

Morrison, Tessa PSSG:EX

From: Garvin, Alisha PSSG:EX
Sent: Monday, March 16, 2020 4:44 PM
To: PSSG ADM HQ Staff; PSSG CB Capital Division HQ Staff
Cc: Crossman, Julie PSSG:EX; Crozier, Giuliana PSSG:EX; Gao, Christy PSSG:EX; Laursen, Shawna PSSG:EX; Morrison, Tessa PSSG:EX; Trigg, Willow PSSG:EX
Subject: ADM Update on COVID-19

Admin – please distribute branch wide:

Good afternoon,

As promised, since the COVID-19 outbreak, we have been continuing to monitor the development and overall risk that this situation poses to all of you, and the clients and individuals in our care.

To help ensure you have access to the most up to date information, we have created a [COVID-19 landing page](#) on CorrPoint for related memos, Frequently Asked Questions (FAQ) documents and links to other reliable information sources to help keep you and your family safe.

The response to COVID-19 remains a complex and rapidly changing situation that reminds us we are all part of a broader global community with a responsibility to look out for each other. It is for that reason that the Federal and Provincial Health Officers across the nation continue to make recommendations on how and when to practice [social distancing](#) and [self-isolation](#).

We play a valuable role in public safety. Provincial directors will be reaching out soon with more details on new operational measures to ensure the safe supervision of individuals in custody and under community supervision to best support our [Provincial Health Officer's direction](#) and do our part as global citizens to help slow the spread of this virus. All COVID-19 related memos will also be available to everyone on the COVID-19 CorrPoint landing page.

Many of you heard the news today that all Canadians have been asked to stay home as much as possible and avoid any unnecessary social interaction to help [flatten the curve](#) of this pandemic. These measures are to support individuals whose work requires them to be in public and reduce their risk of exposure. Many of our staff delivering direct services in our centres and community offices are among those whose work requires them to be in public, making all of the measures we are taking vitally important.

Please be patient with conflicting and shifting information and/or direction. Because of how quickly things continue to evolve, the [Public Service Agency FAQs](#) and others will be frequently updated and posted to our COVID-19 page as soon as they are received. In the meantime, this may mean that some of your questions will be considered by your supervisors on a case-by-case basis and may take time to answer. This also means that what is recommended one day might change and/or quickly become a requirement the next.

This situation has presented all of us with a number of challenges and I want to thank you for your continued patience during this time and for doing your part to protect yourselves, your colleagues, families, clients and individuals in custody, and communities. I am confident that with your support we can continue to conduct our important work with as little disruption as possible.

We are in this together – thank you for your ongoing support.

Elenore Arend | Assistant Deputy Minister

BC Corrections

Ministry of Public Safety and Solicitor General



Ministry of
Public Safety and
Solicitor General

BC Corrections
Office of the Assistant
Deputy Minister

MEMORANDUM

Mailing Address: PO BOX 9278 STN PROV GOVT, Victoria, BC V8W 9J7 Telephone: 250 387-5354
Location Address: 7th floor, 1001 Douglas Street, Victoria BC V8W 2C5 Facsimile: 250 387-5698

C564405

March 12, 2020

All BC Corrections staff

Re: COVID-19

As the situation with the COVID-19 is rapidly evolving, I wanted to reach out to let you know that we are paying close attention to the global response efforts underway.

BC's Chief Provincial Health Officer, Dr. Bonnie Henry is now providing a daily COVID-19 update around 3:30pm aired online [here](#) (by clicking on the yellow banner that reads live update). This will include the latest information available from the [BC Centre for Disease Control](#) (BCCDC), [Public Health Agency of Canada](#) (PHAC), and [World Health Organization](#) (WHO).

With countries all over the world impacted, there is a lot of information circulating online. I want to urge you to refer to the BCCDC, PHAC and WHO as your source for accurate information.

Dr. Henry has urged British Columbians to practice "social distancing" and regular handwashing following the [BCCDC guidelines for handwashing or hand rubbing](#) with an alcohol-based sanitizer.

Social distancing is not to be confused with self isolation. There are a lot of definitions for "social distancing," essentially you are encouraged to refrain from all non-essential social interaction outside of work and school, etc.

Today, Dr. Henry advised against all travel outside of Canada. Moving forward, those that choose to travel outside of Canada will be required to self isolate from work, schools and other public spaces for 14-days following their return. Based on today's update from Dr. Henry, the Public Service Agency is drafting an FAQ for staff and supervisors that will provide us with more information regarding these new measures.

