

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4. Does the ICCS system provide the inmate a recorded account of funds balance remaining when the inmate activates the smart card?	Yes – NCC SOP – 7.6.4. - # 1 - the ICCS system provides the amount remaining when a debit call is made.			
5. Does the Centre have policy in place which allows inmates the ability to transfer funds from their trust account to their call control trust account so that the debit balance can be increased? ➤ What types of forms are used for the transaction? ➤ Is there a record of the transaction? (Sec 7.8.4(2) Adult Custody Policy)	Yes - NCC SOP – 7.6.4. - # 2 – local practice is a Smart Card Telephone Request form (blue) to the trust clerk put on each day (Mon-Fri). - Smart Card Telephone Request Form - CORNET System Trust Account - TAM			
6. Are the inmate calls made through the ICCS described as either “debit” or “collect” calls when toll charges are applied? ➤ Is the amount debited from the inmate’s call control trust account set as directed by the Assistant Deputy Minister, Correction Branch? ➤ Are collect call charges to the recipient applied as set out by the Canadian Radio – Television and Telecommunications Commission (CTRC)?	Yes Yes - \$.90 cents Debit and \$1.75 collect Yes – as per CTRC Rates			

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7. Does the Warden have policy in place where calls associated with parties who are considered to have privileged communication status, subsidized by the Corrections Branch and provided to the inmate at no cost?	Yes - NCC SOP – 7.6.6. - # 1 – Centre's Facility List for all Privileged calls.			
8. Does the ICCS data base have those numbers of individuals or organizations identified as privileged entered into the toll free calling list?	Yes – NCC SOP – 7.6.6. - # 2 - Centre's Facility List for all Privileged calls. - List posted in each Living Unit.			
9. Does the centre maintain a list of professionals and organizations authorized/approved as toll free calling numbers by the Provincial Director, Adult Custody Division. {Sec 7.8.6} ➤ If so where is the list kept and who has access to it? ➤ Does the list include the following: ➤ Ombudsman ➤ Assistant Deputy Minister ➤ Provincial Director ➤ Member of Parliament or the Legislative Assembly ➤ Inmate lawyers ➤ Person designated as an officer under Immigration & Refugee Protection Act.	Yes – posted on each living unit. Yes – on LAN for Staff and posted in each Living Unit, Yes Yes Yes Yes Yes Yes			

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<p>10. Does the Warden have a person(s) designated & authorized to remove access to individual numbers or have global call blocking abilities?</p> <p>Are records kept justifying and detailing circumstances for the application of call block?</p> <ul style="list-style-type: none"> ➤ Is there policy in place detailing when call blocking can be applied? ➤ Is there a dispute mechanism in place for inmates or other parties to dispute the validity of a block? 	<p>Yes – DW Program and CS IOM</p> <p>Yes- on the comment section on Webmanage.</p> <p>Yes – NCC SOP – 7.6.8.</p> <p>Yes – NCC SOP – 7.6.8.</p>			
<p>11. Does the Warden have in place the following rules for inmates to follow when in possession of a smart card?</p> <ul style="list-style-type: none"> ➤ Use and possession of another inmate's smart card is prohibited. ➤ Inmates issued smart cards are to retain possession of their card at all times except when transferring to court or other Correctional Centres. ➤ A replacement card fee charged to inmates who intentionally negligently destroy or damage their card. Is the amount set as per Assistant Deputy Minister, Corrections Branch? <p>(sec 7.8.9 Adult Custody Policy)</p>	<p>Yes – NCC SOP – 7.6.9.</p> <p>Yes – NCC SOP – 7.6.9. # 1</p> <p>Yes – NCC SOP – 7.6.9. # 2</p> <p>Yes – NCC SOP – 7.6.9. # 3</p>			

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<p>12. Does the Warden have policy in place ensuring that on admission to a Correctional Centre inmates receive written notice on form ICCS 1 which states, "All telecommunications, other than those to privileged parties, are recorded. Recorded calls may be monitored (i.e. listened to or otherwise accessed and reviewed) when the Warden has individualized reasonable grounds to believe that an inmate's telecommunications may disclose a threat to the management, operation, discipline or security of the institution including a threat to public safety."</p> <ul style="list-style-type: none"> ➤ Is the inmate asked upon admission if he understands the written notice that telecommunications, except privileged, may be monitored and is explained the policy? <p>(sec 7.8.10 Adult Custody Policy)</p>	<p>Yes – NCC SOP – 7.6.10. # 1</p> <p>Yes – NCC SOP – 7.6.10. # 2</p>			
<p>13. Is there policy in place at the centre directing the offender to sign documentation that they understand telecommunication may be monitored?</p> <ul style="list-style-type: none"> ➤ If the inmate refuses to sign acknowledgement of the rule, is it in policy for the correctional staff to read out the telecommunication monitoring notice, and then sign off on the notice document that the inmate has received notice? 	<p>Yes – NCC SOP – 7.6.10. # 3</p>			

