

concern +
writing an
feel
say the class
the detailed
of things covered in

feel you women ran a super
course and it was inclusive
I want to thank you, I've come
away with a lot more knowledge
with which to be able to
stand up for my rights and
those of the other women
in our household here.

You women having somebody
who has done time being a
part of this experience really
helped me connect more
with the information and
more readable

not
serve
I would
in in the
is always

Feedback

- 1) learned abt more than I knew
gives me confidence
- 2) still nervous about writing
report need more experience
- 3) may be part 2 of training
and writing more reports
with dictionary & CD, CCRA, Chan
in full
- 4) food was excellent
bet one on one for people with
training

I enjoyed the time
you spent with
us explaining the comp
process + the trea
😊

The writing supplies
help too, I thank you
for the kindness

they don't

2024-2025

ANNUAL REPORT



CAEFS

Canadian Association of Elizabeth Fry Societies

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A WORD OF WELCOME

A Message From Emilie Coyle and Kelly Potvin

This annual report is a window into the national work of CAEFS in a year when the ground shifted rapidly beneath us—politically, socially, and in the lives of those most marginalized by systemic inequities. Every page reflects CAEFS’ commitment to walking alongside women and gender-diverse people: from sustained advocacy inside federal institutions designated for women, to the creation and sharing of an evidentiary record, to capacity-building and community through peer advocate training, and an ever-expanding network of dedicated Elizabeth Fry societies and volunteers.

Throughout the year, we also engaged directly with the public—presenting at conferences, gathering for advocacy events, and sharing our message widely. At every step, CAEFS has worked to bring lived realities into public conversation, challenge assumptions, and shift collective thinking about what justice and community really mean.

Whether writing submissions or testifying before parliamentary and Senate committees, drafting legislative recommendations, or working with coalitions to shape evolving bills, CAEFS continued the vital work of moving laws and policies closer to the realities and needs of those most impacted. Our work included advocating for amendments that centre dignity and human rights, participating in roundtables and legal forums, and elevating the leadership of people with lived experience so that their voices not only inform but also help drive the change Canada needs.

Amidst a political climate that was often unpredictable and at times deeply challenging, we never lacked determination. We insisted that leaders invest in long-term, community-rooted solutions—affordable housing, accessible and responsive healthcare, and good employment opportunities—that support communities, advance equity, and create well-being for all. Throughout this year, we have continued to show that strength comes from a collective effort—from the solidarity of Elizabeth Fry member societies and their local regions – and from the belief that safe, well-resourced communities—not punishment or austerity—are the foundation of a just society.

To everyone who has worked, organized, shown up, and spoken out alongside us—staff, Board, Elizabeth Fry member societies, advocates, volunteers, and community partners—we are deeply grateful and humbled to be part of this work with you.

We continue because it matters, but also because there is still more to do. As we look ahead, we draw on the lessons and solidarity of this past year, renewing our hope. With humility and love for one another, we will keep building the future our communities deserve.

EMILIE COYLE
Executive Director



EMILIE COYLE
Executive Director of the
Canadian Association of
Elizabeth Fry Societies

KELLY POTVIN
President, Board of Directors



KELLY POTVIN
President of the CAEFS Board of
Directors

Who We Are

STATEMENT OF PURPOSE

The Canadian Association of Elizabeth Fry Societies (CAEFS) works to address the persistent ways in which women and gender-diverse people impacted by criminalization are denied humanity and excluded from community.

VISION

A world without prisons with strong and well-resourced communities for everyone.



Our National Teams

Alphabetical, by first name. 2024-2025 Fiscal Year

STAFF

Brianna Bourassa, Regional Coordinator: Lead Advocate—Northern/Pacific Regional Advocacy Team

Courtney Gouthro, Lead Advocate—Prairies Regional Advocacy Team

Emilie Coyle, Executive Director

Fiona Traynor, Lead Advocate—Atlantic Regional Advocacy Team

Jackie Omstead, Senior Advocate & Lead Advocate, Ontario

Jenn Martens, Executive Assistant

Kelsey Timler, Post-Doctoral Fellow, CRPOI Development

Kris Macmillan, Prairies Regional Advocacy Team Support

Loretta Baidoo, Community Based Research Assistant

Nyki Kish, Associate Executive Director

Yvonne Johnson, Consultant

BOARD MEMBERS

Aleksandra Zajko

Alison Aho

Chantal Banman

Cory Roslyn

Debbie Carriere

Diane Bergeron

Jennifer Murphy

Kassandra Churcher

Kelly Potvin

Kelly Redmond

Meghan Rutherford

Micki Materi

Nancy Martel

Nicole Obrigavitch

Ruth Gagnon



Member Societies

ATLANTIC

- [Elizabeth Fry New Brunswick](#)
- [Elizabeth Fry Society of Cape Breton](#)
- [Elizabeth Fry Society of Mainland Nova Scotia](#)

QUEBEC

- [Société Elizabeth Fry Quebec](#)

ONTARIO

- [Elizabeth Fry Society of Ottawa](#)
- [Elizabeth Fry Society of Peterborough](#)
- [Elizabeth Fry Toronto](#)
- [Elizabeth Fry Simcoe Muskoka](#)
- [Elizabeth Fry Hope and Help](#)
- [Elizabeth Fry Society of Northeastern Ontario](#)
- [Elizabeth Fry Society of Northwestern Ontario](#)
- [Elizabeth Fry Kingston](#)