Dr. Henry has also advised that all events over 250 are now cancelled. Though it's been decided to cancel events of this size, Dr. Henry has confirmed that those working in buildings or spaces with over 250 people can continue to attend these practicing social distancing while in those environments.

All British Columbians are urged to take the guidance from Dr. Henry seriously. She will continue to update British Columbians regarding any new interventions to prevent the spread of COVID-19, which we are committed to sharing with you in real time.

We understand several of you have questions. Your supervisors may be able to answer your questions specific to your personal situation. While we may not have the answers to all your questions immediately, we will coordinate efforts by consulting our senior management, ministry executive and/or one of the agencies noted above. Information will be shared with all staff by their provincial

director as appropriate. Additionally, question(s) and answer(s) will be added to an FAQ on CorrPoint to help keep all staff informed in the event you have similar questions.

Meetings are occurring daily to discuss the latest COVID-19 information and direction from the Public Service Agency, to determine next steps as required. We are working hard to plan for all possible eventualities to ensure that we can respond quickly and efficiently to any change in directions from Dr. Henry. This includes any required changes to policy and procedures during this time.

I want to assure you that your health and the health of the individuals we support is our top priority.

Thank you for your continued professionalism during this time – your efforts to keep yourselves and your workspaces healthy are appreciated.

A handwritten signature in black ink, appearing to read 'E. Arend', written in a cursive style.

Elenore Arend
Assistant Deputy Minister

Procedure Mask Use and Safe Work Procedures for COVID 19

Adult custody is adopting the precautionary mitigation measure of providing non-surgical procedural masks for officers, staff and contractors. Procedural masks will be worn when people are unable to maintain the recommended physical distance in their workspace.

COVID 19 is transmitted by large droplets which may be generated when an infected person coughs or sneezes. Droplets travel a short distance through the air (less than 2 meters) and can be deposited on inanimate surfaces or in the eyes, nose, or mouth of individual in the vicinity.

A non-surgical procedural mask can help containing your own droplets and protect others, but it will not protect you from COVID-19. Masks are not a replacement for physical distancing and frequent hand washing /sanitizing.

Masks can become contaminated on the area that you breathe through, including the outside, or when touched by your hands. When wearing a non-surgical procedural mask, you must take the following precautions to protect yourself and others:

- **Avoid touching your face mask while using it**
- **Change a mask by only touching the straps or ear-loops, as soon as it gets damp or soiled by putting it directly into the brown paper bag**
- **Dispose of masks properly in a no touch lined garbage bin or place in the brown paper bag for drying and re use**
- **Do not place a used procedure mask on any work surface, common area or equipment. There is a potential risk of infection due to droplet transfer**
- **Continue physical distancing and wash your hand often.**

Donning an Ear Loop Non-Surgical Procedural Mask	
	Wash/sanitize your hand before taking your mask from supply and donning
	- Pull at the top and bottom to open the pleats or chamber - With colored or printed side facing out, and the nose wire at the top, put your fingers through the ear loops position the mask over your nose and mouth. - Place the ear loops securely around the ears.
	Pull the mask from the top and bottom to fully open the folds of the mask, and adjust the mask around the face
	Gently re-form (do not pinch) the nose wire (if equipped) Over the bridge of the nose and make any final adjustment.

Removing an Ear Loop Non-Surgical Procedural Mask

Staff will be provided a brown paper bag which is the preferred item to store the mask between uses.

1. Move to a designated area.
2. Ensure that you are within easy reach of the brown paper bag/laundry/disposal bin/container.
3. Reach BEHIND your ears and grasp both ear loops
4. Remove the mask outward from your face by handling only the ear loops.
5. Place the mask into the paper bag provided
6. If disposing the mask: dispose of the the mask by touching only the ear loops into a no touch lined garbage
7. Wash/sanitize your hands

Donning a Tied Non-Surgical Procedural Mask	
	Wash/sanitize your hand before taking your mask from supply and donning
	Pull at the top and bottom to open the pleats or chamber
	With colored or printed side facing out place nose wire over the bridge of the nose so it extends across the upper cheekbones and form the nose wire across the face using both hands.
	While holding the mask in place with one hand, grasp the bottom of the mask, separating the folds, and fit the bottom of the mask under the chin towards the neck
	Gently form (do not pinch) the nose wire (if equipped) over the bridge of the nose and make any final adjustment.
	Tie the lower ties snugly and securely so the mask will not ride up the face
	With both hands, gently re-form the nose wire (if equipped) over the nose and cheekbones. This will insure a proper and secure fit.

