



**Department of Justice and Public Safety**  
**Correctional Services**

Policy: **Disturbances D21**  
Effective: March 2001  
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 guidelines in the event of disturbances within an Adult Custody facility.

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**LEGISLATIVE AUTHORITY**

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[NB Corrections Act.](#)

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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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A disturbance may be classified as any event, incident, or behavior, which causes, or may cause, disruption of normal institutional routine.

Disturbances should be brought under control through reasonable negotiations whenever possible. Force is to be used only when:

There is an immediate threat or potential risk to the:

- safety of clients
- staff or persons at the facility.
- the safety and security of the institution or community; and
- there is no reasonable alternative to re-establishing a secure and orderly environment.

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**PROCEDURE**

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**Isolate and contain**

When a disturbance occurs:

1. Staff shall:

- Isolate and secure area of the disturbance,
- secure the rest of the facility and
- give non-participating clients an opportunity to leave the immediate area of the disturbance.



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**Evacuate visitors**

2. Visitor(s) should provide names and addresses and leave immediately.

**Immediate steps**

3. If possible, immediate steps are to be taken to diffuse and resolve the situation, first using effective communication and taking remedial action or by other means deemed appropriate.

**No release**

At no time is a client to be released from custody in response to a threat or demand.

**Command post**

4. Establish a central coordination command post, telephone communication is essential to maintain contact with required personnel

**Superintendent**

5. The Superintendent is to advise the Director of Adult Custody Services of the disturbance as soon as possible.

**Assess and request assistance**

6. After assessing all information provided by the staff, if the Superintendent believes the disturbance can not be controlled effectively, external assistance may be requested from the local law enforcement agency, fire department, etc.

**Jurisdiction**

The Superintendent retains full jurisdiction however, over final decisions respecting the security and good order of the institution.

**Inform assisting agency**

7. Upon arrival of the agency rendering assistance, the staff member in charge is to outline, to the senior member of the agency rendering assistance, the nature of the situation and what assistance is being requested.

**Tactical response request**

8. As requested by the Superintendent or designate, the local law enforcement agency is to assume responsibility for any tactical responses required.

**Law enforcement control their weapon use**

Law enforcement tactical teams are not restricted, by Adult Custody Services policies, in the use of weapons.

**Degree of force**

9. If force is necessary to respond to a disturbance, only the degree of force necessary to bring the situation under control is permitted.

**Hostage taking**

10. In the event hostages are taken during the disturbance, staff are to follow the procedures as outlined in Section D-23, "Hostage Taking"



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**Conclusion**

Once the disturbance is fully under control and the participants of the disturbance are segregated; the institutional count is to be confirmed.

Refer to the policy D20 Emergencies, Situation conclusion on page 2. Steps 1 through 7 outline appropriate emergency wrap-up procedures

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**RELATED POLICY**

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Section D20 Emergency Situations  
Section D23 Hostage Taking  
Section D29 Use of Force:  
Adult Institutional Policy Manual NB