PRAIRIES

- [Elizabeth Fry Manitoba](#)
- [Elizabeth Fry Society of Saskatchewan](#)
- [Elizabeth Fry Society of Calgary](#)
- [Elizabeth Fry Society of Northern Alberta](#)

PACIFIC

- [Kamloops & District Elizabeth Fry Society](#)
- [Prince George and District Elizabeth Fry Society](#)
- [Central Okanagan Elizabeth Fry Society](#)
- [Elizabeth Fry Society of Greater Vancouver](#)
- [The South Cariboo Elizabeth Fry Society](#)
- [Archway Society](#)

REGIONAL COUNCILS

- Council of Elizabeth Fry Societies of Ontario (CEFSO)
- Alberta, Saskatchewan, Manitoba Elizabeth Fry Societies (ASMEFS)
- Pacific Elizabeth Fry Societies (PREFS)

"The system made many of us feel like we were less than human, like throwaways. Issues around safety, sanitation, mental health, and even basic human rights were often overlooked or ignored. In that space, CAEFS stood out as a rare, consistent source of support. They showed up when it felt like no one else would."

- FORMER PEER ADVOCATE AND CURRENT VOLUNTEER REGIONAL ADVOCATE

IN THE 2024/2025 YEAR,
CAEFS MADE NEARLY

50

ADVOCACY VISITS TO
WOMENS' PRISONS

Advocacy Visits to Federal Penitentiaries Designated for Women

"CAEFS' works from an empowerment model grounded in legal literacy, rights education, and accountability. The Ontario team supports individuals in custody to understand policy, assert their rights, and challenge institutional injustice. With their guidance, my partner has successfully drafted grievances and navigated federal correctional policy in ways that protect his human rights and support his efforts to hold the system accountable [...] equipping him to advocate for himself in ways that would not have been possible without this support. This work meaningfully shifts power back to those most directly impacted by incarceration."

- SPOUSE OF INDIVIDUAL INCARCERATED AT THE GRAND VALLEY INSTITUTION

**"ON AVERAGE, OUR TEAMS NOW
SPEND OVER 70 HOURS PER MONTH
INSIDE FEDERAL PRISONS"**

SYSTEMIC ADVOCACY LETTERS:

Creating an Evidentiary Record



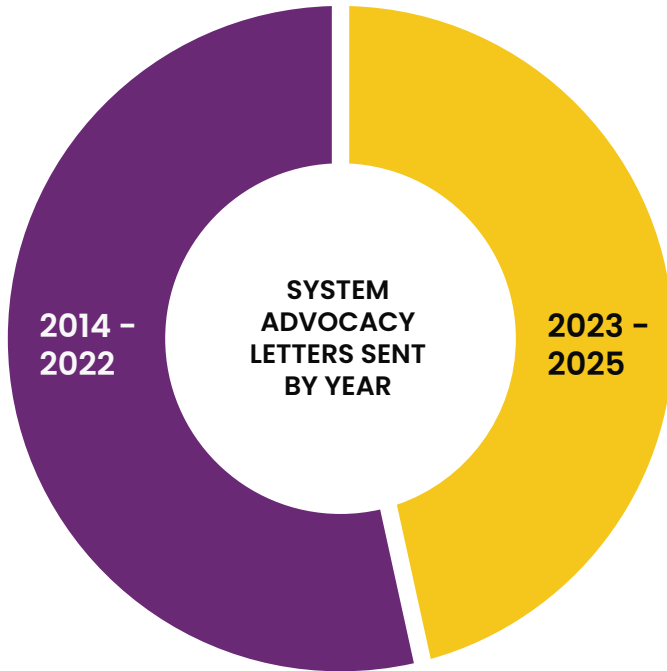
Following each visit, Regional Advocacy Teams produce a systemic advocacy letter that documents the issues reported to CAEFS, discussions with prison management, relevant legal and policy frameworks, and CAEFS' recommendations.

These letters provide an evidentiary record of conditions in federal prisons designated for women and offer policymakers and oversight bodies a real-time view into persistent systemic concerns. They also inform CAEFS' systemic advocacy efforts and strategic direction.

"I have often been surprised and disappointed to witness the disconnect between the legal and policy framework governing federal institutions designated for women and what actually happens within them. This disconnect underlies for me why CAEFS' approach to advocacy is so important. Not only does CAEFS support federally-incarcerated people to better understand and utilize existing frameworks, but it also urges those working within the system to comply with them. This approach is highlighted through CAEFS' advocacy letters, which outline systemic issues that CAEFS raises with management within the institutions: CAEFS ties all of its recommendations to management with specific aspects of the legal policy framework. As a lawyer, I believe this approach is both logical and effective."

— VOLUNTEER REGIONAL ADVOCATE, ONTARIO

SYSTEMIC ADVOCACY LETTERS:



This growth demonstrates how dedicated funding and staffing enable consistent documentation – a foundation for more effective and informed legislative change, legal advocacy, human rights complaints, and constitutional challenges.

Beginning in December 2024, CAEFS also began publishing these letters on our website. Their impact has already been felt: for example, defense counsel have used them to inform sentencing hearings.

