



**RETURN BIDS TO :**

Bid Receiving :

Correctional Service of Canada  
Material Resources Division  
250 Montée St-François  
Laval (Quebec) H7C 1S5  
Telephone: 450-661-9550 ext. 3209-3214

**MAIL :**

[GEN-QUE307Soumissions@CSC-SCC.GC.CA](mailto:GEN-QUE307Soumissions@CSC-SCC.GC.CA)

**FAX :**

450-664-6615 – Bids Office

**REQUEST FOR PROPOSAL**

This solicitation is not a public opening.

**Proposal to: Correctional Service Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefore.

Comments :

« **THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT** »

Vendor/Firm Name and Address :

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Telephone N° :

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Fax N° :

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Email :

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GST N° or SIN or Procurement Business N°(PBN) :

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Title : DENTAL SERVICES - Cowansville Institution	
Solicitation N° : 21301-15-2017325	Date : 03-21-2014
Client Reference N° : 21301-15-2017325	
GETS Reference N° :	
Solicitation Closes :	
at : 2:00 p.m EDT	
on : April 22, 2014	
F.O.B. :	
Plant:	Destination: Other :
Address Enquiries to :	
Linda Mandeville Contracting and Procurement Regional Officer 450-661-9550, Ext.: 3259 <a href="mailto:linda.mandeville@csc-scc.gc.ca">linda.mandeville@csc-scc.gc.ca</a>	
Telephone N° : 450-661-9550, Ext.: 3259	Fax N° : 450-664-6626
Destination of Goods, Services and Construction:	
Cowansville Institution 400, rue Fordyce, Cowansville QC J2K 3N7	
Instructions: See Herein	
Delivery Required: See herein	Delivery Offered: See herein
Name and title of person authorized to sign on behalf of Vendor/Firm	
<hr/>	
Name	Title
<hr/>	
Signature	Date
(Sign and return cover page with bid proposal /	
Submitting a bid and being awarded the contract means that the Contractor has read all the instructions and conditions and that it agrees, <b>by duly signing above (mandatory)</b> , to comply with same.	



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## **PART 1 - GENERAL INFORMATION**

### **1. Security Requirement**

There is a security requirement associated with the requirement. For additional information, consult Part 4 - Evaluation Procedures and Basis of Selection and Part 6 - Resulting Contract Clauses.

### **2. Statement of Work**

The work to be performed is detailed under Article 2 – Resulting Contract Clauses.

### **3. Revision of Departmental Name**

As this bid solicitation is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, must be interpreted as a reference to CSC or its Minister.

### **4. Debriefings**

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

### **5. Procurement Ombudsman**

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under 25,000 \$ for goods and under 100,000 \$ for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at [boa-opo@boa.opo.gc.ca](mailto:boa-opo@boa.opo.gc.ca). You can also obtain more information on the OPO services available to you at their website at [www.opo-boa.gc.ca](http://www.opo-boa.gc.ca).



## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) Manual issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, certifications, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The SACC Manual clause 2003 (2014-03-01) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

**Subsection 1.4 and 1.5 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, does not form part of and not apply to the bid solicitation. All other subsections of '01 Code of Conduct and Certifications – Bid', form part of and apply to the bid solicitation.**

**Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:**

Delete: sixty (60) days  
Insert: ninety (90) days

### 2. Submission of Bids

**Subsection 5.2 d. of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:**

REMOVE: send its bid only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified on page 1 of the bid solicitation or to the address specified in the bid solicitation. The facsimile number and related instructions for bids transmitted by facsimile are provided on page 1;

INSERT: send its bid only to Correctional Service of Canada (CSC) Bids Office specified on page 1 of the bid solicitation or to the address specified in the bid solicitation. The facsimile number and related instructions for bids transmitted by facsimile are provided on page 1.

Bids must be submitted only to CSC by the date, time and place indicated on page 1 of the bid solicitation.

### 3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) business days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.



#### **4. Applicable Laws**

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.



## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **1. Bid Preparation Instructions**

CSC requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid: **two (2) hard copies**

Section II: Financial Bid: **one (1) hard copy**

Section III: Certifications: **one (1) hard copy**

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

**Bidders are requested to submit their Financial Bid in an envelope separate from their technical proposal.**

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to:

- i. use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- ii. use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

### **2. Section I: Technical Bid**

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

### **3. Section II: Financial Bid**

1.1 Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Annex B - Proposed Basis of Payment. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) must be shown separately, as applicable.

1.2 Bidders must submit their rates, FOB destination; Canadian customs duties and excise taxes included, as applicable; and GST or HST excluded.



1.3 The rates specified in the financial proposal, when quoted by the Bidder, must include provision of all of the services described in Annex A - Statement of Work, including the total estimated cost of all travel and living expenses that may need to be incurred for«;

- a. work described in Annex A, Statement of Work, of the bid solicitation required to be performed at the Institution indicated under 3. Objective.
- b. travel between the successful bidder's place of business and the Institution; and
- c. the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.

1.4 The rates specified in the financial proposal, when quoted by the bidder, must not include the cost of the supplies and equipment required to provide dental services to CSC inmates (see Annex A, statement of work, article 15. Support to Contractor).

1.5 When preparing their financial bid, bidders should review clause 1.2, Financial Evaluation, of Part 4.

1.6 The Bidder's all-inclusive hourly rates in response to the RFP and resulting contract(s) will apply to where the Work is to be performed as specified in the RFP and the resulting contract(s).

#### **4. Section III: Certifications**

Bidders must submit the certifications required under **Part 5 - Certifications**.





## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **1. Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of CSC will evaluate the bids.

#### **1.1 Technical Evaluation**

##### **1.1.1 Mandatory Technical Criteria**

Proposals will be evaluated to determine if they meet all mandatory requirements outlined in **Annex D – Evaluation Criteria**. Proposals not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

#### **1.2 Financial Evaluation**

SACC Manual Clause A0220T (2013-04-25), Evaluation of Price

Proposals containing a financial bid other than the one requested at **Article 3. Section II: Financial Bid of PART 3 – BID PREPARATION INSTRUCTIONS** will be declared non-compliant.

**Note to Bidders:** Table Totals will be calculated using the formula that follows the corresponding table in **Annex B – Basis of Payment**.

### **2. Basis of Selection**

SACC Manual Clause A0031T 2010-08-16, Basis of Selection – Mandatory Technical Criteria

### **3. Security Requirement**

3.1 Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in **Part 6 - Resulting Contract Clauses**;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

3.2 Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

3.3 For additional information on security requirements, bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-)" (<http://www.tpsgc->



[pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31](http://pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)) document on the Departmental Standard Procurement Documents Website.

#### **4. Insurance Requirement**

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in clause 11 of Part 6, Resulting Contract Clauses.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.



## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

### 1. Certifications Required with the Bid

Bidders must submit the following duly completed certifications with their bid.

#### 1.1 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Human Resources and Skills Development Canada \(HRSDC\) - Labour's](#) website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

#### 1.2 Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

##### Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.



"pension" means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canada Pension Plan Act*, R.S., 1985, c. C-8.

### Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above? **YES** (  ) **NO** (  )

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) date of termination of employment or retirement from the Public Service.

### Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **YES** (  ) **NO** (  ).

If so, the Bidder must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;
- (d) amount of lump sum payment;
- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

**Note to Bidders:** Bidders are advised that a contract issued to a FPS in receipt of a pension under the *Public Service Superannuation Act* (PSSA) will be identified as such on the CSC Departmental Proactive Disclosure of Contracts internet site.

By providing information on its status, with respect to being a former public servant in receipt of a Public Service Superannuation Act (PSSA) pension, the Bidder has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

## 1.3 Status and Availability of Resources

SACC Manual clause A3005T (2010-08-16) Status and Availability of Resources

## 1.4 Education and Experience

SACC Manual clause A3010T 2010-08-16, Education and Experience



### 1.5 Language Requirements

The bidder certifies that the proposed resource(s) is/are capable of providing **verbal and written communication** and able to conduct the work in both official languages (English and French) or in the offender's official language.

### 1.6 Rate Certification

The Bidder certifies that the rate proposed:

- a. is not in excess of the lowest rate charged anyone else, including the Bidder's most favoured customer, for the like quality and quantity of the service;
- b. does not include an element of profit on the sale in excess of that normally obtained by the Bidder on the sale of services of like quality and quantity, and
- c. does not include any provision for discounts to selling agents.

### 1.7 Licensing Certification

The Contractor must hold a current license in good standing with the provincial licensing body for dentists in the Province, where the work will be performed for the duration of the contract. The Contractor must provide a copy of the license(s) to the Contracting Authority when requested to do so.

#### **Certification:**

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.



## PART 6 - RESULTING CONTRACT CLAUSES

### 1. Security Requirement

The Contractor must, at all times during the performance of the Contract, hold a valid **Designated Organization Screening (DOS)**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

2. The Contractor personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
3. The Contractor **MUST NOT** remove any **PROTECTED** information or assets from the identified work sites, and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
  - (b) Industrial Security Manual (Latest Edition).

### 2. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

### 3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) Manual issued by Public Works and Government Services Canada.

As this Contract is issued by CSC, any reference to PWGSC or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

#### 3.1 General Conditions

SACC Manual clause 2010B (2014-03-01), General Conditions - Professional Services (Medium Complexity), apply to and form part of the Contract.

**Subsection 31.4 of 2010B, General Conditions – Professional Services (Medium Complexity), will not form part of the Contract. All other subsections of ‘2010B 31 Code of Conduct and Certifications – Contract will form part of the Contract.**

#### 3.2 Supplemental General Conditions

SACC Manual 4008, 2008-12-12, Supplemental General Conditions - Personal Information apply to and form part of the contract.



## 4. Term of Contract

### 4.1 Period of the Contract

The period of the Contract is from June 1<sup>st</sup> 2014 to May 31, 2015 inclusive.

### 4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to **three (3) additional one (1) year periods** under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least fifteen (15) calendar days before the expiry date of the Contract. The option may only be exercised by the contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

## 5. Authorities

### 5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Linda Mandeville  
Title: Contracting and Procurement Regional Officer  
Correctional Service Canada  
Branch/Directorate: Material Resources Division  
Telephone: 450-661-9550, Ext. 3259  
E-mail address: linda.mandeville@csc-scc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

### 5.2 Project Authority

The Project Authority for the Contract is:

Title: Chief Health Care  
Correctional Service Canada  
Branch/Directorate: Cowansville Institution  
Telephone: \_\_\_\_-\_\_\_\_ \_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

### 5.3 Contractor's Representative



The Authorized Contractor's Representative is:

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Company: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 \_\_\_\_\_  
 Telephone: \_\_\_\_\_ - \_\_\_\_\_  
 Facsimile: \_\_\_\_\_ - \_\_\_\_\_  
 E-mail address: \_\_\_\_\_

## 6. Payment

### 6.1 Basis of Payment

The rate quoted in appendice B includes all that is necessary to carry out the work in accordance with the expected services. This includes: the costs and administrative expenses, profit, transportation labor, and / or any other expenses necessary for the provision of services.

### 6.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$\_\_\_\_\_ (*insert the amount at contract award*) . Customs duties are excluded and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. two (2) months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### 6.3 Manual Clauses

SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department  
 SACC Manual clause C0710C (2007-11-30), Time and Contract Price Verification  
 SACC Manual clause C0705C (2010-01-11), Discretionary Audit





## 6.4 Method of Payment

SACC Manual Clause H1008C 2008-05-12, Monthly Payment

## 6.5 Travel and Living Expenses

There are no travel and living expenses associated with the Contract.