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November 2, 2007

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<p>14. Does the Warden have notices conspicuously placed adjacent to all telephone locations which read as follows:</p> <ul style="list-style-type: none"> ➤ All telecommunications, other than those to privileged parties, are recorded and may be listened to." <p>(Sec 7.8.10 Adult Custody Policy)</p>	<p>Yes – NCC SOP – 7.6.10. # 4</p>			
<p>15. Does the Warden have policy in place which authorizes only those staff with written designation delegated by the Deputy Warden to have access to ICCS records or functions?</p> <ul style="list-style-type: none"> ➤ Are the designations broken down into categories of "Type 1" and "Type 2" users? ➤ Are the hard copies of the designations available and are they made on an ICCS 2 document form? <p>(Sec 7.8.11 Adult Custody Policy)</p>	<p>Yes – NCC SOP – 7.6.11. # 2</p> <p>Yes</p> <p>Yes – kept in staff personnel files</p>			
<p>16. Is there training provided to staff designated as Type 1 ICCS user and does the course content include:</p> <ul style="list-style-type: none"> ➤ Technical aspect ➤ Legal authority to monitor ➤ Policy constraints ➤ Dissemination of records. <p>(Sec 7.8.12 Adult Custody Policy)</p>	<p>Yes – NCC SOP – 7.6.12.</p> <p>Covered</p> <p>Covered</p> <p>Covered</p> <p>Covered</p>			

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<p>17. Does the Warden have policy in place which states:</p> <ul style="list-style-type: none"> ➤ ICCS records may only be accessed by officers designated as ICCS, only in circumstances where the Warden has individualized reasonable grounds to believe that an inmate's telecommunication may disclose involvement in illegal activities, harassment, harm to other persons, or threaten the management operation, security of the Correctional Centre. <p>(Sec 14.3 CAR Sec 7.8.13 Adult Custody)</p>	Yes – NCC SOP – 7.6.13. # 1			
<p>18. In each case when a person designated by the Warden does access an ICCS recording, is there a record of the review of recording completed on a form ICCS 3.</p> <ul style="list-style-type: none"> ➤ Where are the hard copy ICCS 3 documents maintained. <p>(Sec 7.8.13 Adult Custody Policy)</p>	Yes – NCC SOP – 7.6.13. # 2			
<p>19. Does the centre inform its correctional staff that any person willfully accessing ICCS records without justification as outlined in sec 7.8.13(1) may be subject to disciplinary sanctions or civil action.</p> <p>(Sec 7.8.13(4) Adult Custody Policy)</p>	Yes – NCC SOP – 7.6.13. # 4			

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20. Does the Warden have In Centre Policy that when an authorized access of an ICCS records discloses evidence of a criminal offence, staff upon learning the information may relate the content of the accessed records to police? (Sec 7.8.14(1) Adult Custody Policy)	Yes – NCC SOP – 7.6.14. # 1			
21. Is it in centre policy that when police seek to seize or access an ICCS record, staff only release/allow access to the record upon receipt of satisfactory, legal authorization? (Search Warrant or Court Order) (Sec 7.8.14(2) Adult Custody Policy)	Yes – NCC SOP – 7.6.14. # 2			
22. Does the centre have in place policy and procedures for those individuals designated by the Warden to monitor archived or active calls? ➤ Does it state in the policy that officers authorized to review these calls exercise due diligence in exercising “reasonable belief” that an inmate or group of inmates, through third party conversations may have disclosed information about inmates participating in illegal activities, harassment, threats, or are a risk to management operation of a Correctional Centre? ➤ Is a record explaining the rational for listening to calls kept?	Yes – NCC SOP – 7.6.15. Yes – NCC SOP – 7.6.15. # 1 Yes – NCC SOP – 7.6.15. # 4			

