

SOLGEN -A- 2019-03031
 Supp. Decision April 13, 2021

Ottawa-Carleton Detention Centre Community Advisory Board 2018 Annual Report

CAB Goals and Objectives for 2018

- Ensure that CAB members visit the women's unit regularly
- Promote awareness of the CAB among new recruits
- Engage with the Ministry regarding new policies and institution
- Continue monitoring implementation of the Task Force Recommendations

Site Visits:

Date	Name(s)	Duration	Summary
January 17	Rebecca Jesseman & Mark Darroch	120 min	Toured full institution, met with rec officer, inmate, and chatted with COs in male dorms
February 14	Rebecca Jesseman	60 min	Spoke with sergeants and COs
February 16	Rebecca Jesseman	60 min	Visited women's section
April 2	Rebecca Jesseman	90 min	Spoke with COs and rec officers about training, met with inmate
April 23	Rebecca Jesseman	90 min	Spoke with COs and met with inmates in max
June 17	Rebecca Jesseman	90 min	
June 24	Rebecca Jesseman	90 min	Visited women's section and pods – search underway in max
August 2	Rebecca Jesseman	60 min	Met with inmate in max and spoke with COs
August 17	Rebecca Jesseman	60 min	Met with inmate in max
October 28	Rebecca Jesseman	90 min	Met with inmates in max and spoke with COs
November 12	Rebecca Jesseman	120 min	Spoke with COs, health care, and met with inmate
February 1	Mark Darroch	2.5 hours	Visited max and nursing station, spoke with CO and nursing staff
March 18	Mark Darroch	2 hours	Visited min and female unit and spoke with COs
April 2	Mark Darroch	3 hours	Visited min, spoke with rec. officers, visited nursing station and spoke with staff, visited kitchen and spoke with cook
April 10	Mark Darroch	2 hours	Attended "Walls to Bridges" graduation ceremony
April 30	Mark Darroch	2 hours	Visited max and admitting, spoke to COs
July 12	Mark Darroch	2 hours	Visited max – search in progress – spoke with COs
August 30	Mark Darroch & Hawa Mohamed	2 hours	Visited max, spoke with COs and inmates, met with MILO, visited nursing and spoke with staff
September 27	Mark Darroch	2 hours	Visited females, pods, minimum, spoke with COs and inmates
October 18	Mark Darroch & Hawa Mohamed	2 hours	Visited visitors' area and nursing station and spoke with staff
December 20	Mark Darroch & Hawa Mohamed	2.5 hours	Visited full institution, spoke with COs and inmates
December 29	Mark Darroch & Hamid Challal	1 hours	Visited min, pods, and admitting and spoke with COs
May 7	Hawa Mohamed	3 hours	Toured kitchen, spoke with staff
May 27	Hawa Mohamed	3 hours	Spoke with staff
June 24	Hawa Mohamed	90 min	Toured max, spoke with staff
July 12	Hawa Mohamed	2 hours	Spoke with staff and met with inmate