## 7. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

a. a copy of time sheets to support the time claimed;

2. Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment

## 8. Certifications

### 8.1 Certification of Compliance

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

### 8.2 SACC Manual Clauses

SACC Manual Clause A7017C 2008-05-12 Replacement of Specific Individuals

## 9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Quebec.

## 10. Priority of Documents

If there is a discrepancy between the wordings of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the Supplemental General Conditions 4008 (2008-12-12) Supplemental General Conditions - Personal Information
- (c) the General Conditions 2010B (2013-06-27) General Conditions – Professional Services (Medium Complexity)
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List



- (g) Annex E, Insurance Requirements
- (h) the Contractor's bid dated \_\_\_\_\_ (to be inserted at contract award)

## 11. Insurance Requirements

11.1 The Contractor must comply with the insurance requirements specified in below. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

11.2 The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

11.3 The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 12. Ownership Control

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- (a) The Contractor warrants that it is not under ownership control of any non-resident entity (ie. Individual, partnership, joint venture, corporation, Limited Liability Company, parent company, affiliate or other).
- (b) The Contractor shall advise the Minister of any change in ownership control for the duration of the contract.
- (c) The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister shall have the right to treat this Contract as being in default and terminate the contract accordingly.
- (d) For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, Limited Liability Company, parent company, affiliate or other residing outside of Canada.

## 13. Closure of Government Facilities

13.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

13.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.

## 14. Tuberculosis Testing



14.1 It is a condition of this contract that the Contractor or any employees of the Contractor who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.

14.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.

14.3 All costs related to such testing will be at the sole expense of the Contractor.

## 15. Compliance with CSC Policies

15.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.

15.2 Unless otherwise provided in the contract, the Contractor shall obtain all permits and hold all certificates and licenses required for the performance of the Work.

15.3 Details on existing CSC policies can be found at: [www.csc-scc.gc.ca](http://www.csc-scc.gc.ca) or any other CSC web page designated for such purpose.

## 16. Health and Labour Conditions

16.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.

16.2 The Contractor shall comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and shall also require compliance of same by all its subcontractors when applicable.

16.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity shall forthwith notify the Project Authority or Her Majesty.

16.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor shall be furnished by the Contractor to the Project Authority or Her Majesty at such time as the Project Authority or Her Majesty may reasonably request."

## 17. Dispute Resolution Services

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the parties for both the process and to bear the cost of such process, assist in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or applicable of a term and condition of this contract. The Office of Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.c.ca](mailto:boa.opo@boa.opo.c.ca).

## 18. Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by ( *the supplier or the contractor or the name of the entity awarded this contract*) respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and the application of the terms and conditions and the scope of work of this contract



are not in dispute. The Office of Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.c.ca](mailto:boa.opo@boa.opo.c.ca).

## **19. Proactive Disclosure of Contracts with Former Public Servants**

By providing information on its status, with respect to being a former public servant in receipt of a *Public Service Superannuation Act* (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.



## ANNEX A – STATEMENT OF WORK

### 1. Introduction:

1.1 The Correctional Service Canada (CSC), Health Services requires Dental services for Cowansville Institution in the Quebec Region. The Contractor will provide Dental services to inmates and collaborate with the institution's multi-disciplinary health services team that includes but is not limited to, Nurses, Institutional Physicians, Psychologists, Dieticians and other allied health professionals.

### 2. Background:

2.1 CSC has a legal obligation, under the Corrections and Conditional Release Act (CCRA), to "provide every inmate with essential health care and reasonable access to non essential mental health care".

2.2 The Commissioner's Directives 800 series are the key references on essential health services covering Clinical services, mental health and public health services.

2.3 The mission of Health Services is to provide offenders with efficient and effective health services that **encourages individual responsibility, promotes healthy reintegration and contributes to safe communities.**

2.4 Consistent with its transformation agenda, CSC recognizes that health outcomes are a shared responsibility between service providers and inmates. Inmates must be involved in taking responsibility and proactive measures to safeguard their health, which includes dental health.

2.5 Health Services are provided in ambulatory Health Service Centres in institutions, regional hospitals and regional treatment / psychiatric centres. Inmates may have to go to the community for emergency services, specialized health care services and for hospitalization that cannot be accommodated in CSC's regional hospitals. In CSC, health care is provided by a wide range of regulated and non-regulated health professionals.

2.6 In broad terms health care means medical, dental, mental health care and public health services. During the period of incarceration, inmates are provided with a range of coordinated health services that are accessible, affordable, and appropriate to the correctional environment.

### 3. Objective:

3.1 Provide and coordinate essential dental services to inmates at Cowansville Institution.

### 4. Performance Standards:

4.1 The Contractor must provide dental services that respect gender, cultural, religious and linguistic differences, and are responsive to the special needs of women and Aboriginal people.

#### 4.2 Dental Care:

The Contractor must provide primary dental care, including x-rays and health promotion, to inmates that complies with relevant federal legislation, provincial standards and CSC policies and guidelines.

#### 4.3 Compliance with provincial/national dental guidelines.

The Contractor is expected to consult with the Chief Health Services to ensure that dental practices are consistent with the relevant and most current legislation and practice standards.



4.4 The following is a list of key relevant legislation and CSC Policy/Guidelines but should not be considered an exhaustive list. CSC's policies and guidelines can be found on the CSC internet website at [www.CSC-SCC.GC.ca](http://www.CSC-SCC.GC.ca) or available in hard copy.

- Corrections and Conditional Release Act - Section 85 Health Care
- Commissioner's Directive 800, Health Services
- Guidelines 800-1 Hunger Strike: Managing an Inmate's Health
- Commissioner's Directive 803, Consent to Health Service Assessment, Treatment and Release of Information
- Commissioner's Directive 805, Management of Medication
- Commissioner's Directive 821, Management of Infectious Diseases
- Protocol 821-1, Post Exposure Protocol (PEP) and Managing Significant Exposure to Blood and/or Body Fluids
- Commissioner's Directive 835, Health Care Records
- Commissioner's Directive 840, Psychological Services
- Commissioner's Directive 843, Management of Inmate Self-Injurious and Suicidal Behaviour
- Commissioner's Directive 850, Mental Health Services
- National Essential Health Services Framework
- Emergency Medical Directives
- CSC's Sterilization Quality Assurance Program in Health Facilities
- National Formulary
- Clozapine Protocol
- Medication Reconciliation Guidelines
- Neurontin (Gabapentin) Protocol
- Procedures to Obtain Nutritional Supplements
- Managing Medication Events Guidelines
- Documentation for Health Services Professionals
- Abbreviations for Health Services
- Guidelines for Sharing Personal Health Information
- Tuberculosis Prevention and Control Guidelines for Federal Correctional Institutions
- Canadian Tuberculosis Standards (6<sup>th</sup> Edition)
- Management of Viral Hepatitis Guidelines
- CSC Sexually Transmitted Infections Clinical Practice Guidelines
- Health Canada – Canadian Guidelines on Sexually Transmitted Infections
- Discharge Planning Guidelines: A Client Centred Approach
- Clinical Discharge Planning and Community Integration Service Guidelines
- Institutional Mental Health Services (Primary Care) Guidelines
- Accreditation Standards and Required Organization Practices

4.5 Documentation on CSC Dental Records:

- a) The Contractor must document all dental care in the inmate's Dental Record Folder in compliance with relevant legislation, professional standards of practice and CSC's Documentation for Health Services Professionals guidelines.
- b) As an accountability and quality assurance measure, the Chief, Health Services will periodically review the Contractor's documentation for quality, consistency and completeness.
- c) All of the inmates' Dental records must remain at the institution.

## 5. Tasks:

- 5.1 The Contractor must provide essential Dental services to inmates, as requested by the Chief Health Services, in accordance with the National Essential Health Services Framework, including any amendment to this Framework issued by CSC during the contract period and any optional period if and when exercised by CSC.



- 5.2 The Contractor must prepare dental clinic lists and appointment schedules triaged based on requisitions received and dental emergencies as they arise.
- 5.3 The Contractor, in his/her role as dentist, must manage all aspects of dental care services including coordination of care provided by dental specialists to inmates to ensure continuity and integration of care. This includes, but is not limited to, approval of all recommendations made by dental care providers outside of CSC.
- 5.4 The Contractor must document dental assessment, treatment, and consultations in the inmate's Dental Record Folder.
- 5.5 The Contractor must consult with the Chief Health Services regarding requirements for dental supplies and equipment. Any requests for equipment and supplies must be submitted to, and approved by, the Chief Health Services.
- 5.6 The Contractor must provide the following:
  - a) A Dental Assistant; and,
  - b) Backup personnel to ensure that there will not be any interruption in service and that Canada's operational requirements are met when the Contractor is unable to provide services (including but not limited to, due to vacation or illness).
- 5.7 The Contractor must supervise the activities of the Dental Assistants the Contractor is providing under this contract.
- 5.8 The tasks the Dental Assistants must perform include, but are not limited to the following:
  - a) Preparing the treatment/clinical area;
  - b) Cleaning and sterilization of instruments and hand pieces;
  - c) Passing instruments to the dentist or hygienist (Single and Two handed technique);
  - d) Making proper use of High Volume Evacuator within the Oral Cavity;
  - e) Preparing restorative materials;
  - f) Performing simple laboratory procedures such as the pouring and trimming of study models;
  - g) Maintaining supplies and equipment (stocks and replenishes supplies provided by CSC);
  - h) Monitoring Inventory of dental supplies and equipment;
  - i) Assessing emergency situations, being aware of, and able to implement, emergency protocols, being able to provide First Aid and CPR;
  - j) Assisting in maintaining emergency drug kits;
  - k) Interpreting Material Safety Data Sheets;
  - l) Conducting spore/biological indicator tests;
  - m) Recording data on patient's record or chart as directed by the Dentist;
  - n) Providing inmate education on oral health (extra-oral);
  - o) Providing instruction on care and maintenance of pre-fitted appliances; and
  - p) Obtaining Vital Signs.
- 5.9 The Contractor must ensure that dental instrument sterilization is done only by dental staff that is trained according to Provincial sterilization standards.
- 5.10 Recommendations for Non-formulary medication and Special Authorization Items:
  - a) The Contractor must ensure that:
    - i) Requests for non-formulary medications are made in accordance with CSC's National Formulary.
    - ii) Requests for Special Authorization items that are being recommended by the Contractor are made in accordance with CSC's Essential Health Services Framework.



## **6. Grievance and Investigation Processes:**

- 6.1 The Contractor must participate in various CSC internal inmate grievance/investigation processes which may include a review of the Contractor's documentation on the Health Care Records. Upon request from the Chief, Health Services, the Contractor may have to undergo interviews as a result of an inmate grievance/investigation process.

## **7. Services related to the provision of Health Services in CSC:**

- 7.1 The Contractor must have knowledge of and provide input into CSC's Accreditation Standards, Required Organizational Practices and other CSC quality improvement/assurance initiatives.