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23. Does the centre have in place procedures to ensure information retrieved from monitored phone calls is distributed in a controlled manner and on a "need to know" basis?	Yes – NCC SOP – 7.6.16. # 1			
24. When providing police or other agencies information retrieved from monitored calls is policy in place ensuring the information is distributed only when there is: ➤ A valid Warrant or court authorization for digital recording. ➤ Legislated authority. ➤ Reason to believe there is a threat to public safety. (Sec 7.8.16 Adult Custody Policy)	Yes – NCC SOP – 7.6.15. # 2 Yes Yes Yes	Will add to local policy		
25. Does the centre have procedure in place to respond to inmate complaints with respect to charged calls: ➤ When service is terminated as a result of ICCS system software failure or no inmate fault. ➤ Activities and actions that the inmate knows are prohibited by ICCS such as the placing of third party calls, resulting in just cause for call termination.	Yes – NCC SOP – 7.6.17. Reviewed by CS ION and sent to DW Programs for Approval. Yes – in NCC SOP and on General Form signed by each inmate.			

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26. Does the Warden have policy in place which assist inmates in placing or receiving telephone calls from family or friends when it has been determined that the inmate has a legitimate emergency? (Sec 7.8.18 Adult Custody Policy)	Yes – NCC SOP – 7.6.18. - Indigent Card or request to CS ION or any CS.			
27. Does the centre have policy in place which allows inmates without funds (unemployed inmates) to place calls to: ➤ Legal counsel ➤ Persons/Agencies identified by the Correction Branch as "privileged". ➤ To family following an inmate's initial admission in to custody	Yes – NCC SOP – 7.6.19.			

ICCS INSPECTION AND RESPONSE FORM
Centre: Prince George Regional Correctional Centre
October 29, 2007

ADULT CUSTODY POLICY	RESPONSE			
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<p>1. Does the Warden have in place an Inmate Call Control System (ICCS) which provides inmates access to telephones which meet statutory and regulatory obligations? (CAR & Corrections Act)</p> <p>➤ Does the ICCS system have built in safe guards to protect victims and threats to the public?</p>	<p>Yes – this is the Provincial System</p> <p>Yes, as supplied by Telus</p>			
<p>2. Is there local policy in place which ensures that Section 19 of the Correction Act and Sections 13, 14 & 15 of the Corrections Act Regulations are being adhered to when intercepting, examining, recording and monitoring inmate communication?</p> <p>(Sec 7.8.2 Adult Custody Policy)</p>	<p>Yes – PGRCC – Centre Policy 18:03</p> <p>Yes – by the ADW Regulation</p>			
<p>3. Does the centre have policy in place indicating that upon admission to a Correctional Centre inmates will be issued a "smart card"?</p> <p>➤ Is the policy being followed</p> <p>➤ Do the smart cards allow the inmate using it free access to telephone use, regardless of the type of call being placed.</p> <p>(Sec7.8.3 Adult Custody Policy)</p>	<p>Yes – form is signed and processed in Records.</p> <p>- a the signed copy is put on the Warrant File as confirmed in several inmate file which were checked at random</p> <p>Yes</p>			

ICCS INSPECTION AND RESPONSE FORM
Centre: Prince George Regional Correctional Centre
October 29, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
4. Does the ICCS system provide the inmate a recorded account of funds balance remaining when the inmate activates the smart card?	Yes the system provides the amount remaining when a debit call is made.			
5. Does the Centre have policy in place which allows inmates the ability to transfer funds from their trust account to their call control trust account so that the debit balance can be increased? ➤ What types of forms are used for the transaction? ➤ Is there a record of the transaction? (Sec 7.8.4(2) Adult Custody Policy)	Yes – local practice is canteen form to the trust clerk put on each Wednesday. For new intake these will be done ASAP the first time only. - Canteen Form - CORNET System Trust Account			
6. Are the inmate calls made through the ICCS described as either “debit” or “collect” calls when toll charges are applied? ➤ Is the amount debited from the inmate’s call control trust account set as directed by the Assistant Deputy Minister, Correction Branch? ➤ Are collect call charges to the recipient applied as set out by the Canadian Radio – Television and Telecommunications Commission (CTRC)?	Yes Yes - \$.90 cents Debit and \$1.75 collect Yes – as per Telus			

ICCS INSPECTION AND RESPONSE FORM
Centre: Prince George Regional Correctional Centre
October 29, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
7. Does the Warden have policy in place where calls associated with parties who are considered to have privileged communication status, subsidized by the Corrections Branch and provided to the inmate at no cost?	Yes – Centre's Facility List for all Privileged calls.			
8. Does the ICCS data base have those numbers of individuals or organizations identified as privileged entered into the toll free calling list?	Yes – Centre's Facility List for all Privileged calls.			
9. Does the centre maintain a list of professionals and organizations authorized/approved as toll free calling numbers by the Provincial Director, Adult Custody Division. {Sec 7.8.6} <ul style="list-style-type: none"> ➤ If so where is the list kept and who has access to it? ➤ Does the list include the following: ➤ Ombudsman ➤ Assistant Deputy Minister ➤ Provincial Director ➤ Member of Parliament or the Legislative Assembly ➤ Inmate lawyers ➤ Person designated as an officer under Immigration & Refugee Protection Act. 	Yes – posted on each living unit. Yes Yes Yes Yes Yes Yes Yes			