Between 2014 and 2024, CAEFS produced 148 systemic advocacy letters. In the last two fiscal years alone – following the introduction of dedicated Lead Advocates – we produced 65 letters, representing nearly 45% of the total letters written in the previous decade.

You can read an overview of these advocacy letters in the “Summary of Commonly Reported Issues (2024–2025)” section of this report.

[VIEW THE LETTERS AT CAEFS.CA](https://www.caeefs.ca)

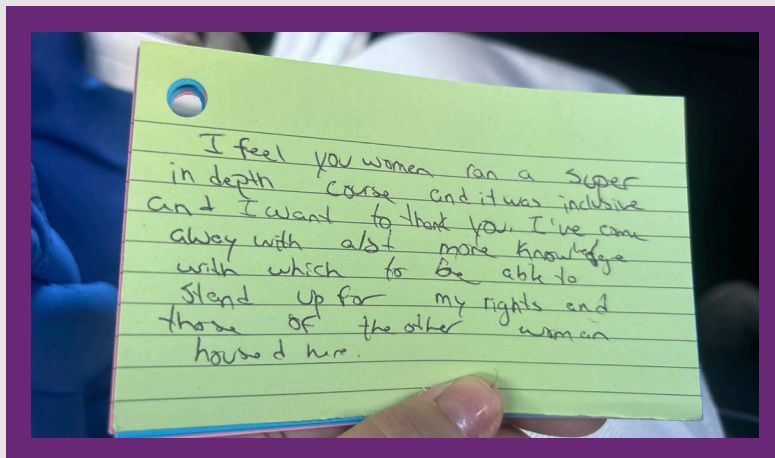
Peer Advocates & Trainings

In 2024–2025, CAEFS delivered Peer Advocacy Trainings at five federal institutions: Joliette Institution, Fraser Valley Institution, Edmonton Institution for Women, Grand Valley Institution, and Okimaw Ohci Healing Lodge.

These multi-day trainings help participants understand the legislative framework governing federal prisons, how to use the grievance and complaint processes effectively, how to build and sustain peer-led committees, and other key advocacy skills.

This training is a prerequisite for becoming a Peer Advocate – a paid, institutionally recognized position filled by incarcerated individuals who work alongside CAEFS’ Regional Advocacy Teams.

More than 180 federally incarcerated individuals participated in peer advocacy trainings this past year – **over 25% of the population** in institutions designated for women.



Community in Action

This year, CAEFS launched “Community in Action” – a handbook for federally sentenced women and gender-diverse people to navigate release from prison and being on parole.



**CAEFS' 2024
MEMORIAL BURSARY**

The Memorial Bursary is an annual bursary that seeks to support incarcerated and formerly incarcerated women and gender-diverse people in reaching their educational and employment goals. Bursaries are \$750 each.

APPLICATIONS DUE: JUNE 28TH

FIND GUIDELINES AND FULL APPLICATION PACKAGE @ CAEFS.CA

APPLY NOW!



Memorial Bursary

Each year CAEFS distributes 15 bursaries to incarcerated or formerly incarcerated women and gender-diverse people to assist them in advancing their educational or professional goals! Last year we were proud to continue this important investment!

Elizabeth Fry Week 2024

Featuring renowned prison abolitionist, poet and academic, El Jones

THIS YEARS THEME:
ABOLITION IN ACTION!



E Fry Week 2024

MARK YOUR CALENDARS AND JOIN US FOR THIS WONDERFUL PANEL!

ABOLITION IN ACTION WEBINAR

Friday, May 10th
2:00PM AST / 1:00 PM EST / 12:00 PM CST / 11:00 MST / 10:00 AM PST

This **Elizabeth Fry Week 2024**, join us for a webinar which will feature renowned prison abolitionist **El Jones**, CAEFS Board of Directors President **Cory Roslyn**, and CAEFS Executive Director **Emilie Coyle**. Together, we will delve into the theme of "Abolition in Action" and discuss how our work builds strong and well-resourced communities, working to shrink prisons out of existence. Throughout the webinar, we will unpack the meaning of prison abolition, discuss how prisons impact our communities, and share how we work independently and collectively to build abolition in action.

TO REGISTER: [CLICK LINK IN BIO](#)

During Elizabeth Fry Week 2024 – CAEFS along with the 22 Elizabeth Fry Societies across the country focused on our vision a world where everyone has access to the resources and the support that they need to live and be well.

We chose the theme of prison abolition in action which asserts that public safety is everyone's responsibility! This fundamental shift in philosophy centres on preventing harm before it happens. We know we have the resources to create the caring communities we need for everyone to be safe; we need the political and public will to shift those resources.

We highlighted the important work happening to prevent harm and create public safety through national panels and local action!

Volunteers & Students

BUILDING COMMUNITY-BASED CAPACITY

In 2024–2025, 18 new volunteers joined our Regional Advocacy Teams, while retaining almost all volunteers from the previous year.

Our volunteers reflect a wide range of experience and backgrounds, including former Peer Advocates and people with lived experience of incarceration, retired civil servants, lawyers, students, professors, researchers, healthcare professionals, local Elizabeth Fry employees and leaders, and people working across the nonprofit sector.

