

1.11. Visitors (revised: Nov 20)

1.11.1. Authority

Authority for establishing visiting procedures is provided in section 33(2)(h) of the *Correction Act*, and sections 30 and 31 of the *Correction Act Regulation*.

1.11.2. Purpose

Visits provide an opportunity for inmates to maintain contact with family, friends and professionals.

1.11.3. Types of visitors—official

1. Official visits are authorised in section 31 of the *Correction Act Regulation*.
2. Official visitors include lawyers, members of Parliament or Legislative Assembly, Ombudsperson's staff, and peace officers, including on-duty police officers, investigators from the Independent Investigations Office, officers of Canada Border Services Agency, probation and parole officers.
3. Visits made to an inmate by any of the above visitors are usually on a one-to-one basis and require private communication.
4. These visitors may visit an inmate at reasonable times. Inmates are not limited on such visits while in custody.
5. Refusal, suspension or termination of a visit by an official visitor requires approval of the warden or deputy warden of the centre. Such approval is only given if the visit is jeopardizing the management, operation or security of the correctional centre and restricting visits would not resolve the issue. Refer to section 31(4) of the *Correction Act Regulation*.
6. Police officers conducting investigations are permitted the use of recording devices (e.g. audio/video recorder, smart phones) during visits with the approval of the warden or designate. Correctional officers are permitted to review all physical items brought into the correctional centre for interview purposes.
7. Investigators conducting investigations on behalf of the Independent Investigations Office are permitted the use of recording devices and stands (e.g. audio/video recorder, tripod) during visits. Correctional officers are permitted to review all physical items brought into the correctional centre for interview purposes.

1.11.4. Types of visitors—programmatic and professional

1. Programmatic and professional visits are regulated by section 30 of the *Correction Act Regulation*.

2. Programmatic and professional visitors may include spiritual advisers, medical personnel, Gladue report writers, professional program providers, volunteers, private agencies, and community groups.
3. Subject to approval of the warden or designate, visits made by these visitors are usually to provide an activity, program, or service to inmates.
4. Programmatic and professional visits are conducted in the same setting as official visits unless:
 - The behaviour of the inmate poses a safety risk;
 - The security of the correctional centre is at risk; or
 - The visitor prefers to see the inmate in a secure setting. Refer to subsection 1.11.6(5).

1.11.5. Types of visitors—family and friends

1. Personal visits are regulated by section 30 of the *Correction Act Regulation*.
2. In-person visitors who are family and friends usually visit one inmate at a time, during visiting hours set by the correctional centre.
3. When a visit occurs by video, the correctional centre determines how many visitors can be accommodated.
4. An inmate is eligible for a minimum of two hours of such visits per week, when operationally feasible.

1.11.6. Visit settings

1. Visits can be conducted in-person or by video. Video visits are facilitated using a closed-circuit option or through an online platform.
2. The setting for visits, including visits by video, is determined mostly by the correctional centre's physical plant, availability of staff supervision, the inmate and visitor.
3. Inmates and visitors are expected to behave in a manner acceptable in a public place.
4. Criteria for official visits settings are outlined in section 1.11.3.
5. Criteria for professional and programmatic visits settings are outlined in section 1.11.4.
6. In secure settings:
 - A barrier between the inmate and visitor prohibits physical contact, but does not impair vision or conversation; or
 - The inmate and visitor are completely separated.
7. In medium settings:
 - There are no barriers allowing for physical contact between inmates and visitor; or

- A barrier between the inmate and visitor prohibit physical contact, but does not impair vision or conversation.
8. In open settings, the lack of barriers between the inmate and visitor allows for physical contact.

1.11.7. Freedom of association

1. Freedom of association, subject only to reasonable limits prescribed by law in a free and democratic society, is guaranteed in section 2(d) of the *Canadian Charter of Rights and Freedoms* contained in the *Constitution Act*.
2. Inmates, by virtue of their custodial placement, are restricted in their freedom to associate with others.
3. A visitor must not enter a correctional centre unless authorized by the warden.

1.11.8. Visit restrictions

1. Restrictions on visiting are not imposed arbitrarily or without cause.
2. The types of restrictions that may be imposed by the warden of a correctional center are identified in section 30(2) of the *Correction Act Regulation*.