Removing an Ear Loop Non-Surgical Procedural Mask

Staff will be provided a brown paper bag which is the preferred item to store the mask between uses.

1. Move to a designated area
2. Ensure that you are within easy reach of the brown paper bag/laundry/disposal bin/container
3. Remove the mask by handling **only the ties**
4. Untie the bottom, then the top tie
5. Remove the mask outward from your face
6. Place the mask into the paper bag provided receptacle by touching only the ties
7. Wash/sanitize your hands.

CORPORATE ISSUE/OPPORTUNITY NOTE

Issue:

- The Community Corrections Division is engaged in ongoing pandemic planning meetings with its health and justice partners and continues to adapt and implement operational protocols in response to evolving public health direction.

Background:

- Probation officers and bail supervisors supervise approximately 21,500 individuals on community supervision orders.
- At the beginning of the pandemic, most community clients were transitioned to telephone/virtual technology reporting, with consideration given to case-specific factors, such as the level of risk they posed and their offence type. Cell-phones were provided to clients who required them to enable consistent contact with their probation officer. Some higher-risk clients have been required to report in-person throughout the pandemic, with measures in place to support staff and client safety.
- In June, coinciding with Phase three of B.C.'s Restart Plan, BC Corrections began gradually increasing in-person reporting. All in-person reporting take place with glass separating clients and staff.
- To support physical distancing and staff safety, BC Corrections suspended placing electronic supervision bracelets on the ankles of new clients for approximately three months at the start of the pandemic (March-June) and worked with the courts and other justice partners to meet client and public safety needs using other measures. During this time, electronic supervision continued for approximately 200 clients who were already fitted with ankle bracelets as a court ordered condition of release.
- After developing new operational protocols, BC Corrections resumed new intakes in the Electronic Supervision Program as of July 2, 2020.
 - Personal protective equipment is used when completing Technical Suitability Reports to determine someone's suitability for electronic supervision, which requires a home assessment and once approved, subsequent affixing and/or removing of the equipment.
- Staffing levels in public facing community corrections offices continues to be assessed and adjusted to address workload arising from a resumption of court services, client case management needs and guidance from the provincial health officer. Most staff continue to work both from home and within the office based on client needs. Office signage as well as cleaning and sanitation protocols are in place to support public health direction.

Issue/Opportunity:

- The Community Correction Division continues to explore technology solutions to deliver programs and support clients virtually or with appropriate physical distance.



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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.

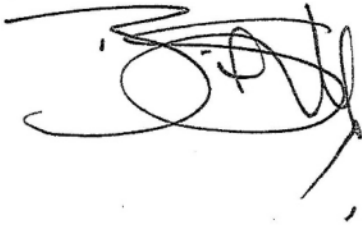
Health information continues to evolve rapidly, and for this reason, BC Corrections' senior managers are briefed each day regarding the status of viral transmission across BC, along with health measures to continue to manage this. The Community Management Committee is also meeting every day to review 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.

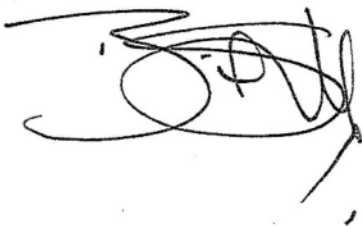
- Effective immediately, all offender group programs are being postponed. This means the in-house delivery of Core programs, along with contractor-delivered programs such as RVP and Forensic Sex Offender groups will be temporarily discontinued for at least the next three months.
- All staff training 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

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.

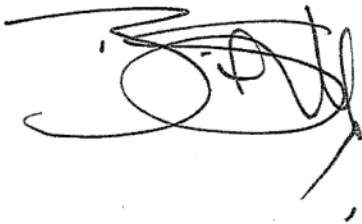
Letters of permission:

- 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:

- s.15

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



Ministry of Public Safety
and Solicitor General

BC Corrections
Community Corrections

MEMORANDUM

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C564859

March 26, 2020

All Staff
Community Corrections Division

Re: Canadian Police Information Centre (CPIC) requests – Interim Policy

s.15

Questions relating to these interim policies may be directed to Micheal LaRocque, policy and program analyst, at 778-698-7503 or Micheal.LaRocque@gov.bc.ca.

Bill Small Provincial
Director

pc: Kimberley McLean
Nathan Buckham

Leading change every day



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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