ICCS INSPECTION AND RESPONSE FORM
Centre: Prince George Regional Correctional Centre
October 29, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>10. Does the Warden have a person(s) designated & authorized to remove access to individual numbers or have global call blocking abilities.</p> <p>Are records kept justifying and detailing circumstances for the application of call block?</p> <ul style="list-style-type: none"> ➤ Is there policy in place detailing when call blocking can be applied? ➤ Is there a dispute mechanism in place for inmates or other parties to dispute the validity of a block? 	<p>Yes – Records Supervisor</p> <p>Yes- on the comment section on Webmanage.</p> <p>Yes – PGRCC Centre Policy 18:01</p>			
<p>11. Does the Warden have in place the following rules for inmates to follow when in possession of a smart card?</p> <ul style="list-style-type: none"> ➤ Use and possession of another inmate's smart card is prohibited. ➤ Inmates issued smart cards are to retain possession of their card at all times except when transferring to court or other Correctional Centres. ➤ A replacement card fee charged to inmates who intentionally negligently destroy or damage their card. Is the amount set as per Assistant Deputy Minister, Corrections Branch. <p>(sec 7.8.9 Adult Custody Policy)</p>	<p>PGRCC Centre Policy – 18:01</p> <p>Yes – General Condition Form</p> <p>Yes – General Condition Form</p> <p>Yes – PGRCC Local Forms - \$5.00</p>			

ICCS INSPECTION AND RESPONSE FORM
Centre: Prince George Regional Correctional Centre
October 29, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>12. Does the Warden have policy in place ensuring that on admission to a Correctional Centre inmates receive written notice on form ICCS 1 which states, "All telecommunications, other than those to privileged parties, are recorded. Recorded calls may be monitored (i.e. listened to or otherwise accessed and reviewed) when the Warden has individualized reasonable grounds to believe that an inmate's telecommunications may disclose a threat to the management, operation, discipline or security of the institution including a threat to public safety."</p> <ul style="list-style-type: none"> ➤ Is the inmate asked upon admission if he understands the written notice that telecommunications, except privileged, may be monitored and is explained the policy? <p>(sec 7.8.10 Adult Custody Policy)</p>	<p>Yes – on ICCS Form.</p> <p>Yes – on Form as signed by the inmate and placed on the Warrant File.</p>			
<p>13. Is there policy in place at the centre directing the offender to sign documentation that they understand telecommunication may be monitored?</p> <ul style="list-style-type: none"> ➤ If the inmate refuses to sign acknowledgement of the rule, is it in policy for the correctional staff to read out the telecommunication monitoring notice, and then sign off on the notice document that the inmate has received notice? 	<p>Yes – if an inmate refuses to sign , no phone card will be issued.</p>			

ICCS INSPECTION AND RESPONSE FORM
Centre: Prince George Regional Correctional Centre
October 29, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>14. Does the Warden have notices conspicuously placed adjacent to all telephone locations which read as follows:</p> <ul style="list-style-type: none"> ➤ All telecommunications, other than those to privileged parties, are recorded and may be listened to." <p>(Sec 7.8.10 Adult Custody Policy)</p>	Yes – mounted next to each phone.			
<p>15. Does the Warden have policy in place which authorizes only those staff with written designation delegated by the Deputy Warden to have access to ICCS records or functions?</p> <ul style="list-style-type: none"> ➤ Are the designations broken down into categories of "Type 1" and "Type 2" users? ➤ Are the hard copies of the designations available and are they made on an ICCS 2 document form? <p>(Sec 7.8.11 Adult Custody Policy)</p>	Yes – both			
<p>16. Is there training provided to staff designated as Type 1 ICCS user and does the course content include:</p> <ul style="list-style-type: none"> ➤ Technical aspect ➤ Legal authority to monitor ➤ Policy constraints ➤ Dissemination of records. <p>(Sec 7.8.12 Adult Custody Policy)</p>	<p>Yes – Local course</p> <p>Covered Covered Covered Covered</p>			