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Date	Name(s)	Duration	Summary
August 17	Hawa Mohamed	3 hours	Spoke with inmate in max
September 27	Hawa Mohamed	2 hours	Visited medical unit and spoke with staff
January 10	Hamid Challal & Julianne Dunbar	80 minutes	Visited minimum, pods, Segregation, medical unit, spoke with COs and inmates in segregation
February 14	Hamid Challal & Julianne Dunbar	2 hours	Visited minimum, pods, nursing station, spoke with COs and staff
March 19	Hamid Challal & Julianne Dunbar	2.5 hours	Visited minimum, pods, maximum, spoke with COs and inmates on request
April 3	Hamid Challal & Julianne Dunbar	2 hours	Visited minimum, pods, maximum, segregation, spoke with COs
April 13	Hamid Challal	90 minutes	Visited minimum, pods, maximum
May 30	Hamid Challal & Julianne Dunbar	3 hours	Visited kitchen, minimum, pods, spoke with COs
June 7	Hamid Challal	2 hours	Visited minimum, pods, maximum and met with MILO
June 26	Hamid Challal & Julianne Dunbar	2 hours	Visited minimum, pods, women's units, spoke with COs
July 23	Hamid Challal & Julianne Dunbar	90 minutes	Visited minimum, pods, maximum, segregation, discussion with inmate from segregation, spoke with COs
September 9	Hamid Challal & Julianne Dunbar	2.5 hours	Visited minimum, women's units, discussions with women inmates, spoke with COs
October 28	Hamid Challal & Julianne Dunbar		Visited minimum, pods, segregation, medical segregation, women's units, discussions with inmates and COs
November 20	Hamid Challal & Julianne Dunbar	2 hours	Visited minimum, pods, maximum
November 24	Hamid Challal & Julianne Dunbar	2 hours	Visited minimum, pods, segregation, medical segregation, recreation

Summary of Visits:

Member Name	Total # of Site Visits for 2018
Rebecca Jesseman	11
Mark Darroch	12
Hawa Mohamed	9
Hamid Challal	14
Julianne Dunbar	11
TOTAL	57

In-year Action Items:

Summary of Concern/Issue: Request from inmate to have a dialogue with the Superintendent and CAB

Date brought to superintendent: October 30, 2018

Resolved: Yes. The request taken to the Ministry and was not approved.

Summary of Concern/Issue: Issue re: CAB members being granted timely access to the institution

Date brought to superintendent: June 26, 2018

Resolved: Yes. Superintendent responded promptly and issue did not reoccur.

CAB Meetings:

Date	Time	# of members	# of staff	Summary of Meeting
January 12, 2018	9:00	4	5	<ul style="list-style-type: none"> Discussed inmate mental health concerns and capacity-building. Discussed security concerns raised in recent Ottawa Citizen article. Discussed recruitment and retention. Discussed phone issue for inmates
February 16, 2018	9:00	4	2	<ul style="list-style-type: none"> Discussed agenda for bringing in guest speakers. Discussed morale concerns. Discussed segregation processes and new staff scheduling approach. Discussed renovations
March 21, 2018	9:00	4	3	<ul style="list-style-type: none"> Presentation on Walls to Bridges program. Discussion about inmates with acute mental health needs and lack of available resources. Discussion about new step-down units.
April 18, 2018	9:00	5	3	<ul style="list-style-type: none"> Discussed recent media coverage regarding health care, violence, and suicide in the institution. Discussion about CISM and EAP support following traumatic incidents. Infrastructure updates.
May 31, 2018	9:00	5	3	<ul style="list-style-type: none"> Discussed programming for inmates. Discussed training opportunities for staff. Discussed reports of violent incidents involving staff and results on morale.
June 29, 2018	8:00	5	3	<ul style="list-style-type: none"> Presentation on CISM Discussed implications of new government. Information on new segregation policies.
July 25, 2018	8:00	5	5	<ul style="list-style-type: none"> Presentation of new time-out-of-cell checklist Discussed staff safety and morale concerns Information about visit from the Minister
September 12, 2018	8:00	5	5	<ul style="list-style-type: none"> Update from Hamid and Julianne on visit to Central North Discussion about health care concerns and programming Discussion about mental health supports for staff
October 30, 2019	8:00	5	3	<ul style="list-style-type: none"> Discussion of health care concerns Discussion of holiday luncheon cancellation Follow up on inmate concerns, including request for a meeting with Superintendent and CAB

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Date	Time	# of members	# of staff	Summary of Meeting
November 29, 2018	8:00	4	3	<ul style="list-style-type: none"> • Presentation from Pete Thorne on MCSCS training program • Concerns regarding staff safety discussed • Crisis and wellness supports for staff discussed

Total Number of CAB meetings: 10

Training and Learning Events:

Member Name (s)	Name of Event	Date	Summary
Rebecca Jesseman	Canadian Mental Health Association Annual Conference	Oct. 22-23	<ul style="list-style-type: none"> • Attended presentation on CMHA program for inmates at OCDC

Community Engagement Events:

Member Name (s)	Name of Event	Date	Summary
Julianne Dunbar, Hamid Challal, Mark Darroch & Rebecca Jesseman	Sergeants Meeting	February 1, 2018	<ul style="list-style-type: none"> • Discussed new policies regarding transfers and segregation • Communication concerns
Rebecca Jesseman	Dismantling Carceral Power	April 11, 2018	<ul style="list-style-type: none"> • Event organized by Carleton Students. • Provided an overview of the role of the CAB and items raised in previous annual reports, including an update on progress and on the positive impact that the new legislation and a new institution might have.
Hamid Challal	Meeting with Management re: Ramadan menu	April 24, 2018	<ul style="list-style-type: none"> • Meeting with OCDC management to discuss Ramadan meals, procedures
Hamid Challal, Mark Darroch & Julianne Dunbar	Presentation to new recruits	May 22, 2018	<ul style="list-style-type: none"> • Introductions, role and mandate of the CAB
Recovery Day Ottawa	Recovery Day Ottawa	September 15, 2018	<ul style="list-style-type: none"> • Presented on the importance of language in reducing the stigma of substance use • Met with community members involved in reintegration supports, including MOMS and the Biker Church
All CAB members	Meeting with MOMS and Elizabeth Fry Society	April 17, 2018	<ul style="list-style-type: none"> • Heard concerns from MOMS and learned about their activity beyond work with OCDC. • Met the new Executive Director at E. Fry. • Shared information about the CAB role and operations.

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Mark Darroch & Julianne Dunbar	Understanding Human Trafficking, Crime Prevention Ottawa	March 5, 2018	<ul style="list-style-type: none"> • Presentation on human trafficking in Ottawa
Mark Darroch	Canada's Opioid Crisis	March 12, 2018	<ul style="list-style-type: none"> • Presentation at Algonquin College
Mark Darroch	Crime Prevention Ottawa	April 23, 2018	
Mark Darroch	MOMs Meeting	April 30, 2018	
Hawa Mohamed	Royal Ottawa	October, 2018	<ul style="list-style-type: none"> • Attended the Long-term Nursing Homes and the Royal Ottawa Geriatric Department & Mental Health
Hawa Mohamed	Royal Ottawa	November 22, 2018	<ul style="list-style-type: none"> • Men and suicide
Hawa Mohamed, Mark Darroch & Hamid Challal	Walls to Bridges Graduation Ceremony	December 4, 2018	<ul style="list-style-type: none"> • Observed graduation of inmates and University students
Hawa Mohamed	St. Paul University		<ul style="list-style-type: none"> • Student Community Consultations
Hamid Challal & Julianne Dunbar	Tour and Visit Central North	August 5, 2018	<ul style="list-style-type: none"> • Met with Superintendent and CAB Chair, tour of entire institution
Hamid Challal & Julianne Dunbar	Presentation to new recruits	October 30, 2018	<ul style="list-style-type: none"> • Introductions, role and mandate of the CAB
Hamid Challal & Julianne Dunbar	Crime Prevention Ottawa	November 5, 2018	<ul style="list-style-type: none"> • Crime Prevention Awards Ceremony
Hamid Challal & Julianne Dunbar	Presentation to new recruits	December 17, 2018	<ul style="list-style-type: none"> • Introductions, role and mandate of the CAB

Observations:

CAB Operations:

The CAB annual reports are intended to synthesize observations and recommendations that CAB members have developed over the course of the year. They reflect dialogue with individuals presenting a broad range of perspectives and experiences. The public release of these reports is a key component of the transparency and accountability that are part of the CAB's mandate. The CAB notes that the report for calendar year 2017 has not yet been publically released. The CAB recommends that the Ministry publically release the 2017 Annual Report and the 2018 report as soon as possible. The CAB welcomes the opportunity for dialogue with members of the Minister's office. We look forward to continuing discussion with regard to the future role of CABs and how we can best support the Ministry in increasing engagement with the community.

