



7th floor, 1001 Douglas Street • Victoria, British Columbia • V8W 2C5 • Telephone: (250) 356-7930
Mailing Address: P.O. Box 9278 Stn Prov Govt • Victoria, British Columbia • V8W 9J7

C564431

March 13, 2020

All Staff
Community Corrections Division

Re: COVID-19 Update

Earlier this morning we all received a Memo from our ADM Elenore Arend, updating staff on what we know today regarding measures to manage the potential spread of the COVID-19 virus. I wanted to follow up that message with some additional details of importance to Community Corrections Division staff.

First, while the risk of transmission to British Columbians remains low, it is important for all of us to exercise reasonable caution and take appropriate steps to keep ourselves and others safe as we all work to reduce the spread of this illness. As already outlined, proper hygiene including regular handwashing and maintaining social distance measures are critical steps for each of us. All unnecessary travel, outside of Canada, should be curtailed, mindful of the requirement for anyone leaving Canada to self isolate for 14 days upon return. For many of us, myself included, this has meant a very rapid change in our holiday plans this spring. I note that the BC Public Service Agency is completing work on an FAQ document which will provide clarity around leave benefits and expectations when self isolation is required.

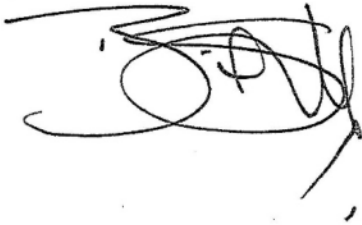
Health information continues to evolve rapidly, and for this reason, BC Corrections' senior managers are briefed each day regarding the status of viral transmission across BC, along with health measures to continue to manage this. The Community Management Committee is also meeting every day to review this information and to follow up on feedback and questions that you raise in your worksites. We will continue this until the health situation in BC is stable and our operations are back to normal. For this reason, any questions you have regarding health and/or operational impacts should be directed to your supervisor who will, in turn, relay these to regional directors for our daily operations meetings. CMC is committed to ensuring you have the information you need to manage your safety and that of your co-workers and clients.

We continue to review our operations throughout the day and will continue to update you regularly. Some of the areas being considered include the status of scheduled in-person training, itinerant office coverage, home visits, the delivery of Core programs and contracted office cleaning protocols. It is also critically important for each of us to monitor our own health; if we are experiencing any cold or flu symptoms, please stay home and seek appropriate medical advice. Similarly, clients should be screened for any symptoms and their appointments rebooked or conducted remotely until they are symptom-free. More details

about signage for the front door asking clients not to enter if they have cold/flu like symptoms will be provided soon.

Your health and that of your families is our first priority. We have an important role in maintaining public safety, but that starts with each of us staying safe in order to continue our important work.

Thank you for continuing to keep your leadership team updated on any questions or concerns that come up in your offices so that we can ensure you have what you need in your roles. An FAQ is being developed and will soon appear on CorrPoint for your reference.

A handwritten signature in black ink, appearing to read 'Bill Small', with a stylized flourish at the end.

Bill Small
Provincial Director

C564484

March 17, 2020

All Staff
Community Corrections Division

Re: COVID-19

I am writing to you today to provide additional information and follow up from our last update on Friday, March 13. Your divisional leadership group remains committed to keeping all of our staff updated on the specific measures the Community Corrections Division is taking undertaking to do our part to “flatten the curve” in the global response to the COVID-19 outbreak.

BC Corrections’ senior management team met off and on throughout the weekend and again today to continue planning for the ongoing delivery of key services with a view to protecting you and your clients. Similarly, the Community Management Committee met Monday and again this morning to consider many of the issues I outlined in my message to you on Friday. We have made several key decisions to minimize the gathering of clients and staff in group settings. All of these are intended to support our priority of keeping our staff and clients safe by reinforcing important social distancing measures while we continue to provide important public safety services.

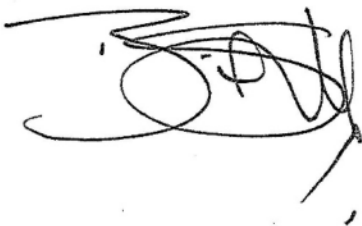
- Effective immediately, all offender group programs are being postponed. This means the in-house delivery of Core programs, along with contractor-delivered programs such as RVP and Forensic Sex Offender groups will be temporarily discontinued for at least the next three months.
- All staff training has been reviewed, and basic staff training for probation officers and administrative support staff will be given priority, with all other training, including modularized STICS courses and Core program facilitator training being postponed. We are working with the JIBC to deliver this basic training remotely, effectively eliminating all face to face training for our staff during this time. This work continues and we will update you on design details as they are finalized.
- Effective immediately, all Strategic Community Supervision Structured Learning Workshops will also be postponed.
- We are continuing to actively implement strategies to reduce the overall flow of client traffic into our offices beyond the steps outlined above. CMC is meeting daily to finalize some of these measures, which will undoubtedly evolve over time. Of particular note, we are distributing additional information to assist with immediate front-line screening of

all clients, preventing in-office attendance by individuals who are symptomatic and/or have recently returned from international travel, and are finalizing protocols to safely reduce our direct supervision activities.

Local Managers have been briefed and will provide direct support to you in your offices as we implement the decisions made today and any future measures to support reduced points of contact and volumes in our offices. These measures will continue to change over the coming days, and we will keep you updated on all of them.