1.11.9. Reasons for restricting visits

Visits are approved unless:

1. In the reasonable opinion of the warden there are grounds to believe that:
 - Safety of the inmate(s) or visitor(s) and security of the correctional centre would be, or is, jeopardized by the visit;
 - Contraband is detected or suspected;
 - The visit would impede the court's order of custody with regard to one or more inmates (e.g. no-contact order with co-accused or visitors); and
 - Methods available to control the time, setting and supervision of the visit would not reduce the risk posed by the visit.
 - Refer to sections 1.11.16 to 1.11.19.
2. As the result of an infraction under section 21 of the *Correction Act Regulation*, which occurs as a direct result of a visit, the disciplinary panel imposes the temporary or permanent loss of visiting privileges, described in section 27(1)(b) of the *Correction Act Regulation*.
3. The visitor is under 19 years and:
 - Not in the company of a parent or guardian;

- Does not have written consent of a parent or guardian to visit; and
 - Has parental consent but is not in company of an adult approved by a parent.
4. The visitor is apparently under the influence of drugs or alcohol.
 5. The inmate does not wish to see the visitor.
 6. The inmate or visitor is disruptive.
 7. A visitor is under an active court supervision order (i.e. bail, probation, parole, conditional sentence, statutory release), or is within 90 days of release from custody or expiration of sentence, and is believed to pose a safety or security risk to the correctional centre, staff, other visitors, or inmates.

1.11.10. Termination of visits

1. Correctional centre staff may terminate a visit if they believe that the behaviour of a visitor or an inmate jeopardizes the management, operation or security of the correctional centre.
2. When an in-person visit is terminated, staff may order the visitor to be removed from the premises.
3. A visit termination must be reported immediately to the warden and the visitor is notified of the reasons for the termination consistent with section 1.11.21.

1.11.11. Visit requests and approval

1. Inmates submit the names of potential visitors to correctional staff.
2. Potential visitors are entered on the CORNET Client Visitors/Contacts/No Contacts screen with a status of "pending approval". Once the visitor has been approved, the status is changed to "approved".
3. Visitors request a visit by contacting the correctional centre to book a visit time.
4. Visit requests are screened and booked for approved visitors according to section 1.11.12.
5. Approved visits are scheduled using the Visits Slate screen on CORNET. The 'Inmate Room/Booth' specifies a physical location of the visit (including if by video 'Virtual').
6. A visitor not on an inmate's approved visitors list is advised to ask the inmate to submit the visitor's name for approval. When a visitor is not in regular contact with the inmate, the visitor may leave a message for the inmate by contacting Operations Support Unit at (250) 387-1605.

1.11.12. Screening

1. Visit requests are screened to determine whether the visit should be granted, and to determine under what conditions (i.e. time, setting, and supervision) the visit should occur.
2. Correctional centre staff may pre-screen visitors based on a list of potential visitors provided by the inmate.

3. Visitors are screened in accordance with the requirements of the *Security Clearance Procedures* spreadsheet.
4. Processing is not delayed beyond the reasonable time needed to make a decision on the request.
5. If the request is granted, the visit(s) commences without undue delay.

1.11.13. Visitor identification

1. Visitors are required to provide proof of identity before a visit can commence. Two pieces of identification are required, one of which is picture identification from a driver's license, B.C. ID, B.C. Services Card, passport, Bar Association or Law Society card, Certificate of Indian Status card, Canadian immigration or other federal or provincial government documentation.
2. Visitors under the age of 19 are required to provide proof of identity before a visit can commence. One piece of government issued identification is required in addition to the identification of the accompanying adult. Refer to subsection 1.11.13(1).
3. A visitor who refuses to comply with these requirements is denied the visit.

1.11.14. Notification

1. The warden ensures that visitors entering the centre or participating in a video visit are aware of the warden's authority to regulate visits by:
 - Displaying a notice in a place clearly visible to visitors entering the centre; or
 - Emailing a notice when the visit is by video.
2. The "Notice to Visitors" may also outline rules for visitors and must detail the Corrections Branch's authority to collect visitors' personal information.

1.11.15. Wording for "Notice to Visitors"

1. The warden is authorized to terminate a visit or suspend visits by any person:
 - Who brings or assists in bringing of contraband to or from the correctional centre; or
 - Whose conduct causes concern for the safety of inmates or the security of the correctional centre.
2. The following information is included on the sign:

"Please note that anyone entering this correctional centre or appearing on a video visit may be video recorded. This is authorized under section 26(c) of the *Freedom of Information and Protection of Privacy Act* for the purpose of providing safe and secure custody of inmates. If you have questions regarding the collection of your personal information, please contact the B.C. Corrections privacy analyst at PO Box 9278 STN PROV GOVT, Victoria, B.C., V8W 9J7, or by phone at 1-888-952-7968."