“Volunteering with CAEFS gives me the opportunity to help bridge the gap between incarcerated folks and community, I provide support/ resources giving individuals a sense of connection and belonging, I am an advocate for present/former incarcerated persons providing critical education and perspectives that will help change the system for the better.”

— VOLUNTEER REGIONAL ADVOCATE

We welcomed 18 new volunteers in 24/25!

This year, CAEFS also hosted **twelve Pro Bono Law Students** (six per academic year) from Thompson Rivers University and four practicum students from various fields including Indigenous social work and criminology. Many students begin as volunteers or remain part of the advocacy teams after their placements — and we’ve been pleased to employ several former students as staff.



Introducing Our New Research Centre (CRPOI)

CAEFS offers strategic guidance and helps bridge research with advocacy, non-profit work, and legal reform.

The **Centre for Research into the Processes, Outcomes, and Impacts of Incarceration (CRPOI)** is a research centre and network that brings together a national, interdisciplinary, and cross-sectoral network of researchers, non-governmental advocacy organizations, and individuals with lived experience of incarceration into a connected research community.

CRPOI has established a National Steering Committee (NSC) comprised of eight individuals with lived experience of incarceration and backgrounds in community-engaged and community-led research and advocacy. The NSC provides strategic direction and ensures CRPOI's initiatives align with principles of collaboration, community accountability, and the centralization of lived experience in research. Much of the organization of the NSC is attributed to Kelsey Timler who was hired through a successful Mitacs grant application as the CRPOI Development Lead and Post Doctoral Fellow.

CRPOI operates under the umbrella of the Canadian Association of Elizabeth Fry Societies (CAEFS) and is funded by a Partnership Development Grant provided by the Social Sciences and Humanities Research Council, which supports our strategic goal of becoming a learning organization.

The Centre is staffed by one full-time Coordinator, Patrick Falle, who oversees day-to-day operations. This includes managing CRPOI's website and communications, recruiting new members and organizations, developing resources in collaboration with the NSC, coordinating events, and supporting the growth and sustainability of the network and its infrastructure.



MOBILIZATION OF RESEARCH AND NETWORK CONNECTION

A key function of CRPOI is to mobilize research into systemic and legislative change!

We are building this function by promoting relevant research projects, outcomes, events, and opportunities with its members, and ensuring members of our network stay up to date on legislative priorities and upcoming changes related to the prison system in Canada.

This is accomplished through multiple channels, including a monthly newsletter, content on the CRPOI website, general calls to all members, and targeted communications to Expert Advisors.

In addition to maintaining these communication streams, a core responsibility of the CRPOI Coordinator is to engage with research teams, non-profits, influential individuals in the field, and others to better understand how CRPOI can support and strengthen the broader network.

VISIT THE ONLINE DATABASE AT CRPOI.CA

The database currently contains 80 relevant articles, infographics, and other documents that support researchers and advocates working on resolving issues in the Canadian prison system.



In the coming year, CRPOI will prioritize expanding its interdisciplinary and cross-sectoral network by deepening relationships with individuals with lived experience of incarceration, legal professionals, policymakers, non-profit organizations, and researchers across Canada.

CRPOI'S GOALS ARE TO:

- Strengthen community-driven research
- Increase data and evidence about the impacts of incarceration in Canada - on individuals, families, communities, and society.
- Mobilize research into policy change
- Reduce sectoral and cross-sectoral silos

Welcome to the Senate!

Members of CAEFS attended the Canadian Alliance to End Homelessness Conference at the end of October in Ottawa. While in Ottawa, those in attendance visited the Senate, where the work of the Elizabeth Fry Societies was recognized in the Senate and then many member societies were able to meet with Senators to raise their concerns about issues in their regions. While there, we could not pass up the chance to have a tour of this important “upper house” of Canada’s Parliament.



CPLA Conference

From Oct 4-6, 2024, the Canadian Prison Law Association partnered with the Peter A. Allard School of Law to deliver the Canadian Prison Law Conference: Rights, Remedies and Decarceration to the Vancouver campus.

CAEFS sat on the organizing committee for this important conference, and played a key role in its development and direction. The conference brought together lawyers, scholars, students, community advocates, and people with lived experience of incarceration to share knowledge, legal strategies, and to promote decarceration and the rights of criminalized people.



CAEFS Testifies For Bill C40

AN ACT TO CHANGE HOW CANADA RESPONDS TO WRONGFUL CONVICTIONS

In November, CAEFS presented to the HOC Standing Committee on Justice and Human Rights to contribute to BILL C-40, an Act to Amend the Criminal Code, to make consequential amendments to other Acts and to repeal a regulation.

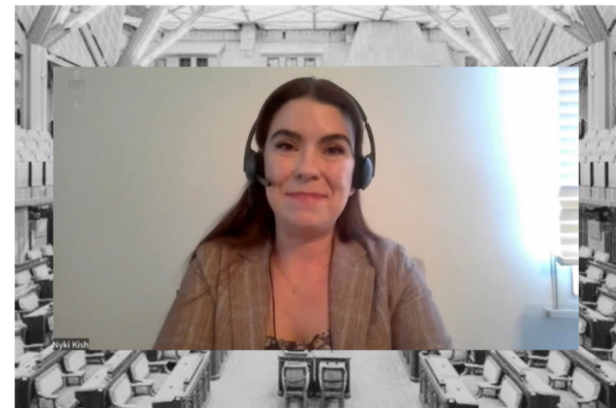
Presently, wrongfully convicted people face a lengthy process full of barriers that make convictions very hard to overturn. The act aims to reduce these barriers by establishing a Miscarriage of Justice Review Commission. This change is the result of an independent commission which heard from many wrongfully convicted people.