System Renewal:

Bill 6 received Royal Assent on May 7, 2018, however it has not yet come into force. The Bill provides long-overdue clarity with regard to the purpose of corrections in Ontario, to practices such as segregation, and to roles and accountability. The policies and practices outlined in the legislation support an approach to corrections that promotes respect for human rights and

diversity, and that aligns with current evidence and best practice in rehabilitation and risk reduction.

The CAB also recognizes the engagement and consultations with staff, management, and community representatives that the Ministry conducted toward informing the development of the proposed new facility for OCDC, and the broader implementation of system change.

The annual report is currently the primary mechanism for the CAB to communicate observations beyond the local institution. The CAB is concerned that the 2017 reports have not been made public. Recognizing that they were tabled to the previous government, they remain important accounts of the operation and conditions of correctional institutions in Ontario. The CAB welcomes the opportunity to work more closely with the Ministry in order to better utilize the unique capacity that CABs provide. As volunteers, we also note the value of the support provided by the Ministry's External Oversight and Compliance Branch. The timeliness of CAB appointments continues to be a concern that restricts the function of many CABs in the province that are operating with four or fewer members.

Segregation Reform:

The reforms to segregation being undertaken by the Ministry and institution are necessary steps toward a more humane and effective approach to corrections, particularly in regards to inmates with mental health conditions and other vulnerabilities. However, we have heard and share concerns that changes are being implemented quickly and without the system and resource supports that were identified in the report of the Independent Advisor. We have also heard the frustration of staff who do not feel that there are sufficient disciplinary options available to provide meaningful consequences for actions that threaten staff and inmate safety.

The new step-down units provided inmates with a transitional stage between segregation and reintroduction to general population. Although the physical restrictions of the institution limited the common space available, the units were well-received by staff and appeared to have a positive impact on the inmates as well. However, the CAB understands that the unit is no longer operating as a step-down unit due to space requirements.

Staff Safety:

Concerns regarding staff safety were a dominant theme in the latter half of 2018 in discussions with staff and at monthly CAB meetings. Sources of these concerns include the presence of contraband weapons in the institution, lack of respect, high numbers of inexperienced staff, and limited options for disciplinary action resulting in the perception that inmates can act without consequence. The CAB also heard that there is a perception that engaging in physical control measures or imposing sanctions such as loss of privileges will result in staff facing disciplinary measures themselves. This further contributes to a feeling of insecurity among those on the floor, and to a lack of trust that senior management and the Ministry 'have their back'.

Recruitment and Retention:

The Ministry has had great success in terms of recruitment, with the ongoing introduction of new staff. Given the level of responsibility of the role, ensuring that recruits meet high standards is essential. The 100% success rate of recruits in the training program is an indication that adherence to these standards may need to be revisited. The CAB understands that the training programs are under development and hopes that they reflect both modernization and quality.

The CAB has also heard concerns about high rates of turnover among new recruits, specifically with those using their experience at OCDC as a stepping stone to employment with police or border security agencies. This indicates that the institution is not seen as an employer of choice. Failure to retain strong recruits results in lost investment in training, and has a negative impact

on morale. It also reduces the strength of the workforce, which will have long-lasting effects as current recruits move through the system into management roles. A comprehensive retention strategy that includes monitoring turnover, conducting exit interviews, improving morale and responding to feedback will provide long-term returns.

Mental Health and Crisis Support (Staff):

The CAB welcomed the opportunity to discuss mental health and wellness supports for staff regularly during CAB meetings. We recognize that there has been awareness of and engagement with community resources for first responders.