3. Video visits are not recorded using the device facilitating the visit; however, due to the inmate who is participating in the video visit being in a correctional centre, the visit may be inadvertently recorded by the Digital Video Management System.

1.11.16. Minor or major threat

A threat by an inmate or visitor to the security of the centre is:

1. A minor or lesser threat (e.g. the visitor is profane, vulgar or quarrelsome).
2. A major or serious threat (e.g. the visitor possesses contraband that constitutes an offence).

1.11.17. Suspension—minor threat

In the case of a minor threat, if a verbal warning has been ineffective, the deputy warden may impose one of the following:

- On the first incident, up to 15 days suspension of visits; and
- On subsequent incidents, up to 30 days suspension of visits.

1.11.18. Suspension—major threat

1. In the case of a major threat, the warden may impose up to a one-year suspension.
2. The warden, in exercising this discretion, is guided by factors such as:
 - Evidence pertaining to the threat;
 - Operational needs of the centre; and
 - Evidence of the visitor's conduct or co-operation.
3. Reasons for the decision are clearly conveyed to the visitor.
4. A written record is kept of evidence and factors on which the decision is based.
5. Reference to this information may be necessary if the decision is appealed.

1.11.19. Suspension beyond one year

If it is necessary to suspend the visiting privileges of a person beyond one year, prior approval of the provincial director is required.

1.11.20. Suspensions and warnings

1. Suspensions and warnings are entered on the CORNET visitor screen.
2. Suspensions are for a fixed duration.

1.11.21. Written notification

After deciding to terminate a visit, or suspend, restrict or deny a person's visiting privileges, the warden or deputy warden:

- Communicates in writing the decision and justification to the visitor, with a copy to the warden; and
- Informs the visitor of the procedure (outlined in section 1.11.22) for appealing a decision to suspend a person's visiting privileges.

1.11.22. Appeal

Individuals wishing to appeal a decision to suspend, restrict or deny visiting privileges may:

- In the case of a minor threat, request that the warden review the decision of the deputy warden. A written response is sent within 10 working days;
- In the case of a major threat, request that the warden reconsider the decision. A written response is sent within 10 working days; and
- In the case of suspensions beyond one year, request that the provincial director reconsider the decision. A written response is sent within 10 working days.

1.11.23. Notification of other centres

1. A suspension of visiting privileges at one correctional centre applies to all correctional centres.
2. The warden ensures that all correctional centres are notified of the outstanding suspension.
3. The warden ensures that banned visitors are entered on the Banned Visitors List in CORNET

NOTICE TO INMATES IN VIRTUAL VISITS

As per Adult Custody Policy 1.11.15(2):

Please note that anyone entering this correctional centre may be video recorded. This is authorized under section 26(c) of the Freedom of Information and Protection of Privacy Act for the purpose of providing safe and secure custody of inmates. If you have questions regarding the collection of your personal information, please contact the B.C. Corrections privacy analyst at PO Box 9278 STN PROV GOVT, Victoria, B.C., V8W 9J7, or by phone at 1-888-952-7968.

This policy applies to virtual visits potentially being captured on DVMS.

Ministry of Public Safety & Solicitor General
BC Corrections - Adult Custody Division



Vancouver Island Regional Correctional Centre
4216 Wilkinson Rd, Victoria, BC V8Z 5B2

Page 09 of 39 to/à Page 13 of 39

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'Notice to Visitors'

Virtual Visitor Invite and Disclaimer

- Visitors under the age of 19 are required to provide proof of identity. One piece of government issued identification is required in addition to the identification of the accompanying adult.
- A visitor who refuses to comply with these requirements is denied the virtual visit.

Correctional staff are required to monitor virtual visits.

Individuals in custody and visitors are expected to behave in a manner acceptable in a public place. Please note, correctional centre staff will terminate the virtual visit, without notice, if they believe that the behaviours of a visitor or an individual in custody jeopardizes the management, operation or security of the correctional centre. Examples of reasons why a visit will be terminated includes, but is not limited to the following situations:

- The visitor is apparently under the influence of drugs or alcohol;
- The visitor appears to be operating a motor vehicle during the visit;
- Use of vulgar, profane or quarrelsome language;
- If contraband is witnessed that constitutes a criminal offence;
- Video or images from the visitor's location are obscene or violent;
- If unscheduled/unauthorized person(s) appear on screen;
- If the visitor is under 19 years old and is not in the company of an approved accompanying adult; or
- The individual in custody no longer wants to see the visitor.

If a visit is terminated because of unacceptable behaviour by a visitor, the warden or deputy warden, will communicate, in writing, the decision and justification to the visitor and will inform the visitor of the procedure for appealing the decision.