CAEFS developed several legislative recommendations to increase the Act's ability meaningfully and comprehensively respond to the many issues related to wrongful convictions in Canada.

One amendment to the Act that we wrote was adopted into law, a paragraph directing the the new wrongful conviction commission to ensure the Correctional Service of Canada does not punish federally sentenced people by depriving them of access to programs and services in prison for maintaining their innocence.

CAEFS TESTIFIES FOR BILL C 40

November 28th, 2023



Nyki speaking to the HOC Standing Committee on Justice and Human Rights changes to the law on wrongful convictions.

Addressing Accessibility Standards Project

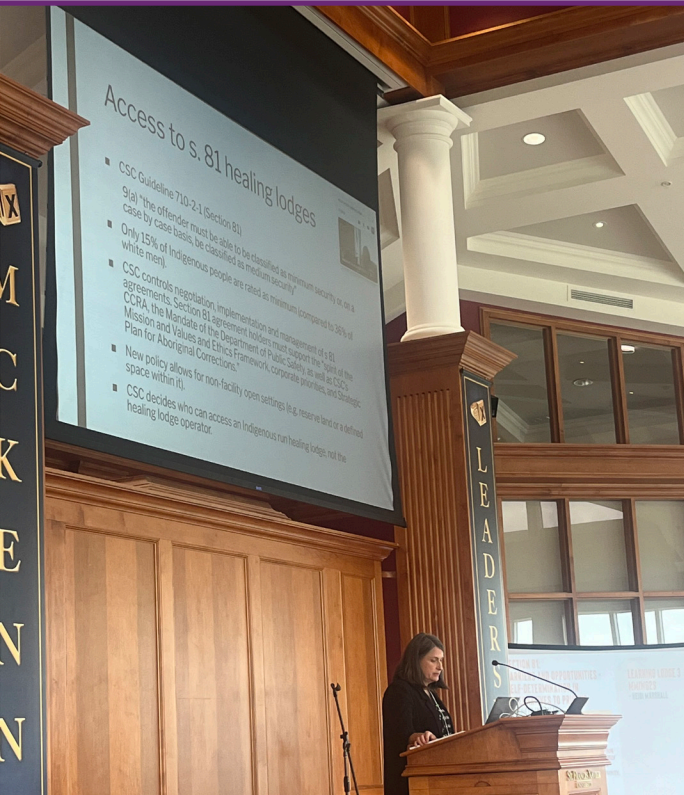
ACCESSIBILITY STANDARDS

In 2024, Indigenous Disability Canada, the Disabled Women's Network of Canada, collaborated with CAEFS, to embark on a new project to identify accessibility needs of federally incarcerated Indigenous and Black women, girls and gender-diverse persons living with disabilities in order to inform accessibility standards. The project is grounded in Indigenous and anti-oppressive knowledge and methodological frameworks and is guided by a steering committee of people with knowledge of the system.



Transforming Justice Gathering

CAEFS and the Elizabeth Fry Society of Cape Breton were among a group of organizations and academics who helped to organize Transforming Justice – Learning Lodges for Decarceration through Self-Determination in Mi’kma’ki Conference, held in August 2024, at St. Francis Xavier University, in Antigonish, Nova Scotia. This event brought together Mi’kmaq leaders, justice advocates, ally organizations, and academics to advance an understanding of Section 81 of the Corrections and Conditional Release Act and to promote decarceration through self-determination in Mi’kma’ki. Over two days, conference participants engaged in seven “learning lodges,” fostering collaborative discussions and actionable steps toward justice transformation and strengthening community-led alternatives to incarceration.



WE ARE INVITING YOU TO

TRANSFORMING JUSTICE

LEARNING LODGES FOR
DECARCERATION THROUGH
SELF-DETERMINATION IN
MI'KMA'KI

IN-PERSON
CONFERENCE

WEDNESDAY & THURSDAY **14 & 15** AUGUST 2024

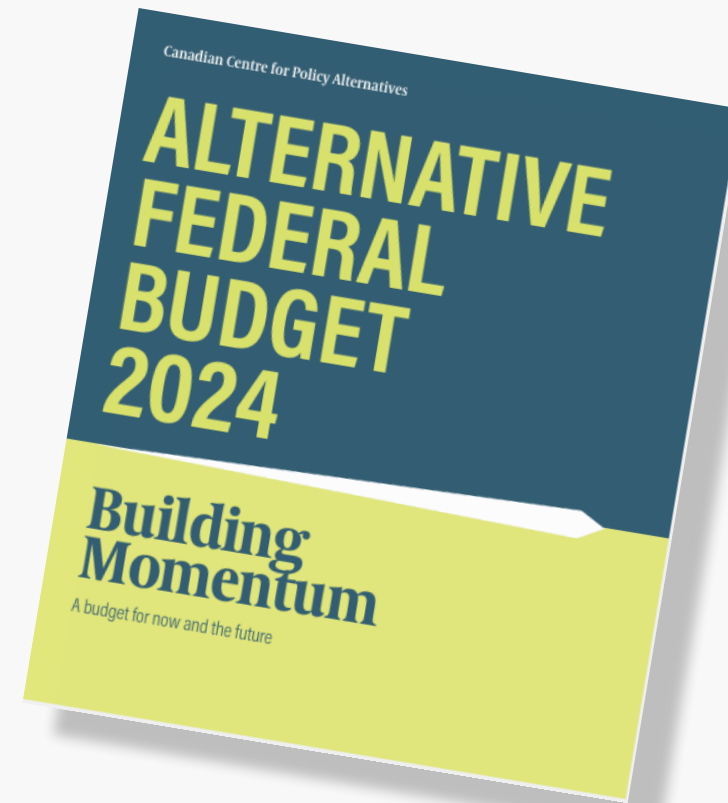
MCKENNA CENTRE FOR LEADERSHIP
SCHWARTZ SCHOOL OF BUSINESS
4TH FLOOR
4130 UNIVERSITY AVE, ANTIGONISH, NS.