## **8. Notification Requirements:**

- 8.1 The Contractor must notify the Chief, Health Services of any issues that may call into question the Contractor's competency and any restrictions imposed by the licensing body affecting the Contractor's ability to provide dental services to inmates.
- 8.2 The Contractor must notify the Chief, Health Services immediately of any significant complaints lodged against the Contractor.

## **9. Security:**

- 9.1 All equipment including communication devices the Contractor wishes to bring into the Institution must be approved by the Chief Health Services and CSC Security in advance.
- 9.2 As a visitor to a CSC correctional institution, the Contractor will be subject to local security requirements that can vary from moment to moment depending on inmate activities. The Contractor may be faced with delay or refusal of entry to certain areas at certain times although prior arrangements for access may have been made.

## **10. Language of work:**

- 10.1 Services must be provided according to the official language chosen by the inmate, either French or English.

## **11. Hours of work:**

- 11.1 The Contractor must provide inmate care during clinics held at Cowansville Institution, up to a maximum of 975 hours per year for the dentist and up to a maximum of 1170 hours for the dental assistant.
- 11.2 In the event of an unexpected delay or cancellation of the clinic the Contractor will be paid an one hour charge calculated from the time the clinic was scheduled to begin.
- 11.3 In case of delays, the Chief Health Services reserves the right to cancel the remainder of the clinic at no additional cost to CSC.
- 11.4 The Chief, Health Services may, at his/her discretion, change the clinic schedule and number of hours per week during the course of the contract, including any options if and when exercised by CSC.
- 11.5 The Chief Health Services will notify the Contractor of any changes to clinic schedules a minimum of one week prior to implementation of the change.





## 12. Meetings:

- 12.1 At the discretion of the Chief Health Services, there will be an initial meeting at the beginning of the contract to finalize the scope of services to be provided under the contract.
- 12.2 At the request of the Chief, Health Services, the Contractor must attend meetings at Quebec Regional Headquarters.
- 12.3 The Contractor must attend Institutional Health Services team meetings when requested by the Chief, Health Services. The Contractor may be requested to attend meetings once per quarter. The Contractor may bill time spent attending meetings at 75% of the firm hourly rate.

## 13. Reporting Requirements:

- 13.1 As part of an effective ongoing oversight mechanism to ensure accountability, consistency, cost effectiveness and best practices specific to the needs of CSC's population, the Contractor must provide procedure information to the Chief Health Services once a month, , using the **Dental Services Reporting Tool** that will be supplied by the Chief Health Services. A print-out of the Dental Services Reporting Tool format is included as **Attachment 1 - Dental Services Reporting Tool** to this Annex, as an informative reference.
- 13.2 At the request of the Chief, Health Services, the Contractor must produce or contribute to regional reporting.

## 14. Constraints:

### 14.1 Working within a correctional institutional environment:

- a) In a Correctional Environment there is the possibility of diversion of high abuse potential medications and for security reasons there are restrictions with respect to prescribing that may not exist in the community. Issues surrounding potential diversion, high abuse potential of narcotics and other security issues may occur in CSC Institutions.
- b) While the expectation is that dental practices are generally consistent with community practice, because the care provided as part of this contract is within a prison setting, there are some limitations with respect to practice. CSC policy and guidelines are developed in order to provide direction to health care professions regarding these limitations.

## 15. Support to the Contractor:

- 15.1 CSC will provide the supplies and equipment required for dental services to inmates.
- 15.2 The Chief Health Services will supply the **Dental Services Reporting Tool** specified at 13.1.

## 16. Attachment place

<p><b>Cowansville Institution</b> 400, rue Fordyce Cowansville (Qc) J2K 3N7 Phone: 450-263-3073</p>
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## ANNEX B – BASIS OF PAYMENT

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the Contract. The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described will be consistent with this data.

### 1. Contract Period (From June 1<sup>st</sup> 2014 to May 31 2015)

#### 1.1 Professional Fees

- (a) For the provision of services as described in Annex A - Statement of Work, the Contractor shall be paid the all inclusive firm hourly rate(s) below in the performance of this Contract, HST or GST extra.

	RESOURCE NAME	QUOTED ALL-INCLUSIVE HOURLY RATE (in Cdn \$)	Level of Effort (hours)	Total (in Cdn \$)
		A	B	C= A x B
1.1	Cowansville Institution	Dentist	Up to a maximum of 975 hours/year	
1.2	Cowansville Institution	Dental Assistant	Up to a maximum of 1170 hours/year	

**Only services rendered will be paid.**

### 2. Option to Extend the Term of the Contract

Subject to the exercise of the option to extend the Contract period in accordance with Article 4. Term of Contract, 4.2 Options to Extend Contract, the Contractor shall be paid the firm all inclusive hourly rate(s), in accordance with the following table, GST extra, to complete all Work and Services required to be performed in relation to the contract extension.

#### 2.1 Professional Fees, Option Period ONE from June 1, 2015 to May 31, 2016

	RESOURCE NAME	QUOTED ALL-INCLUSIVE HOURLY RATE (in Cdn \$)	Level of Effort (hours)	Total (in Cdn \$)
		A	B	C= A x B
1.1	Cowansville Institution	Dentist	Up to a maximum of 975 hours/year	
1.2	Cowansville Institution	Dental Assistant	Up to a maximum of 1170 hours/year	

**Only services rendered will be paid.**



## 2.2 Professional Fees, Option Period TWO from June 1, 2016 to May 31, 2017

	RESOURCE NAME	QUOTED ALL-INCLUSIVE HOURLY RATE (in Cdn \$)	Level of Effort (hours)	Total (in Cdn \$)
		A	B	C= A x B
1.1	Cowansville Institution	Dentist	Up to a maximum of 975 hours/year	
1.2	Cowansville Institution	Dental Assistant	Up to a maximum of 1170 hours/year	

Only services rendered will be paid.

## 2.3 Professional Fees, Option Period THREE from June 1, 2017 to May 31, 2018

	RESOURCE NAME	QUOTED ALL-INCLUSIVE HOURLY RATE (in Cdn \$)	Level of Effort (hours)	Total (in Cdn \$)
		A	B	C= A x B
1.1	Cowansville Institution	Dentist	Up to a maximum of 975 hours/year	
1.2	Cowansville Institution	Dental Assistant	Up to a maximum of 1170 hours/year	

Only services rendered will be paid.

## 3. Cost Reimbursable Expenses

3.1 Canada will not accept any travel and living expenses for:

- (a) Work performed at the Institution indicated under Annex A, Statement of Work, 3. Objective;
- (b) Any travel between the Contractor's place of business and the Institution; and
- (c) Any relocation of resources required to satisfy the terms of the Contract. These expenses are included in the all inclusive hourly rates specified in this annex.

## 4. HST or GST

- (a) All prices and amounts of money in the contract are exclusive of Goods and Services Tax (GST) or Harmonized Sales Tax (HST), as applicable, unless otherwise indicated. The GST or HST, whichever is applicable, is extra to the price herein and will be paid by Canada.
- (b) The estimated HST or GST of \$<To Be Inserted at Contract Award> is included in the total estimated cost shown on page 1 of this Contract. The estimated GST or HST to the extent applicable will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt, or to which the GST or HST does not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency (CRA) any amounts of GST or HST paid or due..



**ANNEX C – SECURITY REQUIREMENT CHECK LIST (SRCL)**

See attached document



## ANNEX D – EVALUATION CRITERIA

### 1.0 Technical Evaluation:

The following elements of the proposal will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria

LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1. All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.
2. Experience must be demonstrated through a history of past projects, either completed or on-going.
3. References must be provided for each project/employment experience.
  - I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a Public Servant**, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.
  - II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a consultant**, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.
  - III. References must be presented in this format:
    - a. Name
    - b. Organization
    - c. Current Phone Number and Email address if available

4. The following elements of the proposal will be evaluated in accordance with the identified evaluation criteria. It is imperative that the proposal addresses each of the criteria to demonstrate that the requirements are met.

#### 5. Response Format

In order to facilitate evaluation of proposals, it is recommended that bidders' proposals address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.

Furthermore, Bidders are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

**It is imperative that the proposal address each of these criteria to demonstrate that the requirements are met.**



**MANDATORY TECHNICAL CRITERIA**

**1.1 Mandatory requirements**

**1.1.1 ACKNOWLEDGEMENT:** The bidder must submit tender certificates 1-6 forming part 6, duly completed and signed.

**1.1.2 Proposed resource**

	<b>Mandatory Technical Criteria</b>	<b>Bidder Response Description (include location in bid)</b>	<b>Met/Not Met</b>
M1	The proposed dentist must hold a current license in good standing from the provincial licensing body for Dentists in the province where services are to be provided.		
M2	The proposed dentist must have a minimum of six (6) months experience practicing as a Dentist.		
M3	The proposed dental assistant must have a minimum of one (1) year of experience as a dental assistant.		
M3	The proposed dental assistant must have a minimum of six (6) months experience as a dental assistant providing intra-oral care		

All proposed personnel must be able to obtain security clearance at CSC enhanced reliability at the time of contract award.



## ANNEX E – INSURANCE REQUIREMENTS

### 1. Commercial General Liability Insurance:

- 1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- 1.2 The Commercial General Liability policy must include the following:
- a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by the Correctional Service of Canada.
  - b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
  - f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
  - g) Employees and, if applicable, Volunteers must be included as Additional Insured.
  - h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
  - i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
  - j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
  - k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
  - l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

### 2. Litigation Rights:

- 2.1 Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.



For the province of Quebec, send to:

Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

- 2.2 A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

### **3. Medical Malpractice Liability Insurance:**

- 3.1 The Contractor must obtain Medical Malpractice Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of the defence costs.
- 3.2 Coverage is for what is standard in a Medical Malpractice policy and must be for claims arising out of the rendering or failure to render medical services resulting in injury, mental injury, illness, disease or death of any person caused by any negligent act, error or omission committed by the Contractor in or about the conduct of the Contractor's professional occupation or business of good samaritan acts.
- 3.3 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- 3.4 Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.