The provincial CISM network is intended to provide institutional staff who have experienced a traumatic event with support from peers. Such an approach is necessary, but additional support is required. The CAB heard that due to a shortage of available CISM members, individuals are sometimes contacted by peers from their own institution – which compromises the objectivity and confidentiality necessary to the system. The CAB also heard that the criteria for CISM contact can be restrictive, for example not including officers who may have been present for and impacted by an event even though they were not directly involved. The CAB recognizes management's openness to discussion and increasing staff awareness of community resources.

Morale and Staff/Management Relations:

CAB members continue to hear concerns about reduced morale among staff, and to observe escalating levels of tension and frustration. The importance of staff morale cannot be understated, particularly in a high-stress environment where personal safety is in question.

Clear and consistent communication at all levels is an important mechanism for building and maintaining trust. The CAB has previously recommended the development of a communication strategy targeted to improve support for the institution at the local level. This includes being proactive in messaging about key events in the media, and promoting balanced messaging that includes positive stories.

The CAB recognizes that internal communication opportunities such as muster, "LERC" meetings, and other initiatives are ongoing, however the CAB has heard that important information is not always conveyed. The CAB also notes that the Provincial Sergeants Committee has been disbanded. This removes an important opportunity for the Ministry to engage in dialogue with a group that brings valuable experience and insight to operational policies and practices.

Informal gestures can provide valuable opportunities for connection. The CAB was therefore disappointed to hear that the Ministry was not willing to support the annual holiday luncheon held by the institution; and we note the efforts by management to hold an alternative event in its place.

Infrastructure:

The aging infrastructure and physical restrictions of the institution continue to pose barriers to effective institutional operations. Impacts include limitations on the number and nature of programs offered, options to locate inmates to reduce security risks, and space for staff belongings. The trailers that were to be operational in the first half of 2018 remain off-line at the time this report is submitted.

The installation of new cell doors with improved hatches was a significant project. The new doors have been well received by both staff and inmates, providing for increased light and

visibility, and facilitating the passage of meal trays. The new furniture in the women's common area was also well received.

The improved maintenance schedule has had a positive impact on institutional cleanliness. The ongoing replacement of chairs for staff is an important part of providing a safe and comfortable work environment. Given the high rate at which chairs are damaged, more robust models or an ongoing replacement schedule could be investigated.

Use of Technology:

The continued reliance on paper-based records for health care, incident reports, and operational records results in decreased efficiency in staff time and Ministry resources, and increased potential for human error that can have significant health and safety impacts. Paper-based health care records reduce efficiency and increase potential for human error. Hand-written, lengthy reporting and documentation processes result in reduced compliance, and are out of synch with practice outside the institution. Failure to collect consistent and accurate data on key operational considerations such as institutional violence results in the inability to track and respond appropriately to emerging trends.

The use of any technology should be supported by clear, consistent, and user-friendly processes. The CAB understands that inconsistent approaches to managing files and e-mails contributes to existing communication gaps. Incorporating use of technology policies and practices into performance measures provides concrete incentive, and should be supported by training and on-call assistance.

Intermittent Sentences:

Creating space for those serving intermittent sentences poses a significant logistical challenge every weekend. It also increases demand on institutional resources due to processing and security on arrival, and increased risk of contraband.

The value of incarcerating individuals deemed safe to be in the community the majority of the time is a question for consideration by the Ministry of the Attorney General. The CAB encourages the Ministries to explore alternatives to incarceration for individuals deemed appropriate for intermittent sentencing.

Health Care:

Health care is likely the most common concern expressed by inmates. Although parity of health care services between the institution and the community is agreed at the international level, inmates continue to face barriers to quality care. This includes access to information about plans for follow-up care, consistent access to medication, and concerns about health conditions caused or exacerbated by conditions within the institution. The CAB also continues to hear concerns about encounters with the institutional physician in terms of access to privacy for consultations, and bedside manner.