RSVP

<https://forms.office.com/r/rxUzQ7sbCU>

SSHRC FUNDED
CONNECTIONS GRANT

Alternative Federal Budget 2024



CAEFS contributed to the 2024 Alternative Federal Budget by advocating for transformative investments in community-based alternatives to incarceration and championing the redirection of government resources away from punitive prison models. The insights and lived experiences of criminalized women and gender-diverse people informed CAEFS’ policy recommendations that called for reallocating federal spending from institutional corrections toward preventative, non-carceral supports such as housing, mental health care, and culturally relevant programming. This work underscored our commitment to human rights, equity, and the reduction of systemic barriers that disproportionately impact marginalized communities, while actively informing public dialogue and federal priorities for a more just and effective approach to public safety.

Honouring Voices and Visions

In June of 2024, several formerly incarcerated women traveled to Guelph Ontario to work with, Re•Vision: The Centre for Art and Social Justice to create video stories of their experiences of sexual, reproductive, and maternal health. These stories are part of a larger research project lead by Principal Investigator, Dr. Jennifer Leason, with CAEFS as a community partner- Honouring Voices and Visions: Illuminating Indigenous Women and Gender Diverse (WGD) Sexual, Reproductive, and Maternal-Child Health in Federal Correctional Facilities Designated for Women in Canada. The videos and the stories they created were incredibly moving and became an integral piece of the research done on this project. Each story created became the property of the person who told it.



Honouring Voices and Visions by Dr. Jennifer Leason

INTERNATIONAL ENGAGEMENT: CEDAW

In 2024 –CAEFS was pleased to have partnered with [Indigenous Disability Canada](#), the [The John Humphrey Centre for Human Rights](#) and the Coalition for Justice and Human Rights with input from the [Elizabeth Fry Nothern Alberta](#) to submit a shadow report to the United Nations Committee on the Elimination of Discrimination Against Women (CEDAW).

We were among over 40 civil society and Indigenous Organizations who submitted shadow reports and many who we joined in-person at the United Nations in Geneva in October, 2024, to ensure that our concerns were included in the recommendations made to Canada by the committee. Our report took an intersectional approach to bringing attention to the rights violations affecting women and gender-diverse people in prisons with a particular focus on Indigenous women and gender-diverse people as well as incarcerated women and gender-diverse people with a disability.



“In Canada, the justice system **criminalizes the lived realities** of the most vulnerable populations, including **poverty, homelessness, trauma, abuse, and disability**. For Indigenous women, girls, and gender diverse people, especially those with disabilities, these **systemic inequities increase their vulnerability to both victimization and criminalization.**”

- Canadian Civil Society Submission to the UN Committee on the Elimination of Discrimination Against Women (CEDAW)
Submitted on September 9, 2024

INTERNATIONAL ENGAGEMENT:

UNCSW 69 Beijing +30

“it was critical for the feminist movement in Canada, and Globally, that we show up and represent.”

In March of 2025, CAEFS attended the United Nations Commission on the Status of Women (UNCSW 69) in New York as part of the Beijing +30 delegation from Canada, coordinated by the Canadian Research Institute on the Advancement of Women (CRIAOW) and funded by Women and Gender Equality (WAGE).

The delegation prepared a joint submission in the summer of 2024, which provided an analysis of the 12 priority areas of concern identified in 1995 as part of the Beijing Declaration and Platform for Action, as well as additional information on key policy areas that are essential to women’s progress today. While in New York, CAEFS participated in an NGO CSW side event focused on the criminalization of coercive control and litigation abuse, organized by the Barbra Schliker Clinic, and with colleagues from Action Canada, and Inter Pares. All of this was happening at a time where multilateral spaces are coming under threat and it was critical for the feminist movement in Canada, and Globally, that we show up and represent.



Shifting The Conversation on Public Safety

In 2024, CAEFS consistently used its media presence and participation in advocacy coalitions to emphasize the need for a fundamental shift in Canada's approach to public safety and justice. Rather than supporting legislative changes that expand the use of pre-trial detention, for example, CAEFS called for sustained investment in community-based supports such as affordable housing, mental health services, and culturally relevant programming.