If at any time during the visit there is a medical or lockdown emergency, the visit may be terminated without notice. The visit can be rescheduled using the regular booking process.

No recordings or pictures are permitted during a visit. This will result in immediate termination of a visit.

Please note that anyone entering this correctional centre may be video recorded. By nature of the virtual visit occurring in a correctional centre, the inadvertent recording of a visit facilitated through a virtual visit may occur from the Digital Video Management system in the correctional centre. This recording is authorized under section 26(c) of the *Freedom of Information and Protection of Privacy Act* for the purpose of providing safe and secure custody of inmates.

BC Corrections will be collecting your personal information in order to help manage all aspects of correctional supervision and manage the visit. BC Corrections has the authority to collect


'Notice to Visitors'

Virtual Visitor Invite and Disclaimer

Vancouver Island Regional Correctional Centre

Your virtual visit with *INMATE NAME* is scheduled for *DATE* at *TIME* (Pacific Standard Time). The visit is for 30 minutes in length (there is extra time allotted to address potential technical difficulties).

Instructions for using Microsoft Teams:

- Please download the Microsoft Teams App, in advance of the visit. 
- You will need to join the meeting from a device or computer that has a camera (phones are acceptable).
- The correctional centre will use the email address that you provided, to send you a calendar invite for the date and time of the visit. When prompted, please accept the visit.
- To begin the visit, you will need to click the link "**Click here to Join the Meeting**". This is at the bottom of the calendar invite email from the correctional centre.
- Please note, with some mobile devices, you may need to open the attachment at the bottom of the email. This attachment will automatically go to your calendar and give you the option to accept or decline the visit.
- If you experience technical difficulties trying to access the visit during your visit time, a correctional officer has the phone number you provided and will contact you for assistance.

All visitors must read the following document and acknowledge understanding prior to a virtual visit commencing:

All virtual visits may be denied, terminated, restricted or revoked in accordance with Adult Custody Policy.

Visitors are expected to wear clothing that is appropriate for a public family setting. If a correctional staff believes the visitor appears to be dressed inappropriately, the visit will not proceed.

All virtual visitors are required to provide proof of identity to correctional staff, prior to the visit occurring. Please have your ID ready before the visit.

- This requires showing the correctional staff who appears on screen at the beginning of the visit, two pieces of identification, one of which is picture identification from a driver's licence, B.C. ID, B.C. Services Card, passport, Certificate of Indian Status card, Canadian immigration or other federal or provincial government documentation. Secondary ID includes but not limited to a care card, credit card, social insurance card or birth certificate.



'Notice to Visitors'

Virtual Visitor Invite and Disclaimer

your personal information as per section 26(c) of the *Freedom of Information and Protection of Privacy Act*.

If you have questions regarding the collection of your personal information, please contact the B.C. Corrections privacy analyst at PO Box 9278 STN PROV GOVT, Victoria, B.C., V8W 9J7, or by phone at 1-888-952-7968.

☐ I *enter visitor name(s) here* have read and understand the contents of this document and the consequences of failing to abide by the conditions outlined above. If there are additional approved visitors attending the visit, they must also read this document prior to the visit.

Please return this notice to the centre, by email, once completed.

DRAFT

Vancouver Island Regional Correctional Centre

Dear (Visitor Name),

This is your virtual visit invite with Mr. (Inmate) for (Date & Time) (Pacific Standard Time). Your 30 minute visit is scheduled for 45 minutes to allow room for any technical difficulties that could arise. Please read the disclaimer below and make sure to **accept or decline** the visit prior to the visit date. If you are using Gmail or Hotmail, click on **Yes or No**. With some mobile devices, you may need to open the attachment at the bottom of the email. This attachment will automatically go to your calendar and give you the option to accept or decline. On the date and time of your visit, please click on **"Click here to Join the Meeting"** at the bottom of this email to be connected. You will need to join the meeting from a device or computer that has a camera.

IMPORTANT: Devices/computers may require you to download the FREE **Microsoft Teams** App.



DISCLAIMER:

Virtual visits are monitored.

All visitors must show valid government issued ID confirming identity prior to the visit commencing.

Visits may be denied, terminated, restricted or revoked in accordance w/ Adult Custody Policy.

Correctional Centre staff may terminate a visit if they believe that the behaviour of a visitor or an inmate jeopardizes the management, operation or security of the correctional centre.

If at any time there is a medical or lock down emergency, the visit may be terminated and would have to be rescheduled via our booking process.

No video recording or pictures are allowed.