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ICCS INSPECTION AND RESPONSE FORM
Centre: Prince George Regional Correctional Centre
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ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>17. Does the Warden have policy in place which states:</p> <ul style="list-style-type: none"> ➤ ICCS records may only be accessed by officers designated as ICCS, only in circumstances where the Warden has individualized reasonable grounds to believe that an inmate's telecommunication may disclose involvement in illegal activities, harassment, harm to other persons, or threaten the management operation, security of the Correctional Centre. <p>(Sec 14.3 CAR Sec 7.8.13 Adult Custody)</p>	Yes – PGRCC Centre Policy 18:03			
<p>18. In each case when a person designated by the Warden does access an ICCS recording, is there a record of the review of recording completed on a form ICCS 3.</p> <ul style="list-style-type: none"> ➤ Where are the hard copy ICCS 3 documents maintained. <p>(Sec 7.8.13 Adult Custody Policy)</p>	Yes – ADW Standards			
<p>19. Does the centre inform its correctional staff that any person willfully accessing ICCS records without justification as outlined in sec 7.8.13(1) may be subject to disciplinary sanctions or civil action.</p> <p>(Sec 7.8.13(4) Adult Custody Policy)</p>	Not in PGRCC Centre Policy	Will need to be added by ADW Standards		

ICCS INSPECTION AND RESPONSE FORM
Centre: Prince George Regional Correctional Centre
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ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
20. Does the Warden have In Centre Policy that when an authorized access of an ICCS records discloses evidence of a criminal offence, staff upon learning the information may relate the content of the accessed records to police? (Sec 7.8.14(1) Adult Custody Policy)	Yes – PGRCC Centre Policy – 18:04			
21. Is it in centre policy that when police seek to seize or access an ICCS record, staff only release/allow access to the record upon receipt of satisfactory, legal authorization? (Search Warrant or Court Order) (Sec 7.8.14(2) Adult Custody Policy)	Yes - PGRCC Centre Policy – 18:04			
22. Does the centre have in place policy and procedures for those individuals designated by the Warden to monitor archived or active calls? ➤ Does it state in the policy that officers authorized to review these calls exercise due diligence in exercising “reasonable belief” that an inmate or group of inmates, through third party conversations may have disclosed information about inmates participating in illegal activities, harassment, threats, or are a risk to management operation of a Correctional Centre? ➤ Is a record explaining the rational for listening to calls kept?	Yes - PGRCC Centre Policy – 18:04 Yes – ADW Standards Yes – ADW Standards			

ICCS INSPECTION AND RESPONSE FORM
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October 29, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
23. Does the centre have in place procedures to ensure information retrieved from monitored phone calls is distributed in a controlled manner and on a "need to know" basis?	Yes – PGRCC Centre Policy – 18:04			
24. When providing police or other agencies information retrieved from monitored calls is policy in place ensuring the information is distributed only when there is: <ul style="list-style-type: none"> ➤ A valid Warrant or court authorization for digital recording. ➤ Legislated authority. ➤ Reason to believe there is a threat to public safety. (Sec 7.8.16 Adult Custody Policy)	Yes – PGRCC Centre Policy – 18:04 Yes Yes Yes			
25. Does the centre have procedure in place to respond to inmate complaints with respect to charged calls: <ul style="list-style-type: none"> ➤ When service is terminated as a result of ICCS system software failure or no inmate fault. ➤ Activities and actions that the inmate knows are prohibited by ICCS such as the placing of third party calls, resulting in just cause for call termination. 	Yes – Inmate Complaint Form Reviewed by Records CS and sent to ADW Standards for Approval. Yes – on General Form signed by each inmate.			

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ICCS INSPECTION AND RESPONSE FORM
Centre: Prince George Regional Correctional Centre
October 29, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
26. Does the Warden have policy in place which assist inmates in placing or receiving telephone calls from family or friends when it has been determined that the inmate has a legitimate emergency? (Sec 7.8.18 Adult Custody Policy)	Indigent Card or request to Correctional Supervisor.			
27. Does the centre have policy in place which allows inmates without funds (unemployed inmates) to place calls to: <ul style="list-style-type: none"> ➤ Legal counsel ➤ Persons/Agencies identified by the Correction Branch as "privileged". ➤ To family following an inmate's initial admission in to custody 	Yes – Subsidized calls or indigent.			

DISCUSS WITH
HQ.