## **ANNEX F – NATIONAL ESSENTIAL HEALTH SERVICES FRAMEWORD**

**See attached document**



## **ANNEX G – DENTAL SERVICES REPORTING TOOL**

**See attached document**



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 91301-14-2017325
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Service Correctionnel du Canada	2. Branch or Directorate / Direction générale ou Direction Soins de Santé	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Service de domotique pour Cournoyer, Ile		
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées? Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada

**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui  
 If Yes, indicate the level of sensitivity.  
 Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
 Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui  
 Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
 Document Number / Numéro du document :

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:  
 Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
 REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
 Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
 If Yes, will unscreened personnel be escorted?  
 Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
 Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
 Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?  No / Non  Yes / Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
 Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?  No / Non  Yes / Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
 Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
 Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  No / Non  Yes / Oui

12 a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification". Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

No  Yes

12 b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED? La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments). Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

No  Yes

Category	PROTECTED	CLASSIFIED	CONFIDENTIAL	SECRET	TOP SECRET	RESTRICTED	CONFIDENTIAL	SECRET	TOP SECRET	RESTRICTED	CONFIDENTIAL	SECRET	TOP SECRET	RESTRICTED	CONFIDENTIAL	SECRET	TOP SECRET
Category																	
PROTECTED																	
CLASSIFIED																	
CONFIDENTIAL																	
SECRET																	
TOP SECRET																	

SUMMARY CHART / TABLEAU RÉCAPITULATIF

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the suppliers. Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions. Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

Contract Number / Numéro du contrat  
 21301-14-2017325  
 Security Classification / Classification de sécurité



Security Classification / Classification de sécurité

Jennifer Donaldson  
 Quality Control Officer, Contract Security Division  
 Jennifer.Donaldson@psgc-pwsc.gc.ca  
 Tel/Fax: 613-946-5191 / Téléc/Fax - 613-954-4171

13 Organization Project Authority / Chargé de projet de l'organisme Name (print) - Nom (en lettres moulées) Christine Ferrault Title - Titre DRSS Signature: Christine Ferrault Date: 2013-12-20		14 Organization Authority / Responsable de l'organisme Name (print) - Nom (en lettres moulées) Robert W. White Title - Titre ESC (NHQ) contract security analyst 450-967-3312 450-967-3774 E-mail address - Adresse courriel rwhite@psc-ssc.gc.ca Date: 2013-12-20 Signature: Robert W. White		15 Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Out <input type="checkbox"/> Date: JAN 21 2014		16 Procurement Officer / Agent d'approvisionnement Name (print) - Nom (en lettres moulées) Linda Martville Title - Titre Agent d'approvisionnement Signature: Linda Martville		17 Contracting Security Authority / Autorité contractante en matière de sécurité Name (print) - Nom (en lettres moulées) Linda Martville Title - Titre Linda Martville Signature: Linda Martville Date: 2014.01.10		Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur E-mail address - Adresse courriel Date: 2014/02/17 Signature: Jennifer Donaldson	
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Contract Number / Numéro du contrat: 21301-14 2013325  
 Security Classification / Classification de sécurité



Correctional Service  
Canada

Service correctionnel  
Canada



SAFETY, RESPECT  
AND DIGNITY  
FOR ALL

LA SÉCURITÉ,  
LA DIGNITÉ  
ET LE RESPECT  
POUR TOUS

# National Essential Health Services Framework

## Cadre national relatif aux soins de santé essentiels

July 2013 / Juillet 2013

Canada

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## 1. Background / Contexte

Correctional Service Canada (CSC) is obligated, under the Corrections and Conditional Release Act (CCRA), to “provide every inmate with essential health care and reasonable access to non essential mental health care”

The Commissioner’s Directives 800 series are the key references on essential health services (Clinical services, mental health and public health services).

The mission of Health Services is to provide offenders with efficient and effective health services that **encourages individual responsibility, promotes healthy reintegration and contributes to safe communities.**

Health care services must respect gender, cultural, religious and linguistic differences, and be responsive to the special needs of women and Aboriginal people.

Consistent with the transformation agenda, CSC recognizes that health outcomes are a shared responsibility between service providers and inmates. Inmates must be involved in taking responsibility and proactive measures to safeguard their health.

Le Service correctionnel Canada (SCC) est tenu, aux termes de la *Loi sur le système correctionnel et la mise en liberté sous condition*, de veiller « à ce que chaque détenu reçoive les soins de santé essentiels et qu’il ait accès, dans la mesure du possible aux soins qui peuvent faciliter sa réadaptation et sa réinsertion sociale ».

Les directives du commissaire de la série 800 constituent les principaux documents de référence sur les services de santé essentiels (services cliniques, santé mentale et santé publique).

La mission des Services de santé est de fournir aux délinquants des services de santé efficaces et efficaces **qui permettent de promouvoir la responsabilité individuelle, favoriser la saine réinsertion sociale et contribuer à la sécurité des collectivités.**

Les Services de santé doivent respecter les différences entre les sexes, les cultures et les groupes linguistiques et tenir compte des besoins propres aux femmes et aux Autochtones.

Conformément au programme de transformation, le SCC reconnaît que les résultats en matière de santé constituent une responsabilité partagée entre les prestataires de services et les détenus. Les détenus doivent s’impliquer dans cette responsabilité et prendre des mesures proactives pour protéger leur santé.

Health Services are provided in ambulatory Health Service Centres in institutions, regional hospitals and regional treatment / psychiatric centres. Inmates may have to go to the community for emergency services, specialized health care services and for hospitalization that cannot be accommodated in CSC's regional hospitals. In CSC, health care is provided by a wide range of regulated and non-regulated health professionals.

In broad terms health care means medical, dental, mental health care and public health services. During the period of incarceration, inmates are provided with a range of coordinated health services that are accessible, affordable, and appropriate to the correctional environment.

Within CSC the comprehensive health services provided to inmates are administratively managed in three categories: clinical services, mental health and public health. Clinical Services refers to assessment, diagnosis and treatment of acute and chronic physical illnesses. Mental health care includes assessment, intervention, treatment and support services and discharge planning provided to inmates with significant mental health needs in the areas of emotion, thinking and/or behaviour.

Les services de santé sont fournis dans les centres de soins ambulatoires à l'intérieur des établissements, dans les hôpitaux régionaux et dans les centres de traitement / psychiatriques régionaux. Il est possible que les détenus doivent se rendre dans la collectivité pour y recevoir des soins d'urgence, des soins spécialisés ou pour y être hospitalisés, lorsque cela est impossible dans un hôpital régional du SCC. Au SCC, les soins de santé sont dispensés par des professionnels de la santé réglementés et non réglementés.

En termes généraux, les soins de santé comprennent les soins médicaux, dentaires, les soins de santé mentale et les services de santé publique. Pendant la durée de leur incarcération, les détenus ont droit à tout un éventail de services de santé coordonnés qui sont accessibles, abordables et adaptés au milieu correctionnel.

Au sein du SCC, les services de santé complets offerts aux détenus sont administrés selon trois catégories : les services cliniques, la santé mentale et la santé publique. Les services cliniques visent le dépistage, le diagnostic et le traitement des maladies aiguës ou chroniques. Les soins de santé mentale comprennent le dépistage, l'intervention, le traitement et les services de soutien ainsi que la planification de la continuité des soins offerts aux détenus qui ont des besoins importants en santé mentale pour ce qui touche les émotions, la pensée ou le comportement.

Public health consists of the services and resources provided to inmates related to health promotion and education; prevention, control and management of infectious diseases; epidemiology and surveillance; and discharge planning for community reintegration.

La santé publique consiste en les services et ressources fournis aux détenus en ce qui concerne la promotion et l'éducation en matière de santé; la prévention, le contrôle et la gestion des maladies infectieuses; l'épidémiologie et la surveillance ainsi que la planification de la continuité des soins en vue de la réinsertion sociale dans la collectivité.

One of the key priorities for Health Services is to improve the quality and consistency of essential health service delivery. As highlighted in the Audit of Physical Health Care Delivery to Inmates (April 2008), in the past CSC defined essential services in general terms. This left room for interpretation by site health services personnel as to which health services are essential and provided by CSC, and which are non-essential and may be provided if paid for by the inmate. This led to inconsistency in the provision of health care services from site to site.

L'une des principales priorités des Services de santé est d'améliorer la qualité et l'uniformité des soins de santé essentiels dispensés. Comme en témoigne le rapport sur la vérification des soins de santé physique dispensés aux détenus (avril 2008), le SCC définissait par le passé les services essentiels en termes généraux, ce qui laissait une marge au personnel des soins de santé de chaque établissement pour déterminer les soins de santé qui sont essentiels et dispensés par le SCC et ceux qui ne sont pas essentiels et qui peuvent être prodigués sous réserve que le détenu en règle la note. Cela se traduisait par un manque d'uniformité d'un établissement à l'autre dans la prestation des soins de santé.

The purpose of this Framework and the [National Formulary](#) is the promotion of quality and consistency in health services across the country, and allows CSC to make decisions based on monitoring and analyzing the effectiveness and efficiency of essential health services.

Le but de ce Cadre et le [Formulaire national](#) est de promouvoir la qualité et l'uniformité des services de soins de santé à travers le pays et il permet au SCC de prendre des décisions fondées sur la surveillance et l'analyse de l'efficacité et de l'efficience des services de santé essentiels.

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## 2. CSC National Advisory Committee on Essential Health Services / Comité consultatif national sur les services de santé essentiels du SCC

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In order to move forward with the development of a comprehensive framework a National Advisory Committee on Essential Health Services was established in 2009 to provide an effective ongoing oversight mechanism to ensure accountability, consistency, cost effectiveness and best practices specific to the needs of CSC's population. The Committee has adopted a phased approach to clarify/define essential health services in the areas of clinical services, mental health and public health.

The Committee reviews the nature and scope of regional "special authorization" requests and approvals, is responsible for making recommendations on new and emerging services and technologies and enhances national consistency through revision and updates to the Framework.

In the first phase (2009-2010) CSC, under the leadership of the Committee, addressed the recommendation of the Audit of Physical Health Care Delivery to Inmates (April 2008) and focused on services in Health Service Centres in institutions, namely, clinical services.

Pour faire avancer l'élaboration d'un cadre global, un Comité consultatif national sur les services de santé essentiels a été mis sur pied en 2009 afin de fournir un mécanisme de surveillance continue pour assurer la responsabilisation, l'uniformité, la rentabilité et l'établissement de pratiques exemplaires propres aux besoins de la population du SCC. Le Comité a adopté une approche progressive pour cerner et définir les services de soins de santé essentiels dans les domaines des services cliniques, de la santé mentale et de la santé publique.

Le Comité examine la nature et la portée des demandes régionales « d'autorisations spéciales » et d'approbations, formule des recommandations sur les nouveaux services et technologies et accroît l'uniformité à l'échelle nationale grâce à des révisions et des mises à jour du cadre.

Au cours de la première étape (2009-2010), le SCC, sous la gouverne du Comité, a donné suite à la recommandation issue de la vérification des soins de santé physique dispensés aux détenus (avril 2008) et s'est concentré sur les services offerts dans les centres de santé en établissement, notamment les services cliniques.

In the second phase (2010-2011), the Committee focused on mental health services. Annex D – Mental Health Services outlines a framework for decision making on the provision of essential mental health services along the continuum of care from intake through to warrant expiry, including mental health screening at intake, primary mental health care, intermediate mental health care, intensive care at the regional treatment centres, and transitional care for release to the community.

Durant la deuxième étape (2010-2011), le Comité s'est penché sur les services de santé mentale. L'Annexe D – Services de santé mentale présente un cadre pour la prise de décisions relatives à la prestation de services de santé mentale essentiels tout au long du continuum des soins. Ce continuum comprend : le dépistage des troubles mentaux à l'évaluation initiale, les soins de santé mentale primaires, les soins de santé mentale intermédiaires, les soins intensifs dans les centres régionaux de traitement et les soins de transition en vue de la remise en liberté dans la collectivité.

In the third phase (2011-2012), the Committee focused on public health services. Annex E Public Health Services provides a framework for the provision of public health services to inmates.

Durant la troisième étape (2011-2012), le Comité a examiné les services de santé publique. Un cadre pour la prestation de ces services aux détenus est présenté à l'Annexe E (Services de santé publique).

### 3. Access to essential services / Accès aux services essentiels

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There are several ways that health services may be accessed. Inmates may initiate access by submitting, in confidence, a request for health services (clinical services, mental health, public health), and indicating the reason for the request. Inmate requests are reviewed, prioritized according to urgency, and services are provided by a health care provider.