Reasons why a visit could be terminated includes, but is not limited to:

- The visitor appears to be under the influence of drugs or alcohol;
- The visitor appears to be operating a motor vehicle during the visit;
- Use of vulgar, profane or quarrelsome language;
- If contraband is witnessed that constitutes a criminal offence;
- Video or images from the visitor's location are obscene or violent;
- If unscheduled/unauthorized person(s) appear on the screen;
- If the visitor is under 19 years of age and not accompanied by an approved adult;
- The individual in custody no longer wants to see the visitor.

Acceptance of this invite implies you have read and understand the contents of this document and the consequences of failing to abide by the conditions outlined above. If there are additional approved visitors attending the visit, they must also read this document prior to the visit.

Ministry of Public Safety & Solicitor General
BC Corrections - Adult Custody Division



Vancouver Island Regional Correctional Centre
4216 Wilkinson Rd, Victoria, BC V8Z 5B2

CONFIDENTIALITY NOTICE: This communication is for the sole use of the intended recipient(s). All contained information is confidential and may be privileged. Any retransmission, copying, circulation or other unauthorized use of this message without the written consent of the author is strictly prohibited. If you received this communication in error, please destroy the message and any attachments immediately and notify the sender via e-mail.

Page 18 of 39 to/à Page 25 of 39

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Virtual Visits Step by Step Guide

The Okanagan Correctional Centre has been trialing virtual visits for incarcerated persons since the first week of November 2020. Virtual visits are a safe and effective way of bringing visits back into our centres and expanding the connection between incarcerated persons and friends and family. The devices may also be used for external partners or volunteers to provide virtual programming.

All centres will receive the following equipment deliveries;

- Two Lenovo Hub 500 devices
- Two monitors with a HDMI and USB cable included
- Two AV carts
- Two Logitech webcams
- X4 CAT Cables

The two Lenovo Hub 500 devices have been provisioned by the OCIO with generic e-mails, IDIR's and passwords. The only information being issued to the centres is the e-mail associated to the device as the device is not used to set up a virtual visit; the device is only used to receive and join a virtual visit.

MS Teams IDIRS - Thinkhub 500 VC Units

Meeting room name	Email account name
PSSG VIRCC MS Teams 1	s.15
PSSG VIRCC MS Teams 2	
PSSG NCC MS Teams 1	
PSSG NCC MS Teams 2	
PSSG SPSC MS Teams 1	
PSSG SPSC MS Teams 2	

	s.15
PSSG NFPC MS Teams 1	
PSSG NFPC MS Teams 2	
PSSG FRCC MS Teams 1	
PSSG FRCC MS Teams 2	
PSSG ACCW MS Teams 1	
PSSG ACCW MS Teams 2	
PSSG KRCC MS Teams 1	
PSSG KRCC MS Teams 2	
PSSG PGRCC MS Teams 1	
PSSG PGRCC MS Teams 2	
PSSG FMCC MS Teams 1	
PSSG FMCC MS Teams 2	
PSSG OCC MS Team 1	
PSSG OCC MS Team 3	

The monitor connects to the Lenovo Hub 500 using the HDMI cable. If you decide to use a different webcam with your HUB 500 device, both the HDMI and USB cable may be necessary. Note, the Logitech webcam is plug and play compatible with the Lenovo Hub 500. Using an alternate webcam may result in the need for the HDMI and the USB cable as well as some configuration to the Hub device itself. As we do not have administrator rights on the Hub devices, it is recommended to utilize the issued equipment to avoid any compatibility issues.

The AV carts are a x4 plug with surge protection and locking wheels. It is recommended that the monitor be laid on it's back during transport around a centre to avoid breakage. Please ensure that you have an extension cord ordered and/or available as the cart cord is quite short. Assembly of the cart will be required.

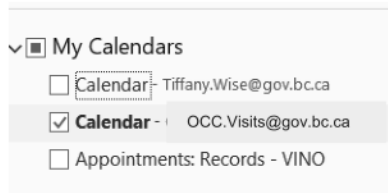


The Logitech webcams are plug and play and can be adjusted to fit any monitor.

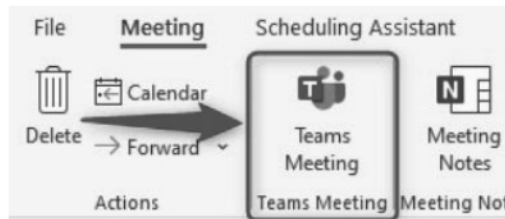


Booking a Virtual Visit

1. Go to the Calendar view in Outlook. From the left-hand menu, select *only* the OCC.Vists@gov.bc.ca calendar.



2. From the top ribbon menu, select Teams Meeting.



3. A Calendar meeting invite will open. The link for the meeting will be automatically generated in the body of the email (see arrow #2).

