

Department of Justice and Public Safety
Adult Custody Services

Policy: **Request Forms E7**
Effective: March 2001
Revised: December 2022

MISSION STATEMENT

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.

PURPOSE

To outline procedural standards for the issuance, processing and filing of client request forms.

LEGISLATIVE AUTHORITY

[N.B Corrections act.](#)

SCOPE

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

POLICY GUIDELINES

The client request form is a valuable permanent record for documenting activity occurring in the institution, related to:

- client requests; and
- response by staff.

PROCEDURE

Control Point

A control point must be established where client request forms may:

- be received.
- be processed; and
- have a reply delivered through.

Form supply

Client will have reasonable access to forms where they:

- live,
- work or
- spend their leisure time.

Completion



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Clients may complete requests themselves or be assisted by a person of their choice.

Client signs

In cases where staff or others assist someone, the client must sign the form.

Processing

Requests will be forwarded to the control point for processing at the earliest possible time.

Response

Client requests will be responded to within a reasonable period. Staff will ensure the response is clear and understandable

Reply signed by Client

Requests will be returned to the client. The client will then sign the bottom of the form, indicating they have received the reply.

Filing

The request will then be placed in the client file.

RELATED POLICY

E10 Client Guide
Adult Institutional Policy Manual N.B.