Il y a plusieurs voies d'accès aux services de santé. Les détenus peuvent présenter, à titre confidentiel, une demande de services de santé (services cliniques, santé mentale, santé publique) en précisant le motif de leur demande. Ces demandes sont examinées et classées par ordre de priorité en fonction de leur niveau d'urgence. Un fournisseur de soins de santé dispense ensuite des services au détenu.

An inmate may also be referred to Health Services by any staff in the institution.

Un détenu peut aussi être aiguillé vers les Services de santé à la demande d'un membre du personnel de l'établissement.

Some Health Service Centers have "drop in hours" where inmates can be seen by showing up at the Centre. Visits with Physicians/Specialists (including Psychiatrists) and other health care professionals are pre-booked according to need and institutional operational requirements. When inmates are referred to community medical/psychiatric services they are subject to the same waiting period as community members. Accessing community services is also subject to the operational requirements of the institution.

Certains centres de services de santé ont des heures de cliniques sans rendez-vous durant lesquelles les détenus peuvent être vus lorsqu'ils se présentent au centre de santé. Les rendez-vous avec des médecins ou des spécialistes (y compris des psychiatres) sont pris à l'avance en fonction des besoins et des exigences opérationnelles de l'établissement. Lorsque des détenus sont aiguillés vers des services médicaux/psychiatriques à l'extérieur des établissements, ils sont assujettis au même délai d'attente que les membres de la collectivité. L'accès aux services offerts dans la collectivité est également en fonction des exigences opérationnelles de l'établissement.

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## 4. Access to non-essential services / Accès aux services non essentiels

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According to [CD 800](#), “inmate requested services deemed non-essential will be at the inmate’s complete expense including consultation fees; and at the discretion of the Institutional Heads, any associated escort costs. Health Services shall be responsible for the coordination of arrangements for inmate requested services.”<sup>a</sup>

Selon la [DC 800](#), « Lorsque le détenu demande des services qui ne sont pas jugés essentiels par le médecin de l’établissement, il doit en assumer tous les frais; y compris les frais de consultation et, à la discrétion du directeur, les coûts connexes associés aux fonctions d’escorte. Les services de santé sont responsables de la coordination des dispositions relatives aux services demandés par des détenus. »<sup>b</sup>

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## 5. Guiding Principles for decisions about essential and non-essential services / Principes directeurs relatifs aux décisions sur les services essentiels et non essentiels

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The following guiding principles were considered in the development of the list (and exclusions) of funded services and are in accordance with relevant legislation, CSC Policy and CSC Health Services’ Mission:

Les principes directeurs suivants ont servi de référence pour l’élaboration de la liste des services financés (et des exclusions) et est en conformité avec législation pertinente, la politique du SCC et la mission des Services de santé.

The goal is the provision of essential health services to CSC’s inmate population;

L’objectif est la prestation de services de santé essentiels à la population carcérale du SCC;

CSC recognizes that health outcomes are a shared responsibility between service providers and inmates. Inmates will be expected to take responsibility and be proactive in safeguarding their health;

Le SCC reconnaît que les résultats en matière de santé sont une responsabilité partagée entre les prestataires de services et les détenus. On s’attend à ce que les détenus assument cette responsabilité et soient proactifs pour protéger leur santé;

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<sup>a</sup> Form 532 (Inmate Request to Encumber/Disburse Funds) is completed by the inmate with the assistance of health services staff

<sup>b</sup> Le formulaire 532 (Demande du détenu pour charger/déboursier des fonds) doit être complété par le détenu avec l’aide du personnel des Services de santé



In meeting its mandate to provide essential services, CSC should not normally exceed the level of health services that are available through provincially public-funded health and social service programs;

Dans le mandat qui lui est confié de fournir des services essentiels, le SCC ne doit normalement pas excéder le niveau des services de santé disponibles dans les réseaux de santé publics et de services sociaux provinciaux;

Provincially public-funded services vary across provinces and CSC is responsible for establishing national standards that promote effectiveness and efficiency;

Les services financés par les réseaux publics provinciaux varient d'une province à l'autre et le SCC est responsable d'établir des normes nationales qui favorisent l'efficacité et l'efficience;

Medical, dental and mental health care services will be provided by health care professionals conforming to professionally accepted standards; and

Les soins médicaux, dentaires et de santé mentale seront dispensés par des professionnels de la santé autorisés conformément aux normes professionnelles reconnues; et

Health services will be provided consistent with the unique requirements of the correctional environment emphasizing safety, security and in support of the correctional plan.

Les services de santé seront dispensés dans le contexte des exigences uniques à l'environnement correctionnel, la protection et la sécurité demeurant toujours des priorités de même que l'appui au plan correctionnel.

Incarceration presents an important public health opportunity to promote and protect the health of a population with a high co-morbidity of diseases at high risk of contracting and spreading infectious diseases.

Sur le plan de la santé publique, l'incarcération est une occasion de favoriser et de protéger la santé d'une population ayant un taux de comorbidité élevé, ainsi qu'un risque élevé de contracter et de propager des maladies infectieuses.

Public health services are tied to epidemiology and surveillance which are the on-going processes of collecting, analyzing and sharing information about risks and disease trends and distributions occurring in a population so that the appropriate prevention, education and treatment requirements can be identified.

Les services de santé publique doivent effectuer des études d'épidémiologie et de la surveillance, ce qui englobe la collecte, l'analyse et la communication continue de renseignements sur les risques et sur les tendances relatives aux maladies contractées au sein d'une population et elle vise à déterminer les mesures appropriées en matière de prévention, de sensibilisation et de traitement.

Essential health services are provided to inmates throughout their incarceration including assessment and screening at intake, the provision of acute, intermediate and chronic care during incarceration and the planning for health care services upon release into the community.

Les services de santé essentiels sont offerts aux détenus tout au long de leur incarcération, ce qui comprend l'évaluation et le dépistage à l'admission, la prestation de soins actifs et intermédiaire et de soins aux malades chroniques pendant l'incarcération et la planification des soins de santé en prévision de la mise en liberté dans la collectivité.

These principles recognize that the determination about which service is required for an inmate at a specific time remains the function of the health care professionals, based on a sound clinical assessment.

Ces principes reconnaissent qu'il appartient aux professionnels de la santé de décider des services à dispenser au détenu à un moment précis, en fonction de l'évaluation clinique effectuée.

## 6. Approval Process / Processus d'approbation

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*In order to assist with making a determination about essential and non-essential services and achieve consistency across regions, refer to:*

- [Appendix A – List of Health Services, Medical Equipment and Supplies](#)
- [Appendix B – Technical Annex on Dental Service Standards](#)
- [Appendix C – Criteria for Diagnostic Investigation](#)
- [Appendix D – Mental Health Services](#)
- [Appendix E – Public Health Services](#)
- [Appendix F - Criteria for decision making](#)

In order to promote and support national consistency selected special authorization requests will be monitored.

*Pour aider à déterminer les services essentiels et non essentiels et à assurer l'uniformité entre les régions, le personnel peut consulter les annexes suivantes :*

- [Annexe A – Liste des services de santé, des équipements médicaux et des fournitures](#)
- [Annexe B – Technique sur les normes en matière de services dentaires](#)
- [Annexe C – Critères de test diagnostique](#)
- [Annexe D – Services de santé mentale](#)
- [Annexe E - Services de santé publique](#)
- [Annexe F – Critères pour la prise de décisions](#)

Afin de favoriser l'uniformité nationale, certaines demandes d'autorisations spéciales régionales seront examinées.

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## Appendix A. List of Health Services, Medical Equipment, and Supplies / Annexe A. Liste des services de santé, des équipements médicaux et des fournitures

*(some items that Health Services does not provide  
may be provided by other departments)*

The approved list identifies items/services according to “approved,” “not approved,” and “by special authorization”.

Items/services listed as “approved” can be implemented routinely at the institutional level.

Items/services listed as “by special authorization” require regional approval by the Manager, Clinical Services; and,

The requested special authorization must be recommended by the Institutional Physician or Dentist along with the medical justification for the request.

Please note that the determination about specific health services for specific inmates at specific time remains the function of health professionals, based on clinical assessment.

*(certains éléments qui ne sont pas fournis par  
les Services de santé seront peut-être fournis  
par d'autres départements)*

La liste présente les articles/services selon s'ils sont « approuvés » ou « non approuvés », ou s'ils doivent être approuvés « par suite d'une autorisation spéciale ».

Les articles/services « approuvés » peuvent être mis en œuvre régulièrement dans les établissements

Les articles/services qui doivent être approuvés « par une autorisation spéciale » nécessitent l'approbation régionale du gestionnaire, Services cliniques; et,

De plus, la demande d'autorisation spéciale doit être recommandée par le médecin ou le dentiste de l'établissement, qui doit fournir une justification médicale à l'appui.

Veillez noter que la détermination des services de santé requis pour des détenus particuliers et pour une période donnée demeure la responsabilité de professionnels de la santé et doit se fonder sur une évaluation clinique.

<b>Legend / Légende</b>	
<b>Y / O</b>	Approved / Approuvé
<b>N</b>	No / Non
<b>SA / AS</b>	Approved by Special Authorization / Approuvé par suite d'une autorisation spéciale

	<b>Core Essential Health Services</b>		<b>Services de santé essentiels de base</b>
1.	Physical Health	<b>Y / O</b>	Santé physique
2.	Mental Health	<b>Y / O</b>	Santé mentale
3.	Public Health	<b>Y / O</b>	Santé publique
4.	Dental Services	<b>Y / O</b>	Soins dentaires

<b>A.</b>	<b>Assistive Devices and Mobility Aids</b>		<b>Aides à la mobilité et accessoires fonctionnels</b>
1.	Pillows	<b>N</b>	Oreillers
2.	Mattresses	<b>N</b>	Matelas
3.	Wheelchairs		Fauteuils roulants
3-a	Electric	<b>SA / AS</b>	Électrique
3-b	Manual	<b>Y / O</b>	Manuel
4.	Motorized scooters	<b>SA / AS</b>	Scooters motorisés
5.	Walkers	<b>Y / O</b>	Déambulateurs
6.	Canes	<b>Y / O</b>	Cannes
7.	Crutches	<b>Y / O</b>	Béquilles
8.	Fibreglass casts	<b>N</b>	Plâtres en fibre de verre
9.	Back brace	<b>Y / O</b>	Corset lombaire
10.	Knee braces	<b>Y / O</b>	Attelles pour le genou
11.	Ankle braces	<b>Y / O</b>	Attelles de cheville

12.	Elbow supports	Y / O	Protège-coude
13.	Wrist supports	Y / O	Protège-poignet
14.	Tensor bandages	Y / O	Bandages de contention
15.	Heating pads	N	Coussins chauffants
16.	Hot water bottles	N	Bouillottes
17.	Support stockings	Y / O	Bas de contention
18.	Stump stockings	Y / O	Bonnets couvre-moignon
19.	Slings		Attelles
19-a	bandage type	Y / O	de type bandage
19-b	orthopedic type	Y / O	de type orthopédique
20.	Shoes	N	Souliers
21.	Corn pads	N	Coussinets pour les cors
<b>B.</b>	<b>Orthotics</b>		<b>Orthèses</b>
1.	Orthotics i.e. custom shoe inserts, over the counter orthotics	N	Orthèses c.-à-d: semelles fait sur mesure, orthèses qu'on peut obtenir sans ordonnance
<b>c.</b>	<b>Artificial limbs and speciality braces</b>		<b>Les membres artificiels et les appareils orthopédiques spéciaux</b>
1.	Artificial limbs and speciality braces <ul style="list-style-type: none"> <li>Must be recommended by a specialist and approved by the Institutional Physician. Does not require approval by the Manager Clinical Services. The Chief Health Services can implement the order.</li> </ul>	Y / O	Les membres artificiels et les appareils orthopédiques spéciaux <ul style="list-style-type: none"> <li>Doivent avoir été recommandées par un spécialiste et approuvées par le médecin de l'établissement. L'autorisation du gestionnaire des Services cliniques n'est pas nécessaire. Le chef des Services de santé peut faire la commande.</li> </ul>