In addition, we are aware that as the week progresses there are several other important issues CMC will be addressing with you, including supporting staff whose childcare situations are impacted by virus control measures which keep them and their children at home. Similarly, we have staff who face the prospect of home visits, notifications and other community outreach. I will reiterate that it is perfectly appropriate to consult with your local managers and to pause what would normally be a routine case management activity while you consider the right decision; much of our work is anything but routine at this time. Finally, as things develop over the coming week or two there may be a need for offices, particularly in smaller communities, to consider their business continuity plans and for that reason it will be important for all staff to ensure they are familiar with their office's BCP ahead of any need to discuss their activation.

With your safety underlying all of the decisions and future discussions I have outlined here, I want to thank you for your continued professionalism and support to as we take steps to do our part by reducing the risk of exposure while keeping communities safe.

A handwritten signature in black ink, appearing to read 'Bill Small', with a stylized flourish at the end.

Bill Small
Provincial Director



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C564606

March 20, 2020

All Staff
Community Corrections Division

Re: Interim Policies for Community Corrections

As part of the Community Corrections Division's commitment to reducing the transmission of COVID-19, the following interim policies are effective immediately:

Court referrals:

- Clients reporting in person from court to a court office, are directed to **report by phone** to the appropriate receiving office. The court office confirms current telephone numbers and alternate numbers for the client prior to sending the referral.
- The receiving office admits the client into CORNET when phone contact has been established. The probation officer who receives this phone call conducts a verbal intake with the client, making an interim assessment of risk which will determine whether the client can continue to report by telephone or whether in-person reporting will need to be established. Refer to the Interim Levels of Intervention principles in section 2.4.5 of the *Community Corrections Policy Manual*.
- If the client fails to report by phone to the receiving office, the referral is returned to the court office for consideration of enforcement action. The receiving office makes every reasonable effort possible to contact the client, using multiple attempts, prior to returning the referral to the court office.

Client transfers:

- If an existing client subject to telephone reporting moves to the catchment area of another office, they will remain under the supervision of the current office unless exceptional circumstances or unique circumstances warrant otherwise. The current office is most familiar with the client, and, as such, challenges associated with assuming supervision of a client unknown to a new catchment area are reduced.
- If an existing client subject to in-person reporting based on assessed risk moves to the catchment area of another office, supervision is transferred to the new office.

Client release:

- Adult Custody Division staff will direct clients, upon release, to report by telephone to the appropriate receiving community office.

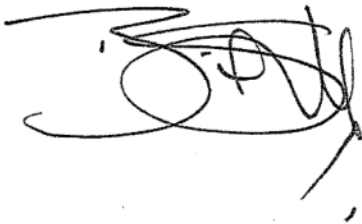
Letters of permission:

- Letters of permission may be sent to the client through email as an encrypted document. The authorized encryption process is attached in the email and can be found here on CorrPoint. The outgoing transfer of documents without encryption is not permitted. The letter of permission is to be scanned or sent as a photograph (JPEG) to ensure the original direction is not altered.
- All letters of permission are to be reviewed verbally with the client to ensure the client understands the full scope of the permission letter.

CPIC:

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Questions relating to these interim policies may be directed to Kyla Wiersma, policy and program analyst, at 236-912-2017 or Kyla.Wiersma@gov.bc.ca.

A handwritten signature in black ink, appearing to read 'Bill Small', with a stylized flourish at the end.

Bill Small
Provincial Director



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C565004

March 30, 2020

All Staff
Community Corrections Division

Re: Court services transition to HUB service model – COVID-19 response.

In response to the COVID-19 pandemic, the Provincial Court of British Columbia has transitioned to a Hub Court model. Urgent criminal trials, bail hearings during court sitting hours, and other urgent criminal hearings will only be heard by video conference or telephone at one of the below Hub Court locations, unless otherwise ordered by the Regional Administrative Judge or their designate:

- Victoria Provincial Court – Adult criminal matters in the Island Coastal region;
- Vancouver Provincial Court (222 Main St.) – Adult criminal matters in the Vancouver region;
- Surrey Provincial Court – Adult criminal matters in the Fraser Metro region;
- Kelowna Provincial Court – Adult criminal matters in the Interior Fraser region; and
- Prince George Provincial Court – Adult criminal matters in the Northern Interior region.

Daily court lists at each identified Hub Court will reflect the originating court file location. The originating court registry and BC Prosecution Service office will retain ownership of matters proceeding at the new Hub Court locations. Non-urgent matters will be adjourned to future dates.

Generally speaking, initial reporting from court will occur by phone rather than in-person to the receiving court office. BC Corrections has provided the judiciary, Court Services Branch, and BC Prosecution Service with contact information for each Community Corrections office within the province to support telephone reporting direction to the correct location.

This interim practice does not remove the referral process outlined in section 18.2.6 of the *Community Corrections Policy Manual*, as some individuals may require additional referral direction. If/when this occurs, the client is provided verbal direction to report by phone to the appropriate Community Corrections office. All verbal referral directions are logged in CORNET accordingly.

Questions regarding this change in service delivery may be directed to Micheal LaRocque, policy and program analyst, at Micheal.LaRocque@gov.bc.ca or 778-698-7503.

Bill Small
Provincial Director