OCDC's revised approach to methadone provision – bringing the medication to the units rather than requiring inmates to come to health care - has increased efficiency by reducing inmate movement and has improved consistency of administration.

Mental Health (Inmates):

As noted in previous reports, the institution does not have the physical or staff resources to deal with inmates' complex mental health concerns. This lack of capacity results in the deterioration of the inmates' mental state and increased stress for staff and other inmates. The gap in suitable resources for mental health needs is a drain on resources across the system, including

correctional staff required for escorts when conditions reach a crisis, hospitals for repeated assessments, and community resources such as shelters that also do not have capacity to meet individual needs post-release.

Immigration Detention:

The CAB has noted in previous reports that provincial correctional institutions such as OCDC are not appropriate places for immigration detainees. These are often people without criminal records and should not be housed in the same manner as inmates accused of criminal offences. Mr. Howard Sapers (in the appointed role of Independent Advisor) also raised this issue in his Final report on Corrections in Ontario in which he noted that holding immigration detainees on units with other inmate populations is contrary to international standards. The CAB recommends that the Ministry look at alternative arrangements for housing immigration detainees.

Programming:

The Walls to Bridges program being operated by the University of Ottawa Criminology department provides inmates and undergraduate students a unique educational opportunity. OCDC management and staff have made notable efforts to support the introduction of the program. The meditation program has also been very well received, with available space the key limiting factor in participation.

The recreational program also continues to be very well received by those able to participate. Increased staff, program space, and resources would increase access throughout the institution. Increased access would not only have wider benefits, it would reduce the perception that the program is unfairly rewarding higher-risk inmates.

Two areas in which additional programming would be particularly beneficial are substance use and pro-social coping skills/anger management. Inmates have requested additional program support in both areas, and both are also well established mechanisms for addressing dynamic criminogenic risk factors and reducing risk of recidivism.

Finally, the CAB continues to hear positive feedback about both the Muslim and Native inmate liaison officers (MILO and NILO). Activities held in recognition of Ramadan and National Aboriginal Day were particularly well received.

Phones:

According to the CRTC, the number of Canadians with landlines is steadily declining. The inability of OCDC inmate lines to contact cell phones is outdated, and results in significant costs to both inmates and their friends and family. Continued connection to family and community supports is a vital component of well-being and successful reintegration. Due to its cost and limitations, the current phone contract serves as a barrier rather than a facilitator to communication.

The CAB recognizes the phone cards provided to transferred inmates in order to support contact with friends and family.

Food Service:

Inmates continue to express concerns about the quality and nutritional value of the food. The lack of variety available to those on special diets is a particular concern. Notably, these concerns are shared by kitchen staff. Staff and inmates also note that the preparation of cook/chill food items does not provide marketable job skills post-release.

The food and scheduling provisions for Ramadan this year were well-received and recognized as an improvement over previous years.

Canteen:

Given the concerns noted above with regard to food in the institution, many inmates rely on canteen items to supplement their diet. However, the canteen list includes limited options in terms of healthy and affordable items. Inmates pay considerably higher prices for canteen items compared to prices in the community. Given the limited opportunities for income in the institution, this often creates a situation where inmates rely on contacts outside the institution for support. It also incentivizes the use of force or intimidation to obtain canteen items from other inmates.

Several new items were added to the canteen list in 2018, responding to requests expressed to the CAB and institution. The CAB understands that additional items remain under consideration.

Other Requests and Concerns:

The CAB has heard requests from inmates to eat meals out of cell given the cramped conditions and sanitary concerns within the cells (e.g. proximity to open toilets).

Inmates do not currently have access to boots or other footwear suitable for external yard time in the winter.