D.	Hearing and Speech Impaired		Audition et troubles de la parole
1.	Hearing aids (and how often)	Y / O (5 yrs / ans)	Appareils auditifs (à quelle fréquence)
2.	Hearing aid batteries	Y / O	Piles pour les appareils auditifs
3.	Repairs to hearing aids	Y / O	Réparations des appareils auditifs
4.	Cochlear implant processors	N	Processeurs d'implant cochléaire
E.	Respiratory		Système respiratoire
1.	<p>Continuous positive airway pressure (CPAP) or Auto titrating positive airway pressure (APAP) Machines and related replacement parts</p> <ul style="list-style-type: none"> <li>• CSC will only provide after sleep study completed and upon the recommendation of a sleep specialist.</li> <li>• Regions will rent or buy machines that remain the property of CSC.</li> <li>• CSC will purchase tubing and masks once per year that "belongs to inmate".</li> </ul>	Y / O	<p>Appareils à ventilation spontanée en pression positive continue (VSPPC) ou appareils de ventilation nasale spontanée en pression positive continue avec titration automatique</p> <ul style="list-style-type: none"> <li>• Le SCC ne fournira un appareil qu'après une évaluation du sommeil et à la recommandation d'un spécialiste du sommeil.</li> <li>• Les régions loueront ou achèteront les appareils de VSPPC, et ceux-ci appartiendront au SCC.</li> <li>• Le SCC achètera les tubes et les masques une fois par année (ils appartiendront au détenu).</li> </ul>
2.	Aerochamber	Y / O	Aérochambre
F.	Cosmetic and Esthetic Services		Services de soins cosmétiques et esthétiques
1.	Reconstructive surgery	SA / AS	Reconstruction chirurgicale
2.	Cosmetic surgery	N	Chirurgie esthétique
3.	Tattoo removal	N	Détatouage
4.	Laser hair removal	N	Épilation au laser
5.	Esthetics	N	Esthétique
6.	Wigs	N	Perruques

G.	Physiotherapy		Physiothérapie
	<b>Chronic Conditions :</b> One session for teaching and two follow up sessions	Y/O	<b>Conditions chroniques</b> Une séance d'éducation et deux séances de suivi
	<b>Acute Conditions :</b> A maximum of ten sessions	Y/O	<b>Conditions aiguës</b> Nombre maximal de dix séances
H.	Other Health Services		Autres services de santé
1.	Chiropractic services	N	Services chiropratiques
2.	Registered massage therapy	N	Massothérapie autorisée
3.	Naturopath consultation	N	Consultation en naturopathie
4.	Acupuncture	N	Acuponcture
5.	Physical exam and form completion for Class 1 operator's license	N	Examen physique et formulaire à remplir pour les détenteurs de permis de classe 1
I.	Urinary Supplies		Fournitures relatives à l'appareil urinaire
1.	Colostomy equipment	Y / O	Équipement de colostomie
2.	Catheterization supplies	Y / O	Matériel de cathétérisme
3.	Incontinence supplies	Y / O	Produits pour incontinence
J.	Vision Care		Soins de la vue
1.	<ul style="list-style-type: none"> <li>• Refraction (2 years)*</li> <li>• Frames and lenses (3 years)*</li> </ul> *Referral to the Institutional Physician is required for assessment of medical need if requested before 2 years	Y / O	<ul style="list-style-type: none"> <li>• Examen de la vue (2 ans)*</li> <li>• Montures et verres (3 ans)*</li> </ul> * Si une demande est présentée avant qu'il se soit écoulé deux ans, le médecin de l'établissement doit en évaluer la nécessité du point de vue médical.
2.	Foldable intraocular lenses indicated in cataract surgery	Y / O	Lentilles intraoculaires pliables indiquées dans les cas de chirurgie de la cataracte
3.	Laser eye surgery	N	Chirurgie des yeux au laser
4.	Contact lenses and solution	N	Lentilles de contact et solution
K.	Occupational Health and Safety		Santé et sécurité au travail
1.	Safety glasses	N	Lunettes de sécurité



2.	Gloves	N	Gants
3.	Earplugs	N	Bouchons d'oreilles
<b>L.</b>	<b>Allergies and Food Sensitivity Treatment</b>		<b>Traitement des allergies et de la sensibilité alimentaire</b>
1.	Allergy testing (other than for food allergies)	Y / O	Tests d'immunologie (autres que les allergies alimentaires)
2.	Food allergy testing *As per the <a href="#">Food Allergy Testing Protocol</a>	* Y / O	Tests d'allergies alimentaires *Selon le <a href="#">Protocole relatif aux tests d'allergies alimentaires</a>
3.	Lactose Intolerance *As per <a href="#">Lactose Intolerance Management Protocol</a>	* Y / O	Intolérance au lactose *Selon le protocole de <a href="#">Gestion de l'intolérance au lactose</a>
4.	EpiPen®	Y / O	EpiPen®
<b>M.</b>	<b>Breast Pumps</b>		<b>Pompes tire-lait</b>
1.	Machine (rented or purchased – property of CSC) <a href="#">Health Canada Recommendations</a>	*Y / O (2 yrs / ans)	L'appareil (loué ou acheté – propriété du SCC) <a href="#">Recommandations de Santé Canada</a>
2.	Tubing and equipment “belongs to inmate”	*Y / O (2 yrs / ans)	Les tubes et les pièces appartiennent à la détenue
	*2 yrs – then reassess		*2 ans – puis réévaluer
<b>N.</b>	<b>Nutritional Supplements</b>		<b>Suppléments alimentaires</b>
1.	Artificial sweeteners (provided to inmates with diabetes by Food Services)	N	Édulcorants artificiels (fourni aux détenus avec un diabète par les Services d'alimentation)
2.	<a href="#">Nutritional Supplement drinks</a>	N	<a href="#">Boissons – suppléments alimentaires</a>
3.	Weight loss aids	N	Produits favorisant la perte de poids
4.	Protein supplements	N	Suppléments protéiques
5.	Herbal and naturopathic medicine	N	Herbes médicinales et les produits naturopathiques
6.	Organic food	N	Produits biologiques

7.	Vitamin/mineral supplements and digestive aid products	N	Vitamines/suppléments minéraux et aides digestifs
<b>O.</b>	<b>Personal Hygiene Items</b>		<b>Articles d'hygiène personnelle</b>
1.	Soap	N	Savon
2.	Toothpaste	N	Dentifrice
3.	Deodorant	N	Déodorant
4.	Cologne/perfume	N	Eau de Cologne/parfum
5.	Hand/body lotion	N	Lotion pour les mains ou le corps
6.	Shampoo (non-prescription)	N	Shampooing (sans ordonnance)
7.	Dandruff Shampoo	N	Shampooing antipelliculaire
8.	Acne treatment (other than prescription)	N	Traitement contre l'acné (autre que sous ordonnance)
<b>P.</b>	<b>Clothing and Linen</b>		<b>Vêtements et linge de maison</b>
1.	Clothing	N	Vêtements
2.	Mattress covers	N	Couvre-matelas
3.	Towels	N	Serviettes
4.	Sheets, blankets and pillow cases	N	Draps, couvertures et taies d'oreiller
5.	Laundry detergent	N	Détergent à lessive

## Appendix B. CSC's Dental Service Standards / Annexe B. Normes de services dentaires du SCC

CSC's Dental Service Standards were reviewed and revised in 2012/2013 fiscal year in collaboration with a National Dental Working Group which was comprised of 5 CSC Institutional Dentists and Regional and National Health Services professionals and senior managers. A scan of provincial and federal dental plans was conducted and the information was utilized to help inform the working group during the revision.

Les normes de services dentaires au SCC ont été révisées en 2012-2013 avec la collaboration d'un groupe de travail national composé de cinq dentistes travaillant dans des établissements ainsi que de professionnels des Services de santé et de hauts dirigeants des administrations régionales et nationale. Les régimes de soins dentaires du gouvernement fédéral et des provinces ont été examinés et ont guidé les membres du groupe de travail durant leur révision.

Essential dental care focuses on relieving pain and infection, managing disease and providing education on preventative oral hygiene. Essential dental care will be guided by the following key features<sup>c</sup>:

Les soins dentaires essentiels misent sur le soulagement de la douleur et de l'infection, le traitement de maladies et la sensibilisation à une bonne hygiène buccale (prévention). Les soins jugés essentiels satisfont aux critères suivants :

- 1) It provides relief from pain and infection
- 2) It maintains or restores function, in particular, the ability to chew food
- 3) It relies on active participation and individual responsibility of the patient/inmate to:
  - a) practice good oral hygiene
  - b) attend scheduled appointments
- 4) It provides management of acute and chronic oral disease
- 5) It provides preventative services; and education on oral health hygiene and the prevention of oral disease

- 1) ils soulagent la douleur et l'infection;
- 2) ils préservent ou rétablissent une fonction, en particulier celle de mâcher;
- 3) ils dépendent de la participation active du patient ou du détenu, qui doit :
  - a) avoir de bonnes habitudes d'hygiène buccale;
  - b) se présenter aux rendez-vous prévus;
- 4) ils traitent une maladie buccale aiguë et chronique;
- 5) ils fournissent des services de prévention et sensibilisent au maintien d'une bonne hygiène buccale et à la prévention des maladies connexes.

<sup>c</sup> Some aspects were taken from the "Report on Essential Dental Care" by the Committee on Clinical and Scientific Affairs, Canadian Dental Association, October 2012 / Certains aspects sont tirés du Rapport sur les soins dentaires essentiels préparé par le Comité des affaires cliniques et scientifiques, Association dentaire canadienne, octobre 2012

A.	Emergency Services		Services d'urgence
2.	Tooth and root extractions	Y / O	Extraction de dents et de racines
3.	Opening of the pulp chamber	Y / O	Ouverture de la chambre pulpaire
4.	Drainage of an abscess	Y / O	Drainage d'un abcès
5.	Hemorrhage control	Y / O	Maîtrise d'une hémorragie
6.	Repair of a laceration	Y / O	Réparation d'une lacération
7.	Immobilization of a tooth loosened by trauma	Y / O	Immobilisation d'une dent ébranlée
B.	Anaesthesia		Anesthésie
1.	Local anaesthesia only	Y / O	Anesthésie locale seulement
C.	Preventive Services		Services de prévention
1.	All preventive services are done together not more than once in a 12-month period	Y / O	Tous les services de prévention sont effectués ensemble au plus une fois dans une période de 12 mois
2.	Dental scaling and hygiene procedure teaching	Y / O	Détartrage et enseignement des mesures d'hygiène
3.	Dental polishing	Y / O	Polissage de dents
4.	Root planning (as required)	Y / O	Surfaçage radiculaire (au besoin)
5.	Fluoride Treatments specific to high carie rates or high sensitivity on the recommendation of the Dentist	Y/O	Traitements au fluorure destiné à réduire la carie dentaire et la sensibilité des dents sur recommandation du dentiste
D.	Examinations		Examens
1.	Complete Oral examination and treatment planning every 5 years	Y / O	Examen bucco-dentaire complet et planification de traitement tous les cinq ans (par dentiste)
2.	Recall examination once every 12 months	Y / O	Un examen de rappel tous les 12 mois.
3.	Emergency/specific oral examination and treatment planning as required	Y/O	Examen bucco-dentaire d'urgence ou particulier et planification de traitement au besoin.