ICCS INSPECTION AND RESPONSE FORM
Centre: Vancouver Island Regional Correctional Centre
June 25, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
1. Does the Warden have in place an Inmate Call Control System (ICCS) which provides inmates access to telephones which meet statutory and regulatory obligations? (CAR & Corrections Act) ➤ Does the ICCS system have built in safe guards to protect victims and threats to the public?	YES			
2. Is there local policy in place which ensures that Section 19 of the Correction Act and Sections 19, 14 & 15 of the Corrections Act Regulations are being adhered to when intercepting, examining, recording and monitoring inmate communication? (Sec 7.8.2 Adult Custody Policy)	4.3. NO RETENTION S.O.P.			
3. Does the centre have policy in place indicating that upon admission to a Correctional Centre inmates will be issued a "smart card"? ➤ Is the policy being followed ➤ Do the smart cards allow the inmate using it free access to telephone use, regardless of the type of call being placed. (Sec 7.8.3 Adult Custody Policy)	ARROWS TO BE ADDED YES			

ICCS INSPECTION AND RESPONSE FORM
Centre: Vancouver Island Regional Correctional Centre
June 25, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
4. Does the ICCS system provide the inmate a recorded account of funds balance remaining when the inmate activates the smart card?	YES - AUTO.			
5. Does the Centre have policy in place which allows inmates the ability to transfer funds from their trust account to their call control trust account so that the debit balance can be increased? > What types of forms are used for the transaction? > Is there a record of the transaction? (Sec 7.8.4(2) Adult Custody Policy)	IN NOTICE FORM. (IN DIRECTIVE) TO BE ADDED TO S.O.P.'S. FINANCIAL REQUEST FORM BORNET (TRUST) - TAM			
6. Are the inmate calls made through the ICCS described as either "debit" or "collect" calls when toll charges are applied? > Is the amount debited from the inmate's call control trust account set as directed by the Assistant Deputy Minister, Correction Branch? > Are collect call charges to the recipient applied as set out by the Canadian Radio - Television and Telecommunications Commission (CTRC)?	YES. YES.			

ICCS INSPECTION AND RESPONSE FORM
Centre: Vancouver Island Regional Correctional Centre
June 25, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
7. Does the Warden have policy in place where calls associated with parties who are considered to have privileged communication status, subsidized by the Corrections Branch and provided to the inmate at no cost?	PRIVILEGE LIST. NOT IN S.O.P.'S			
8. Does the ICCS data base have those numbers of individuals or organizations identified as privileged entered into the toll free calling list?	YES-			
9. Does the centre maintain a list of professionals and organizations authorized/approved as toll free calling numbers by the Provincial Director, Adult Custody Division. {Sec 7.8.6} ➤ If so where is the list kept and who has access to it? ➤ Does the list include the following: ➤ Ombudsman ➤ Assistant Deputy Minister ➤ Provincial Director ➤ Member of Parliament or the Legislative Assembly ➤ Inmate lawyers ➤ Person designated as an officer under Immigration & Refugee Protection Act.	YES - CAN'T PRINT DATABASE. * RASE @ TELUS			

* LANGUAGE
DEFAULT.

ICCS INSPECTION AND RESPONSE FORM
Centre: Vancouver Island Regional Correctional Centre
June 25, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>10. Does the Warden have a person(s) designated & authorized to remove access to individual numbers or have global call blocking abilities.</p> <p>Are records kept justifying and detailing circumstances for the application of call block?</p> <p>➤ Is there policy in place detailing when call blocking can be applied?</p> <p>➤ Is there a dispute mechanism in place for inmates or other parties to dispute the validity of a block?</p>	<p>YES - ADW REG'S * CONTROL SUPER.</p> <p>YES. ON LINE.</p> <p>- NO. TO BE BE ADDED TO S.O.P.'s.</p> <p>- TO ADW, BUT NOT WRITTEN YET.</p>			
<p>11. Does the Warden have in place the following rules for inmates to follow when in possession of a smart card?</p> <p>➤ Use and possession of another inmate's smart card is prohibited.</p> <p>➤ Inmates issued smart cards are to retain possession of their card at all times except when transferring to court or other Correctional Centres.</p> <p>➤ A replacement card fee charged to inmates who intentionally negligently destroy or damage their card. Is the amount set as per Assistant Deputy Minister, Corrections Branch.</p> <p>(sec 7.8.9 Adult Custody Policy)</p>	<p>YES, BUT TO BE ADDED TO S.O.P.'s.</p> <p>- NO. } TO BE ADDED TO S.O.P.'s</p> <p>- YES.</p>			