Relationships with the Community:

A small group of academics and students at the University of Ottawa and Carleton University established the JAIL Hotline in December 2018. Student volunteers operate the hotline, taking calls from inmates and family during set hours. They then attempt to take action on concerns and respond to questions received during the calls. Action has included outreach to the CAB. The CAB understands that responding to the Hotline has placed a considerable burden on institutional management. The CAB will be engaging with this group in 2019 to share information about our respective roles and objectives. The CAB also continues to communicate with the MOMs group.

Recommendations

Local:

1. Reinstate step-down units.
2. Develop a local staff safety strategy, working with representatives from all levels of staff and management.
3. Identify and promote opportunities for staff participation in mental health and wellness programs and events.
4. Consult with all levels of the institution to identify key communication gaps and develop a strategy to address those communication gaps and improve morale within the institution.
5. Ensure that inmates have access to privacy when consulting with the physician and other health care providers.
6. Continue to support and explore opportunities to increase capacity for programs offered in partnership with the community.
7. Increase availability of programs addressing criminogenic needs in particular, including substance use and anger management/coping skills.
8. Explore the feasibility of permitting inmates to eat meals out of cell.

9. Investigate options to reduce turnover or accelerate replacement of chairs used by staff supervising inmates.

Systemic:

1. Bring Bill 6, *Correctional Services Transformation Act* into force.
2. Continue a transparent consultation process for the establishment of a new facility, including representatives from all levels of staff and management, the community, and the CAB.
3. Release the 2017 annual CAB reports prior to or with the 2018 reports.
4. Ensure that any revisions to CAB mandates and operations are accompanied by investments in Ministry support and local capacity such as increased board membership and more timely appointment of members.
5. Develop and adequately resource a change management strategy to support reforms to staffing, segregation, and supervision.
6. Implement the recommendations in the *Institutional Violence in Ontario: Final Report* tabled by the Independent Advisor.
7. Support the development of local staff safety initiatives (see #2 above/local recommendations).
8. Evaluate current training standards in relation to post-graduation job performance and retention.
9. Develop and implement a comprehensive staff retention strategy.
10. Review CISM membership and increase capacity where needed to ensure that resources are sufficiently balanced to provide confidential coverage across the province.
11. Develop and implement a province wide mental wellness program for management and staff to promote and support mental wellness and supports for employees and incorporate this into senior management's performance indicators.
12. Approve the use of funds to support occasional staff recognition events.
13. Implement electronic data collection and reporting systems to replace current paper-based systems throughout the institution, prioritizing health care. Ensure that the new systems incorporate usability, and that roll-out is supported by training, and ongoing support.
14. Work with the Ministry of the Attorney General to explore alternatives to intermittent sentencing.
15. The Ministry explore alternative options to OCDC for immigration detainees.
16. Work with the Ministry of Health and Long-Term Care to develop a strategy to ensure equity of care between institutional and community settings.
17. Implement the recommendations of the Independent Advisor, and the policies outlined in Bill 6, to address the needs of mentally ill individuals outside the correctional system where possible, or in units or facilities with targeted capacity (including trained staff and suitable physical settings) where necessary.
18. Revise the telephone contract to allow inmates to dial cell phones.
19. Review and update the current menu to align with the updated Canada Food Guide.
20. Restrict the degree of inflation permitted on canteen prices, and expand the number of healthy food and hygiene products available.
21. Provide suitable footwear for winter yard.

Conclusion

While the purpose of the CAB Annual Report is to make recommendations to the Ministry and the OCDC Superintendent to better the institution, we would be remiss if we did not highlight the

good work that we have observed on countless occasions during our visits. OCDC staff are professional and take the time to engage with the CAB members during visits. These frank and open engagements reveal a group of dedicated individuals who strive to improve the institution and its operations. In addition, the staff at OCDC are to be commended for their participation in many community fundraising events such as JumpStart and the Torch Run. We have also witnessed strong support for one another in times of need, for example illness or the loss of a loved one. The CAB is grateful for the staff's engagement and look forward to further interactions in the coming year.

Submitted: Rebecca Jesseman, CAB Chair. April 26, 2019