By centering the voices and experiences of those most affected by criminalization—particularly women, Indigenous peoples, and gender-diverse individuals—CAEFS consistently highlighted how evidence-based, community-rooted investments not only address the root causes of criminalization but also build safer and more equitable communities for everyone.



Thank You to our Funders



Femmes et Égalité
des genres Canada

Women and Gender
Equality Canada



Public Safety
Canada

Sécurité publique
Canada



Social Sciences and Humanities
Research Council of Canada

Conseil de recherches en
sciences humaines du Canada

Canada 

Canada



Summary of Commonly Reported Issues



Based on a review of **35 systemic advocacy letters** from Grand Valley Institution, Edmonton Institution for Women, Fraser Valley Institution, and Nova Institution for Women. The following categories reflect the most commonly reported concerns documented across these institutions.

They are listed in order of frequency of reports.

Access to Conditional
Release and
Programming

Health Care

Conditions in the
Maximum-Security
Units and Structured
Intervention Units

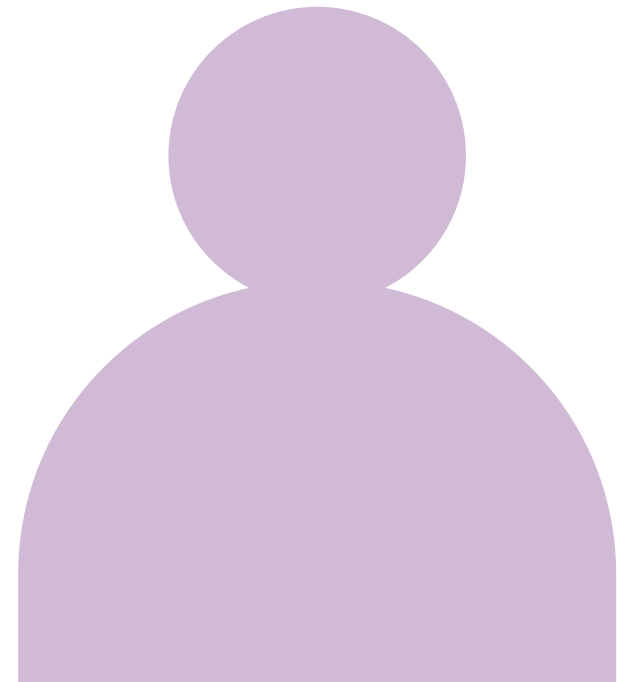
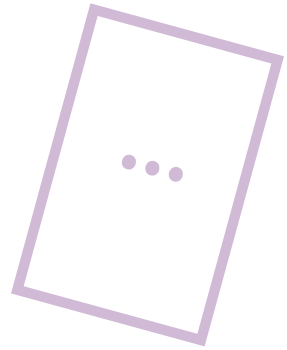
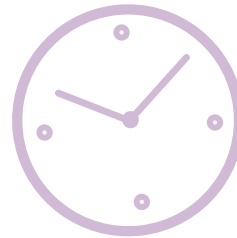
Access to the Grievance
System and Procedural
Fairness

Security Reviews and
Classification

COMMONLY REPORTED ISSUES:

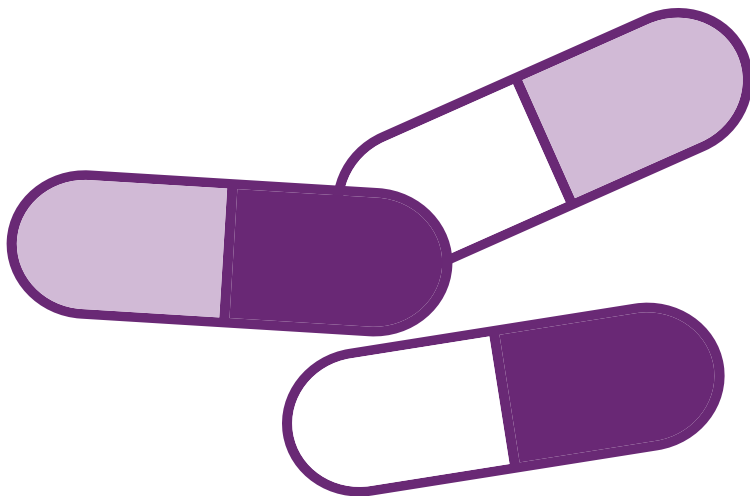
ACCESS TO CONDITIONAL RELEASE AND PROGRAMMING

- » **Delays in accessing core Correctional Programs** required by individuals' Correctional Plans, often reported to impact parole support and security reviews.
- » **Long program waitlists and frequent cancellations**, often attributed to staff shortages or vacant facilitator positions.
- » **Limited access to employment** and vocational opportunities, reported to undermine preparation for release.
- » **Barriers to section 84 release planning for Indigenous individuals**, including limited institutional support and access to Elders or Indigenous Liaison Officers.
- » **Lack of timely or accurate information from Parole Officers** regarding parole hearings, assessments, and release processes.
- » **Reported confusion or lack of awareness** about how to initiate parole, escorted temporary absences, or other forms of conditional release.
- » **Delays or refusals in parole support** from case management teams, sometimes without clear explanation.