E.	Radiographs		Radiographies
1.	Bitewings, occlusal, and periapical radiographs (as required)	Y / O	Radiographies interproximales, occlusales et périapicales (au besoin)
2.	Complete radiographic series (as required)	Y / O	Série complète de radiographies (au besoin)
F.	Restorative Services		Services de restauration
1.	Fixed bridges, implants, prefabricated crowns, and aesthetic services (e.g., veneers) are not covered; however,	N	Les ponts fixes, les implants, les couronnes préfabriquées et les services esthétiques (p. ex., facettes) sont exclus; cependant,
2.	Minor clinical processed repairs may be covered when recommended by the dentist. e.g. Minor repairs to porcelain and re-cementing	SA / AS	Les réparations mineures faites en laboratoire ou en clinique peuvent être incluses si elles sont recommandées par le dentiste.
3.	Dental caries/pain control with the use of sedative dressing and/or pulp caps	Y / O	Traitement de caries/douleur à l'aide d'un pansement sédatif et/ou d'une coiffe pulpaire
4.	Amalgam /Composite restorations for the posterior/anterior teeth **	Y / O	Restaurations en amalgame/composite des dents postérieures/anérieures **
5.	Use of pin retention and/or prefabricated posts in restorations (as required)	Y / O	Utilisation d'un tenon dentinaire et/ou d'un pivot préfabriqué dans le cadre d'une restauration (au besoin)
**	** Final choice of restoration material is based on dentist judgement / Le choix final des biomatériaux de restauration est à la discrétion du dentiste		
G.	Endodontic Services		Services d'endodontie
1.	Certain non complex root canal treatments for anterior 12 teeth as determined by dentist, including emergency opening of the pulp canal	Y / O	Certains traitements de canal simples sur les 12 dents antérieures si recommandés par le dentiste (incluant ouverture d'urgence de la chambre pulpaire)
H.	Periodontal Services		Services parodontaux

1.	Management of acute periodontal infections	Y / O	Prise en charge d'infections parodontales aiguës
<b>I.</b>	<b>Prosthetic Services</b>		<b>Service de dentisterie prothodontique</b>
1.	Supplemental prosthesis-Sports mouth guards	N	Prothèses amovibles (protège-dents de sport)
2.	Supplemental prosthesis-Lab processed night guards	SA / AS	Prothèses amovibles (protège-dents pour la nuit fabriqués en laboratoire)
3.	Acrylic partials/dentures for upper and mandibular once every 5 years. Acrylic partials may be upgraded to cast partials at the inmate's expense.	Y / O (5 yrs / ans)	Prothèses dentaires partielles ou complètes en acrylique pour la mâchoire supérieure et inférieure tous les cinq ans. Les prothèses dentaires en acryliques peuvent être remplacées par des prothèses de métal au frais du détenu.
4.	Repairs and adjustments of removable complete and partial prosthesis as required (e.g., following surgery)	Y / O	Réparations et ajustements de prothèses complètes et partielles amovibles, au besoin (p. ex., à la suite d'une chirurgie)
5.	Re-lining of removable complete and partial prosthesis, as required	Y / O (5 yrs / ans)	Regarnissage des prothèses complètes et partielles amovibles, une fois tous les 5 ans
6.	Addition of a structure to the prosthesis (as required)	Y / O	Ajout de structure à des prothèses (au besoin)
7.	Minor repairs or re-cementation of fixed bridges	Y / O	Réparations mineures ou recimentation de ponts fixes (au besoin)
<b>J.</b>	<b>Surgical Services</b>		<b>Services chirurgicaux</b>
1.	Tooth and root extraction (erupted teeth and symptomatic impaction)	Y / O	Extraction de dents et de racines (dents à éruption complétée et dents incluses symptomatiques)
2.	Alveoloplasty and gingivoplasty in conjunction with dental extractions, fabrication of prosthesis and/or periodontal disease	Y / O	Alvéoloplastie et gingivoplastie en conjonction avec des extractions dentaires, la fabrication d'une prothèse et/ou la présence d'une maladie parodontale
3.	Oral pathology biopsy	Y / O	Biopsie buccale
4.	Drainage of an abscess	Y / O	Drainage d'un abcès
5.	Repair of a laceration	Y / O	Réparation d'une lacération

6.	Treatment of osteomyelitis	Y / O	Traitement de l'ostéomyélite
7.	Extraction of asymptomatic impacted or un-erupted teeth, especially third molar	N	L'extraction de dents antérieures et postérieures incluses asymptomatiques, spécialement les troisièmes molaires
<b>K</b>	<b>Exceptions</b>		<b>Exceptions</b>
1.	An exception to the standard services may be requested where the dentist believes it is warranted: <ul style="list-style-type: none"> <li>The dentist must provide clear written rationale for any required exception</li> <li>The decision and rationale must be entered on the patient's chart</li> </ul>	SA / AS	Une dérogation par rapport aux services réguliers peut être requise si elles sont jugées nécessaires par le dentiste : <ul style="list-style-type: none"> <li>Le dentiste doit fournir une justification écrite pour toute exception requise</li> <li>La décision et la justification doivent être versées au dossier du patient</li> </ul>
<b>L</b>	<b>Records</b>		<b>Dossiers</b>
1.	Delivery of dental services and of dental record maintenance, including radiographs must be in compliance with professional and provincial licensing authorities standards		La prestation des services dentaires, incluant les radiographies et la tenue des dossiers dentaires, doivent être conformes aux normes des autorités professionnelles provinciales
2.	Records should show the detailed treatment recommendations directly related to the type of examination and treatment provided		Les dossiers devraient indiquer les traitements recommandés en détail selon le type d'examen et les traitements fournis
3.	Records may be used for further reference by CSC		Le SCC peut utiliser les dossiers à des fins de consultation ultérieure
4.	Records are confidential		Les dossiers sont confidentiels

M.	Review		Révision
1.	The Technical Annex on Dental Services Standards at CSC will be reviewed in 2016		L'annexe technique sur les normes en matière de services dentaires du SCC sera révisée 2016
	<i>GENERAL NOTE: All aspects of CSC dental services are subject to prioritization of requests and care delivery due to the requirement to meet the overall inmate population health needs. Final determination of treatment rendered would be determined by the dentist and health care staff and would not necessarily be by chronological order of request but by priority of care order.</i>		<i>REMARQUE GÉNÉRALE : Tous les aspects des services dentaires du SCC sont assujettis à la priorité des demandes et des soins, qui est déterminée en fonction des besoins de santé de la population carcérale générale. La décision finale du traitement rendu sera déterminée par le dentiste et les professionnels de la santé et ne serait pas nécessairement basée sur l'ordre chronologique de la demande, mais bien sur l'ordre des soins prioritaires.</i>



## Appendix C. Criteria for Diagnostic Investigation / Annexe C. Critères de test diagnostique

1.	The diagnostic test should be clinically indicated for the assessment and/or management of a disease state.		Le test diagnostique doit être indiqué d'un point de vue clinique pour l'évaluation ou la gestion d'un état pathologique.
2.	The use of a specific diagnostic test should be consistent with generally accepted clinical guidelines for the assessment and/or management of the disease state.		L'utilisation d'un test diagnostique particulier doit être conforme aux directives cliniques généralement acceptées pour l'évaluation et la gestion de l'état pathologique.
3.	The diagnostic test should provide the information required for assessment and/or management of a disease state and should generally be the least invasive and most readily available test.		Le test diagnostique doit fournir les renseignements nécessaires pour l'évaluation ou la gestion d'un état pathologique et doit généralement être le test le moins invasif et le plus facilement accessible.
4.	The following issues should be considered when ordering diagnostic tests:		Les questions suivantes doivent être prises en considération lorsque l'on commande des tests diagnostiques :
a.	The diagnostic test should contribute to the essential medical management of an inmate's health while incarcerated.		Le test diagnostique doit contribuer à la gestion médicale essentielle de la santé d'un détenu pendant son incarcération.
b.	The inmate's proposed release date and the proposed community and or province of final destination.		La date de mise en liberté proposée pour le détenu et la collectivité ou la province proposée comme destination finale.
i.	The urgency for acquiring the information generated by a diagnostic test;		L'urgence d'obtenir les renseignements fournis par un test diagnostique;
ii.	Requests for urgent and semi-urgent testing should be processed regardless of the inmate's proposed release date or geographic destination;		Les demandes d'examen urgent et semi-urgent doivent être traitées sans tenir compte de la date de mise en liberté proposée du détenu ou de leur destination géographique;

iii.	Depending on the inmate's release date and final destination, elective testing could be obtained by the inmate after release. In this situation the inmate should be provided with the appropriate advice and information concerning the diagnostic test required.		Selon la date de mise en liberté et la destination finale du détenu, celui-ci peut obtenir un test électif après leur mise en liberté. Dans ce cas, on doit leur fournir les conseils et les renseignements appropriés au sujet du test diagnostique nécessaire.
c.	The availability of local resources.		La disponibilité des ressources locales.
i.	If, for example, an MRI is requested and access to MRI is not locally available but CT is and the information obtained through computerized tomography would provide appropriate diagnostic information then CT should be an acceptable alternative;		Si, par exemple, on demande d'utiliser l'imagerie par résonance magnétique et que l'on n'y a pas accès à l'échelle locale, mais que l'on a accès à une tomographie par ordinateur et que les renseignements obtenus au moyen de celle-ci fourniraient des renseignements permettant de poser un diagnostic approprié, la tomographie par ordinateur doit être une solution acceptable;
ii.	Similarly, if CT abdomen is indicated but not locally available and Ultrasound is, if the information provided is appropriate to answer the diagnostic question then ultrasound should be considered an acceptable alternative;		De même, si une tomographie de l'abdomen par ordinateur est indiquée, mais n'est pas disponible à l'échelle locale, et que l'ultrason est disponible, et que les renseignements fournis sont appropriés et permettent de poser un diagnostic, on doit alors considérer que l'ultrason est une solution acceptable;
iii.	Consultation with the local radiologists may in some cases result in more timely investigation by utilizing an alternative and appropriate investigative modality.		La consultation des radiologistes locaux peut, dans certains cas, mener à un examen plus rapide grâce à l'utilisation d'une modalité d'évaluation de rechange appropriée.