4. Enter the information on the calendar invite. It must include the following info:

Title: Client Name – Virtual Visit

Required: Enter the emails of the: Friend or family visitor, the Lenovo Hub 500 device e-mail (see pages 1 & 2), the generic e-mail that was set up for your centre's virtual visits. Please use the same naming convention for this e-mail as the OCC – **OCC.Visits@gov.bc.ca**

Note: if there is a staff assigned to monitor the visits who does not have access to the generic visits e-mail, the invite can be forwarded to them or they can be added to the 'required' section of the invite.

Start Time & End Time: Check that you have the correct date and time. Add an extra 5 minutes to each visit to allow for any technical difficulties.

Body of the email: *the Disclaimer information is copied and pasted to the body of the Teams invite.*

***NOTE: If using an Apple product, the visitor will need to download the FREE MS Teams app.**

Starting a Virtual Visit

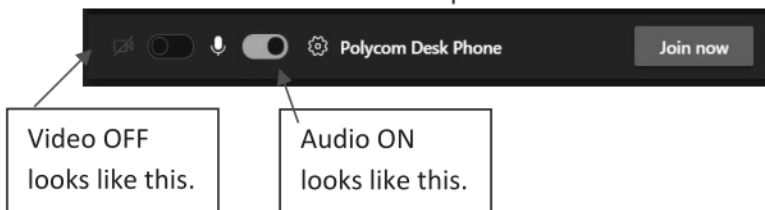
1. Go to the OCC.Visits@gov.bc.ca Outlook calendar.
2. Open the appointment.
3. Click the link at the bottom of the calendar invite to join the meeting.

Microsoft Teams meeting

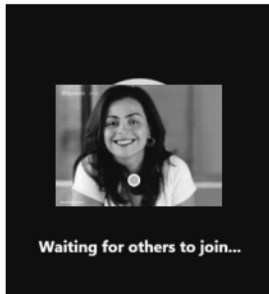
Join on your computer or mobile app

[Click here to join the meeting](#) ←

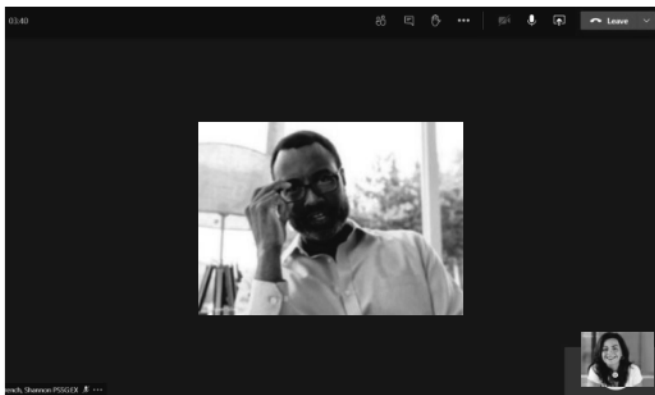
4. Turn ON the audio and video options. Click Join Now.



5. Once you are in the room, you will either see the invited guest immediately, or will see a "waiting for others to join" message until the guest joins.



6. Once the guest joins, your picture will move to the bottom of the screen and you should see the guest in the centre stage.



Important Notes & Tidbits

The Inmate Visitor Request Form has been updated to reflect the need for the person in custody to add the e-mail address of their requested visitor/s.

The OCC adjusted their visit days and times so that the Hub units could be used for programming during business hours and visits in the evenings and on weekends. The visit times were reduced from one hour to thirty-five minutes to provide more visit slots and maximize the two Hub units. Five minutes was added to the front end of each visit time slot to manage any potential IT issues.

Prior to rolling out the virtual visits at the OCC there was communication to the persons in custody. They were informed that this initiative is a

response to our COVID19 restrictions around nonessential people entering our buildings and that once we have full rollout that phone calls will no longer be free. There was some grumbling at first but five weeks later we are booking visits and have heard nothing further.

You will note that the disclaimer directs the recipient of the Teams virtual visit invite to download the Teams application prior to the visit. This is because Apple products will not allow you to accept or decline the invite without the application; all other devices will run the application without the application.

Cornet has been updated to reflect our virtual visits Hub units. The visit times have not been adjusted as all centres have yet to determine them. I have already flagged this need to IT so that once all centres determine their new schedule that Cornet adjustments can be made. In the meantime, you will be receiving an Excel template that can be adjusted to meet your centres needs.