COMMONLY REPORTED ISSUES:

HEALTH CARE

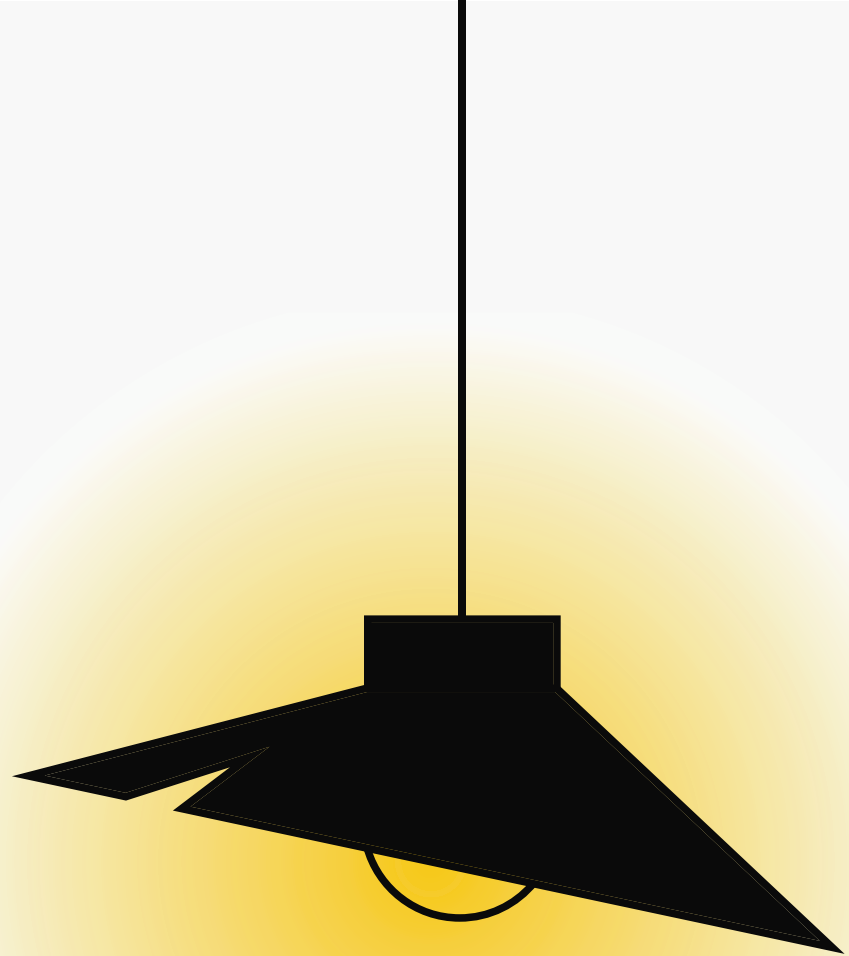


- » Delays in medical attention and follow-up care, including long waits for physicians, dentists, and prescription refills.
- » Inconsistent communication from Health Services and lack of transparency about the status of referrals or treatment.
- » Insufficient access to mental health care, particularly for individuals with complex or long-term needs.
- » Mental health services in maximum security described as especially limited, with concerns that restrictive conditions worsened symptoms.
- » Breach of confidentiality, including reported mishandling of health records and improper disclosure of medical information.
- » Unclear or contradictory information regarding medical isolation procedures during COVID-19 outbreaks.
- » Limited affordability and inconsistent availability of basic health-related items such as menstrual products, sunscreen, and over the counter medication.

COMMONLY REPORTED ISSUES:

CONDITIONS IN THE MAXIMUM- SECURITY UNITS AND STRUCTURED INTERVENTION UNITS

- » Degrading or unsafe physical conditions, such as broken windows, cold temperatures, mold, and sewage issues.
- » Inadequate heating and insulation, with individuals reporting the use of towels or pads to block cold drafts.
- » Restricted access to hygiene, showers, fresh air, and natural light.
- » Conflicting or limited scheduling that required individuals to choose between yard, phone, or computer time.
- » Significant barriers to programming, work, and legal materials.
- » Restricted access to advocacy support, including challenges securing private space for legal or peer support meetings.
- » Reports of prolonged isolation and limited human contact, especially among individuals with mental health needs.
- » Concerns about SIU placement procedures, including cases where individuals were not promptly informed of the reason for their placement or did not receive timely mental health assessment
- » Significant barriers to culturally relevant services and support for Indigenous people, who are disproportionately classified as maximum-security.





COMMONLY REPORTED ISSUES:

ACCESS TO THE GRIEVANCE SYSTEM AND PROCEDURAL FAIRNESS

- » Failure to meet grievance timelines set by CSC policy, with little explanation provided.
- » Request and grievance forms returned unsigned or incomplete, delaying resolution.
- » Fear of reprisal or futility in submitting grievances, with individuals reporting they were discouraged or ignored.
- » Limited access to legal and policy materials, impeding individuals' ability to understand and exercise their rights.

COMMONLY REPORTED ISSUES:

SECURITY REVIEWS AND CLASSIFICATION

- » Lack of transparency in security decisions, with individuals not adequately informed of the rationale behind their classification.
- » Security levels maintained without meaningful input or recognition of reported progress.
- » Limited access to programs, employment, or case management cited as reasons for stalled progress, despite individuals' willingness to participate.
- » Disproportionate classification of Indigenous and racialized individuals as maximum-security.
- » Lack of access to culturally appropriate supports that could assist in demonstrating readiness for reduced security.