ICCS INSPECTION AND RESPONSE FORM
Centre: Vancouver Island Regional Correctional Centre
June 25, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>12. Does the Warden have policy in place ensuring that on admission to a Correctional Centre inmates receive written notice on form ICCS 1 which states, "All telecommunications, other than those to privileged parties, are recorded. Recorded calls may be monitored (i.e. listened to or otherwise accessed and reviewed) when the Warden has individualized reasonable grounds to believe that an inmate's telecommunications may disclose a threat to the management, operation, discipline or security of the institution including a threat to public safety."</p> <p>➤ Is the inmate asked upon admission if he understands the written notice that telecommunications, except privileged, may be monitored and is explained the policy?</p> <p>(sec 7.8.10 Adult Custody Policy)</p>	<p>Yes, in S.O.P.'s 3.1.13</p> <p>✓ Yes.</p>			
<p>13. Is there policy in place at the centre directing the offender to sign documentation that they understand telecommunication may be monitored?</p> <p>➤ If the inmate refuses to sign acknowledgement of the rule, is it in policy for the correctional staff to read out the telecommunication monitoring notice, and then sign off on the notice document that the inmate has received notice?</p>	<p>✓ Yes.</p>			

ICCS INSPECTION AND RESPONSE FORM
Centre: Vancouver Island Regional Correctional Centre
June 25, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>14. Does the Warden have notices conspicuously placed adjacent to all telephone locations which read as follows:</p> <p>➤ All telecommunications, other than those to privileged parties, are recorded and may be listened to."</p> <p>(Sec 7.8.10 Adult Custody Policy)</p>	<p>Yes see Pic's.</p>			
<p>15. Does the Warden have policy in place which authorizes only those staff with written designation delegated by the Deputy Warden to have access to ICCS records or functions?</p> <p>➤ Are the designations broken down into categories of "Type 1" and "Type 2" users?</p> <p>➤ Are the hard copies of the designations available and are they made on an ICCS 2 document form?</p> <p>(Sec 7.8.11 Adult Custody Policy)</p>	<p>LETTERS OF DESIGNATION, THOUGH NOT IN S.O.P.'S.</p> <p>- YES.</p>			
<p>16. Is there training provided to staff designated as Type 1 ICCS user and does the course content include:</p> <p>➤ Technical aspect</p> <p>➤ Legal authority to monitor</p> <p>➤ Policy constraints</p> <p>➤ Dissemination of records.</p> <p>(Sec 7.8.12 Adult Custody Policy)</p>	<p>Yes - P.P.T.</p>			

ICCS INSPECTION AND RESPONSE FORM
Centre: Vancouver Island Regional Correctional Centre
June 25, 2007

ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>17. Does the Warden have policy in place which states:</p> <ul style="list-style-type: none"> ➤ ICCS records may only be accessed by officers designated as ICCS, only in circumstances where the Warden has individualized reasonable grounds to believe that an inmate's telecommunication may disclose involvement in illegal activities, harassment, harm to other persons, or threaten the management operation, security of the Correctional Centre. <p>(Sec 14.3 CAR Sec 7.8.13 Adult Custody)</p>	<p>YES. 7.5.4.3. SOP. (Cano at expanded SOP's)</p>			
<p>18. In each case when a person designated by the Warden does access an ICCS recording, is there a record of the review of recording completed on a form ICCS 3.</p> <ul style="list-style-type: none"> ➤ Where are the hard copy ICCS 3 documents maintained. <p>(Sec 7.8.13 Adult Custody Policy)</p>	<p>YES. Warden's Secretary.</p>			
<p>19. Does the centre inform its correctional staff that any person wilfully accessing ICCS records without justification as outlined in sec 7.8.13(1) may be subject to disciplinary sanctions or civil action.</p> <p>(Sec 7.8.13(4) Adult Custody Policy)</p>	<p>TO BE ADDED TO SOP'S</p>			

ICCS INSPECTION AND RESPONSE FORM
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ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
20. Does the Warden have In Centre Policy that when an authorized access of an ICCS records discloses evidence of a criminal offence, staff upon learning the information may relate the content of the accessed records to police? (Sec 7.8.14(1) Adult Custody Policy)	NOT IN S.O.P. IN PRACTICE, MIGHT BE ADDED TO S.O.P.			
21. Is it in centre policy that when police seek to seize or access an ICCS record, staff only release/allow access to the record upon receipt of satisfactory, legal authorization? (Search Warrant or Court Order) (Sec 7.8.14(2) Adult Custody Policy)	7.5.4.4.			
22. Does the centre have in place policy and procedures for those individuals designated by the Warden to monitor archived or active calls? <ul style="list-style-type: none"> ➤ Does it state in the policy that officers authorized to review these calls exercise due diligence in exercising "reasonable belief" that an inmate or group of inmates, through third party conversations may have disclosed information about inmates participating in illegal activities, harassment, threats, or are a risk to management operation of a Correctional Centre? ➤ Is a record explaining the rational for listening to calls kept? (Sec 7.8.15 Adult Custody Policy)	7.5.4.3. See form.			