When persons underage are scheduled for a visit it is good practice to ask the visitor during the booking process to submit the long form Birth Certificate and the Underage Waiver to the generic virtual visits e-mail, at minimum, a day prior to the visit. This ensures that all documentation is available and in place prior to the time of the visit. The OCC has created folders in the generic virtual visits e-mail so that the documentation collection can be verified prior to the visit by the staff monitoring the visit.

✓OCC.Visits@gov.bc.ca

✓Inbox

Programs Visits

Cancellations

UA Waivers & Long Form Bir...

Pending Visits

Sunday, August 1									
Time	End	Person in Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		G/H						
11:20	11:50		G/H						
12:15	12:45		RLC						
12:15	12:45		RLC						
13:10	13:40		L						
13:10	13:40		L						
14:50	15:20		M						
14:50	15:20		M						
16:50	17:20		D PC						
16:50	17:20		D PC						
Monday, August 2									
Time	End	Person in Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		E						
11:20	11:50		E						
12:15	12:45		L						
12:15	12:45		L						
13:10	13:40		M						
13:10	13:40		M						
14:50	15:20		N						
14:50	15:20		N						
16:50	17:20		D GP						
16:50	17:20		D GP						
Tuesday, August 3									
Time	End	Person in Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		N						
11:20	11:50		N						
12:15	12:45		L						
12:15	12:45		L						
13:10	13:40		L						
13:10	13:40		L						
14:50	15:20		C						
14:50	15:20		C						
16:50	17:20		RLC						
16:50	17:20		RLC						
Wednesday, August 4									
Time	End	Person in Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		C						
11:20	11:50		C						
12:15	12:45		L						
12:15	12:45		L						
13:10	13:40		N						
13:10	13:40		N						
14:50	15:20		G/H						
14:50	15:20		G/H						
16:50	17:20		D GP						
16:50	17:20		D GP						
Thursday, August 5									
Time	End	Person in Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		RLC						
11:20	11:50		RLC						
12:15	12:45		A/SEG						
12:15	12:45		A/SEG						
13:10	13:40		C						
13:10	13:40		C						
14:50	15:20		M						
14:50	15:20		M						
16:50	17:20		E						
16:50	17:20		E						
Friday, August 6									
Time	End	Person in Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		SEG/OBS						

Time	End	Person In Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		E						
11:20	11:50		E						
12:15	12:45		L						
12:15	12:45		L						
13:10	13:40		M						
13:10	13:40		M						
14:50	15:20		N						
14:50	15:20		N						
16:50	17:20		D - GP						
16:50	17:20		D - GP						
Saturday - No Visits									
Time	End	Person In Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
Sunday, August 8									
Time	End	Person In Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		G/H						
11:20	11:50		G/H						
12:15	12:45		RLC						
12:15	12:45		RLC						
13:10	13:40		L						
13:10	13:40		L						
14:50	15:20		M						
14:50	15:20		M						
16:50	17:20		D PC						
16:50	17:20		D PC						
Monday, August 9									
Time	End	Person In Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		E						
11:20	11:50		E						
12:15	12:45		L						
12:15	12:45		L						
13:10	13:40		M						
13:10	13:40		M						
14:50	15:20		N						
14:50	15:20		N						
16:50	17:20		D - GP						
16:50	17:20		D - GP						
Tuesday, August 10									
Time	End	Person In Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		N						
11:20	11:50		N						
12:15	12:45		L						
12:15	12:45		L						
13:10	13:40		L						
13:10	13:40		L						
14:50	15:20		C						
14:50	15:20		C						
16:50	17:20		RLC						
16:50	17:20		RLC						
Wednesday, August 11									
Time	End	Person In Custody	Unit	Visitor	DOB	Phone Number	Email Address	Comments	Booked By
11:20	11:50		C						
11:20	11:50		C						
12:15	12:45		L						
12:15	12:45		L						
13:10	13:40		N						
13:10	13:40		N						
14:50	15:20		G/H						
14:50	15:20		G/H						

From: [Huang, Jince PSSG:EX](#)
To: [Taggesell, Claire PSSG:EX](#)
Cc: [Rempel, Debby PSSG:EX](#)
Subject: RE: Virtual Visits Stats
Date: Monday, June 7, 2021 4:28:11 PM
Attachments: [image001.png](#)

Good afternoon Claire,

Very nice to meet you via this email and thank you for your self-introduction.

As you know, I am Jince Huang, the Assistant Deputy Warden (ADW) holding facilities portfolio at ACD HQ.

