



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

Policy: **Correspondence E12**  
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 pertaining to client correspondence.

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**LEGISLATIVE AUTHORITY**

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[N.B 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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Clients shall be permitted to send/receive letters, supposing such does not:

- jeopardize security.
- could cause distress to recipient; or
- contain information detrimental to rehabilitation.

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**PROCEDURE**

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**Restriction**

Institutional authorities will comply with requests from recipients of the correspondence to terminate communication.

**Security screening**

All correspondence is subject to screening and referral.

**Client to Client**

Correspondence between Clients requires the approval of the Superintendent or their designate. Should the two clients be in differing centers, authorizations will require the approvals of both Superintendents and or their designates.

**Interrupted mail**

Client correspondence shall be interrupted for the following reasons:

**Department of Justice Public Safety**  
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- addressee known to be a victim of client's crime.
- no-contact order in effect.
- contains content that maybe offensive in nature, i.e., speaks of violence, coercion, threats, promotes or advocates hatred, racism.
- correspondence known to contain contraband
- addressee requests termination
- in compliance with court order

**Notification**

Interrupted correspondence shall be referred to the Superintendent or designate. (Correctional Case Manager for presentation at the Operational morning meeting)

**Police referral**

Interrupted correspondence containing information that is a direct violation of a court order; or could be deemed to be a criminal offense shall be referred to the police for investigation

**Returned mail**

Interrupted correspondence will be returned to sender, with an explanation. If address is unknown the item will be placed in the client's personal property and provided upon release.

**Released or transferred offender**

Mail addressed to a client who has been released or transferred will be forwarded, where possible, or returned to the sender.

**Gift parcels/money**

Gift parcels will be returned to sender unless the Superintendent directs otherwise. Gifts of money will be placed in the client's trust account.

**Relatives advised**

The above policy will be communicated as widely as possible to relatives and friends of clients.

**Unopened mail**

Clients are permitted to receive unopened mail from:

- Office of the Ombud
- Correctional Investigator (Federal)
- Human Rights Commission
- Minister of Justice & Public Safety
- Members of Federal or Provincial Legislature or Senate
- Deputy Minister of Justice & Public Safety
- Assistant Deputy Minister of Justice & Public safety
- Director of Adult Custody Services
- Chief Superintendent
- Superintendent HQ
- Director of Legal Aid
- Representing Lawyer
- Judges; and
- Superintendent



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**Exception**

Privileged correspondence may be opened in very exceptional cases, where it is believed the security of the institution is compromised. Superintendent's approval is required.

**Chief Superintendent of Operations**

Mail opened pursuant to the above policy will require a detailed report being forwarded to the Chief Superintendent of Operations by the Superintendent

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**RELATED POLICY**

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- D14 Contraband
- D15 Searches
- D16 Request for Canine Services
- D17 Seizures
- D22 Terrorism/Bomb Threats
- E10 Client Guide
- Adult Institutional Policy Manual N.B.