



**Department of Justice and Public Safety.  
Adult Custody Services**

Policy: **Victim Notification C14**  
Effective: December 2005  
Revised: December 2022

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**MISSION STATEMENT**

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Adult Custody Services is committed to providing professional practices that respect human rights and ensure safety for all. To be successful we will deliver fair practices, incorporate transparent policies and procedures, ensure independent quality assurance processes, and provide program access that allows for educational, cultural, traditional, and faith-based services as well as mental wellness and community re-entry assistance.

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**PURPOSE**

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To establish procedural standards for administration of victim notification.

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**LEGISLATIVE AUTHORITY**

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[Section 742.1 Criminal Code of Canada](#)

[Canadian victim Bill of Rights](#)

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**SCOPE**

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This policy applies to all employees of the Adult Custody Services division of the Department of Justice and Public Safety.

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**POLICY GUIDELINES**

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Community and Custody Services will in accordance with the Victims Services Act notify those victims who have registered by completing a *Victim Notification Form*.

**Disclosure**

To comply with Privacy legislation, the Victims Services Act states:

*"If it is in the Minister of Public Safety's opinion, that it is reasonable and practical to do so and the interest of the victim of crime and if such disclosure clearly outweighs any invasion of the accused's or offender's privacy that could result from disclosure". (Any information pertaining to an offender is NOT to be shared with third party.)*



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**PROCEDURE**

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**Victim Services Coordinator**

Victim Services Coordinators will be responsible for providing eligible victims with registration forms and inputting information on CIS. Signed registration forms will be kept on the Victim's file.

**Notification Instructions**

Notification instructions will automatically be generated through the Client Information System and forwarded to:

- Institutional Programmers
- Correctional Officer III (Sergeants); and
- Superintendents

**Contact Information**

The notification message will contain the:

- Name of the requesting Victim.
- The involved client ; and
- Type of notification requested.

The victim contact information is found in the "contact" area of the offender file in CIS.

**Programmers**

Institutional Programmers will be the primary persons responsible to notify victims in case of:

- Unescorted Temporary absence/ Reintegration Leave
- Expiration of Sentence date/ expiry of custodial portion of sentence
- UAL/Escape.
- UAL/return to custody; and
- Death in Custody (*Note: following the notification of the offenders next of kin*)

**Sergeants**

Sergeants will, in the absence of the Programmer, shall assume the responsibility of victim notification in cases where immediate notification is required. (i.e.: escape)

**Alerts Reports**

The Client Information System (CIS) will automatically generate an "ALERTS" message on any client who has been identified by a victim requesting notification.

Sergeants shall print off a copy of the "CIS Alerts Report" daily for reviewing/presentation at the operational morning meeting.



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**Victim Notification**

Victims requesting notification shall receive a telephone call at the contact number provided within the "Contact" screen of the client CIS file. These requests appear on the CIS Special Attention / Alerts Report for each institution within the Security area with a "Victim Notification" alert type.

The following is a list of items that Victims may wish to be notified on with respect to the client:

- Has been approved for an unescorted TA/RL.
- Is being released on expiration of sentence/expiry of custodial portion of sentence.
- Has gone UAL/Escaped.
- Has returned to custody from UAL/Escape; or
- Death in custody

Note: Only information indicated on the Alert Screen shall be provided to the victim & under no circumstances can you inform a victim of the address of the client being released.

**Notification Standards**

All reasonable efforts shall be made to notify a victim who has requested "Victim Notification".

A minimum of three (3) calls per day shall be made and documented on CIS for three (3) successive days.

All successful/unsuccessful attempts to contact the victim are to be recorded in the notes area of the victim's CIS file as a "victim notification" note type.

**Documentation**

The notes shall contain the:

- Client's name and CIS number.
- Time of the call.
- If call was successful or unsuccessful; and
- Brief description of the message given to the victim.

Note: All Victim Notification notes are automatically sent to the Victim Services Coordinator by CIS.

**Victim Requests**

Adult Custody Services Staff receiving inquiries, from a victim outside of those listed on the "Victim Notification" alerts report, shall refer the caller to the Victim Services Division.

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**RELATED POLICY**

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C11 Release and Discharge  
E8 Transfers  
E18 Inter Provincial transfers  
E19 International Transfers  
F6 Temporary Absence  
F10 Electronic Monitoring  
Adult Institutional Policy Manual N.B



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