Yes, Debby and I have been working with all centres' representatives in the Virtual Visit Working Group since last year. Besides us, the Working Group also has Nathan Buckham, Aaron D'Argis, Morgan Zazula (now it's you) and Marta Miranda on the team. Each of us has been leading different roles in this initiatives. Debby is the lead of the working group and the chair of the Technology Sub-committee with ACD.

So before, Morgan has been helping us hosting bi-weekly touch base meetings with centres to update virtual visits status and share difficulties/opportunities among representatives as well as support the group from policy/privacy perspective.

Below please find a summary of current VV stats at centres to share with Tami. This is updated as of the end of April, 2021.

With your support later, this table need to be updated on a bi-weekly basis as far as I understand.

Not sure the bi-weekly touch base with centres are still needed, I will leave it for [Debby to comment](#). Also, there are more detailed VV stats include client name, visit time etc. uploaded on CorrNet which I don't have the access due to my work area, but believe you are authorized to check it out.

Should you have any questions or concerns, please feel free to set up a meeting with Debby and myself.

Regards,
Jince

This is a basic data analysis and comparison, in the comment column, I am using "multiples" as reference values – the higher the multiples, the bigger the gaps. (PGRCC and VIRCC are with minor gaps)

For now, only ACCW, KRCC and OCC have equalled/surpassed baseline of in-person visits before the pandemic. Improvements are needed for the rest of the centres.

Centre	# of Thinkhubs	#visits per day as of	Running Days	Total VV counts/week	Average in-person	Average in-person	Comments
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	in use	end of April 2021	per week	as of end of April 2021	visits/week April 2019	visits/week 2019 (Baseline)	
ACCW	2	4	6(TU-SU)	24	17	25	Equalled
FMCC	1			6	13	20	3.3
FRCC	2	6	7	42	97	84	2
KRCC	2	4-5(WD) 12-15(weekend)	7	44-55	44	38	Surpassed
NCC	1	3	3	9	32	25	2.7
NFPC	1	5	7	35	116	113	3.2
OCC	4	7-9	7	49-63	27	33	Surpassed
PGRCC	2	6-8	7	42-56	80	66	1.2-1.5
SPSC	2	7	7	49	112	99	2
VIRCC	2	10	6	60	74	70	1.2

From: Taggesell, Claire PSSG:EX <Claire.Taggesell@gov.bc.ca>

Sent: Monday, June 7, 2021 3:50 PM

To: Huang, Jince PSSG:EX <Jince.Huang@gov.bc.ca>

Subject: RE: Virtual Visits Stats

Good afternoon Jince,

My name is Claire Taggesell, and I started with the Policy and Programs division last week and will be taking over Morgan's previous portfolio of work.

I reached out to Morgan this afternoon to discuss the inquiry we received last week from Tami Collishaw regarding virtual visit statistics, and Morgan informed me that you and Debby Rempel are the leads on this work. Before connecting you with Tami, I wanted to send a quick note introducing myself and to double check that you and Debby are still the two staff members I should be connecting Tami with? Once you confirm, I will send out an email connecting the three of you.

Thanks so much, and please don't hesitate to reach out if you would like to discuss further!

Claire Taggesell (she/her)

Policy and Program Analyst, Policy and Programs

Strategic Operations Division

BC Corrections

Ministry of Public Safety and Solicitor General

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From: Collishaw, Tami PSSG:EX <Tami.Collishaw@gov.bc.ca>

Sent: Thursday, June 3, 2021 11:11 AM

To: Wiseman, Jo L PSSG:EX <Jo.Wiseman@gov.bc.ca>

Subject: Virtual Visits Stats

Hi Jo,

Good morning, I hope that you are settling in nicely with the new portfolio, I'm sure you have lots to learn as I know Morgan was always busy with one thing or another.

I have a question, are you collecting the virtual visit stats of all the centres, and if so, are you able to share them with me.

Thanks in advance,

Tami

Tami Collishaw (my pronouns are *she, her & hers*) | A/Deputy Warden of Programs

V.I.R.C.C. 4216 Wilkinson Road. Victoria, BC.

236-478-1034 | tami.collishaw@gov.bc.ca

"WASH YOUR HANDS!" "MAINTAIN PHYSICAL DISTANCING!"

"PLEASE WEAR A MASK WHEN YOU ARE NOT ABLE TO SOCIAL DISTANCE"



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Virtual Visitation at Vancouver Island Regional Correctional Centre

Additional Info - June 16, 2021

- Two visitation units in place with 6 more scheduled to be installed = total of 8 visitation units when all in place.
- One staff is assigned to virtual visits.
- Front desk staff book virtual visits.