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ICCS INSPECTION AND RESPONSE FORM
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ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
23. Does the centre have in place procedures to ensure information retrieved from monitored phone calls is distributed in a controlled manner and on a "need to know" basis?	S.O.P.'s. (CHECKED & ADDED). - CONFIDENTIALITY STANDARDS OF CONDUCT.			
24. When providing police or other agencies information retrieved from monitored calls is policy in place ensuring the information is distributed only when there is: <ul style="list-style-type: none"> ➤ A valid Warrant or court authorization for digital recording. ➤ Legislated authority. ➤ Reason to believe there is a threat to public safety. (Sec 7.8.16 Adult Custody Policy)	7.5.4.4.			

ICCS INSPECTION AND RESPONSE FORM
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ADULT CUSTODY POLICY	RESPONSE			
	INSPECTION RESULTS	ACTION PLANNED	TIME FRAME	RESP.
<p>25. Does the centre have procedure in place to respond to inmate complaints with respect to charged calls:</p> <ul style="list-style-type: none"> ➤ When service is terminated as a result of ICCS system software failure or no inmate fault. ➤ Activities and actions that the inmate knows are prohibited by ICCS such as the placing of third party calls, resulting in just cause for call termination. 	<p>TO BE ADDED TO S.A.P.'S.</p> <p>PROCEDURE IN PLACE.</p> <p>REQUEST ON COMPLAINT FORM.</p>			
<p>26. Does the Warden have policy in place which assist inmates in placing or receiving telephone calls from family or friends when it has been determined that the inmate has a legitimate emergency?</p> <p>(Sec 7.8.18 Adult Custody Policy)</p>	<p>INDIGENT DIRECTIVE.</p> <p>SEE E-MAIL.</p> <p>TO BE ADDED TO S.A.P.'S.</p>			
<p>27. Does the centre have policy in place which allows inmates without funds (unemployed inmates) to place calls to:</p> <ul style="list-style-type: none"> ➤ Legal counsel ➤ Persons/Agencies identified by the Correction Branch as "privileged". ➤ To family following an inmate's initial admission in to custody 	<p>FREE CALL LIST.</p> <p>INDIGENT.</p>			

VIRCE JUNE 25.

~~STAR~~ STANDARDIZED FORMAT
IN MANAGING USERS

- CARD ISSUANCE - OK SERVICE EVERY 50 CARDS.
- SIGNED FORMS - YES. CHECKED 3 RANDOM.

CO - VOICE VERIFICATION ISSUES

- HAVE TO PHONE RECORDS TO RESET PHONE CARDS
- USUALLY HAVE PHONE CARDS UPON ADMISSION
- MORE TRAINING FOR CO'S.
- \$ ON CARD - 12 ON THURSDAYS. CAN BE AN ISSUE.
- SOFTWARE - PRETTY FAST.

~~UNIT~~ CO

- VM - LENGTHY DOWNTIME PERIOD FOR REPAIR (9 MONTHS)
 - 24 HRS FOR CARD TO WORK
 - ADDING \$ 72 HRS.
- TAM CLEAR.
- TAM REOPENS ALL ACCOUNTS FOR CLEAR - E-MAIL TO MIKE.
- IBF

1CCS SHUT OFFER.

M. BOBENC - ACCESS

- RESET CARDS - CS
- UNBLOCKING - CS
- DON'T BLOCK (DARLENE)
- PRINT OUT TO VM UPON REQUEST
- POLICE - NO CONTACT YET RE 1CCS

— UPDATE #5 IN UNITS. OF LEGAL PRIVILEGED.

W - 9/10 - BLOW CARD.

- RECORDS GIVEN ACCESS TO SYSTEM
- USUALLY DON'T USE INDICENT CARD-
- 50% DON'T HAVE CARDS
- FTR - 24 HRS.

Vm - 3 VM FAILURE - 1-HIGH

- REPAIR - 24 HRS.
- 90% HAVE CARD UNLESS BUSY
- 1 MORE PHONE

TAM - 24 HR TURNAROUND FOR LOADING CARDS

- NO LIMIT
- RELEASE
- 3-4 A MONTH REPLACE CARD. 1BF