## Appendix D. Mental Health Services / Annexe D. Services de santé mentale

I.1	<p>The provision of mental health services should be consistent with the individual's level of need. Need is defined as an ability to benefit from an intervention and is distinguished from both "use" and "demand".</p> <p>The level of need is assessed taking into account available mental health assessment information, clinical judgement and is based on signs and symptoms indicative of a mental health disorder and level of functioning. Triage should be conducted in accordance with professionally accepted standards and relevant <a href="#">CSC mental health policies and guidelines</a>.</p>		<p>La prestation de services de santé mentale devrait répondre au niveau de besoin de l'individu. Un besoin est défini comme la capacité de bénéficier d'une intervention et se distingue de l'« utilisation » et de la « demande ». Le niveau de besoin est évalué en tenant compte de l'information disponible tirée des évaluations de santé mentale et du jugement clinique, et il est fondé sur les symptômes et les signes de troubles mentaux et le niveau de fonctionnement. Le triage des besoins en santé mentale doit être conforme aux <a href="#">lignes directrices du SCC sur les soins santé mentale</a>.</p>
II./	<p><b>Essential Mental Health Services</b></p>		<p><b>Les services de santé mentale essentiels</b></p>
	<p>The following criteria are used to determine if a mental health service is essential for a specific inmate:</p> <p>The inmate has significant mental health needs in the areas of emotion, cognition and/or behaviour indicative of a mental health disorder. These needs are, or are likely to,</p> <ul style="list-style-type: none"> <li>• create significant impairment in the individual's functioning within his/her institution; and /or</li> <li>• significantly impact the individual's successful reintegration into the community.</li> </ul>		<p>Les critères suivants servent à déterminer si un service de santé mentale est jugé essentiel pour un détenu en particulier :</p> <p>Le détenu a des besoins importants en santé mentale dans les domaines des émotions, des cognitions et/ou des comportements qui indiquent qu'il est atteint d'un trouble de santé mentale. Ces besoins sont susceptibles :</p> <ul style="list-style-type: none"> <li>• de nuire considérablement au fonctionnement de l'individu au sein de son établissement; et/ou</li> <li>• d'avoir des répercussions importantes sur la réinsertion de l'individu en communauté.</li> </ul>
III./	<p><b>Essential Mental Health Services include:</b></p>		<p><b>Les services de santé mentale essentiels incluent :</b></p>
a	<p>Mental Health awareness and Mental Health promotion.</p>		<p>Sensibilisation à la santé mentale et promotion de celle-ci;</p>

b	Mental Health screening, review and follow-up assessment as required.		Dépistage, examen et évaluation des troubles mentaux;
c	Intervention, treatment and supports for inmates with mental health needs.		Intervention, traitement et soutiens pour les détenus ayant des besoins en santé mentale;
d	Transitional supports including appropriate referrals for services in the community for offenders with mental health needs.		Soutiens de transition, incluant l'aiguillage approprié vers des services dans la collectivité pour les délinquants ayant des besoins en santé mentale.
IV.V	<b>Non-Essential Mental Health Services:</b>		<b>Les services de santé mentale non essentiels :</b>
	Reasonable access must be provided to non-essential mental health services for inmates.		Un accès raisonnable à des services de santé mentale non essentiels doit être accordé aux détenus.

## Appendix E. Public Health Services / Annexe E. Services de santé publique

I.	The provision of public health services to federal inmates must be consistent with prevention, management and control of diseases for the need of the population as a whole, as well as for the individual inmate		La prestation des services de santé publique aux détenus sous responsabilité fédérale doit être conforme à la prévention, la gestion et le contrôle des maladies de l'ensemble de la population, ainsi que des détenus en particulier.
II.	<b>Essential Public Health Services</b>		<b>Services essentiels de santé publique</b>
	Screening and assessment for infectious and communicable disease on admission and throughout incarceration.		Évaluation et test de dépistage des maladies infectieuses et contagieuses à l'admission et tout au long de la période d'incarcération.
	Immunization per CSC policy (e.g. hepatitis A & B, and seasonal influenza)		Immunisation selon la politique du SCC (p. ex. hépatite A et B et grippe saisonnière)
	Treatment and clinical management of infectious and communicable disease and their sequelae.		Traitement et gestion clinique des maladies infectieuses et contagieuses et de leurs séquelles.
	Public health awareness and health promotion, including tailoring of materials to meet the specific need of inmate populations (i.e. cultural and gender appropriate; literacy levels).		Sensibilisation à la santé publique et promotion de la santé, y compris l'adaptation de documents pour répondre aux besoins précis des détenus (c-à-d. messages adaptés à la culture et au sexe ainsi qu'au niveau d'alphabétisation).
	Provision of harm reduction programs.		Offre de programmes de réduction des méfaits.

	Management of infectious disease outbreaks within institutions.		Gestion des éclosions de maladies infectieuses dans les établissements.
	Transitional supports including necessary community referrals for continuing services for inmates released with health needs i.e. discharge planning.		Soutiens de transition, incluant les renvois nécessaires dans la collectivité pour assurer la continuité des services aux délinquants libérés qui ont des besoins en santé (planification de la mise en liberté).

Legend / Légende	
	Approved / Approuvé
	No / Non
	Approved by Special Authorization / Approuvé par suite d'une autorisation spéciale

## Appendix F - Criteria for decision making / Annexe F – Critères pour la prise de décisions

A) Gynecomastia:		A) Gynécomastie
<b>Acute Gynecomastia*</b> (less than six months)		<b>Gynécomastie aiguë*</b> (moins de six mois)
<ul style="list-style-type: none"> <li>Not treated surgically</li> <li>Acute cases with no identifiable cause may be treated with a trial of tamoxifen</li> </ul>	<b>N</b>	<ul style="list-style-type: none"> <li>Aucun traitement chirurgical.</li> <li>S'il s'agit d'un cas aigu de cause inconnue, on peut faire l'essai de tamoxifène.</li> </ul>
<b>Chronic Gynecomastia*</b> (greater than one-two years)	<b>SA / AS</b>	<b>Gynécomastie chronique*</b> (plus d'un an ou deux)
<ul style="list-style-type: none"> <li>There is significant pain refractory to analgesic medication;</li> <li>There is significant psychological distress refractory to medical and psychiatric therapy; and,</li> <li>Medical management has been unsuccessful</li> </ul>		<ul style="list-style-type: none"> <li>Douleur intense réfractaire aux analgésiques.</li> <li>Détresse psychologique importante réfractaire aux traitements médicaux et psychiatriques.</li> <li>Aucune solution médicale concluante.</li> </ul>
<p>*As a result of the higher incidence of breast cancer, screening for breast cancer and appropriate interventions will be undertaken in all cases of gynecomastia.</p> <p>Surgical treatment for gynecomastia for esthetic reasons is not an essential health service and is not funded by CSC.</p>		<p>*Compte tenu de l'incidence élevée du cancer du sein, tous les cas de gynécomastie feront l'objet d'un dépistage et d'interventions appropriées.</p> <p>Le traitement chirurgical d'une gynécomastie pour des raisons esthétiques n'est pas considéré comme un service essentiel et n'est pas payé par le SCC.</p>

<b>B)Sinuplasty</b>		<b>B)Sinuplastie</b>
<b>Chronic sinusitis :</b>		<b>Sinusite chronique</b>
<ul style="list-style-type: none"> <li>• Sinuplasty and osteomeatal complex surgical procedures for chronic sinusitis of fungal origin or in the presence of polyps</li> </ul>	Y / O	<ul style="list-style-type: none"> <li>• Sinuplastie et traitement chirurgical du complexe ostio-méatal si la sinusite chronique est d'origine fongique ou si des polypes sont présents.</li> </ul>
<ul style="list-style-type: none"> <li>• The surgical treatment of chronic sinusitis in the absence of fungal infection or polyps</li> </ul>	SA / AS	<ul style="list-style-type: none"> <li>• Traitement chirurgical de la sinusite chronique en l'absence d'une infection fongique ou de polypes.</li> </ul>
<b>Nasal obstruction :</b>		<b>Obstruction nasale</b>
<ul style="list-style-type: none"> <li>• Chronic complete unilateral or bilateral nasal obstruction cases unsuccessfully treated by medical means</li> </ul>	Y / O	<ul style="list-style-type: none"> <li>• Cas chroniques d'obstruction nasale complète d'une ou de deux narines sans solution médicale concluante..</li> </ul>
<ul style="list-style-type: none"> <li>• Partial or intermittent nasal obstruction may be covered depending on the potential for worsening of the condition, e.g., an evolutionary polyp or neoplasm</li> </ul>	SA / AS	<ul style="list-style-type: none"> <li>• Les cas d'obstruction nasale partielle ou intermittente peuvent être couverts s'il y a une possibilité que la condition se détériore (tumeur ou polype en phase évolutive).</li> </ul>
<b>Septum perforation :</b>		<b>Perforation de la cloison nasale</b>
<ul style="list-style-type: none"> <li>• Correction of an asymptomatic nasal septum perforation -</li> </ul>	N	<ul style="list-style-type: none"> <li>• Correction d'une perforation asymptomatique de la cloison nasale</li> </ul>
<ul style="list-style-type: none"> <li>• Symptomatic nasal septum perforation (pain, bleeding, nose discharge) provided that the causative agent has been addressed (cocaine use, underlying disease)</li> </ul>	Y / O	<ul style="list-style-type: none"> <li>• Correction d'une perforation symptomatique de la cloison nasale (douleur, saignement, rhinorrhée), si l'agent causal a été réglé (consommation de cocaïne, maladie sous-jacente)</li> </ul>
<b>Nose deviation and cosmetic procedures :</b>		<b>Déviation du nez et chirurgie esthétique</b>
<ul style="list-style-type: none"> <li>• Surgical procedures solely for esthetic reasons including external nasal deviation (acquired or congenital)</li> </ul>	N	<ul style="list-style-type: none"> <li>• Traitement chirurgical uniquement pour des raisons esthétiques, y compris pour une déviation externe du nez (acquise ou congénitale)</li> </ul>



<ul style="list-style-type: none"><li>• Conditions for which there is significant psychological distress for the patient, e.g. following removal of a nasal cutaneous malignant tumour</li></ul>	<b>SA / AS</b>	<ul style="list-style-type: none"><li>• Conditions lors desquelles le patient souffre d'une détresse psychologique importante, p. ex. après s'être fait retirer une tumeur cutanée maligne au nez.</li></ul>

## Appendix G. Communications Regarding the Framework / Annexe G. Communication concernant le Cadre

A) Memo – Use of Private Clinics –  
December 11, 2007

[Use of Private Clinics](#)

B) Protocol: Requests for Non-  
Essential Health Services Paid by  
the Inmate – April 6, 2009

[Memo: Protocol: Requests for Non-  
Essential Health Services Paid by the  
Inmate](#)

[Protocol: Requests for Non-Essential  
Health Services Paid by the Inmate](#)

C) Frequently Asked Questions for  
Inmates – May 2009

[Frequently Asked Questions for  
Inmates](#)

D) Frequently Asked Questions for  
Staff – May 2009

[Frequently Asked Questions for Staff](#)

E) Revised Technical Annex on  
Dental Standards for CSC –  
November 2, 2009

[Memo: Revised Technical Annex on  
Dental Standards for CSC](#)

[Revised Technical Annex on Dental  
Standards for CSC](#)

F) Memo: Launch of the Amended  
National Health Services Framework  
– November 26, 2010

[Memo: Launch of the Amended  
National Health Services Framework](#)

G) Essential Health Services  
Communication Deck December  
2010

[Essential Health Services  
Communication Deck](#)

A) Note de service – Utilisation de  
cliniques privées (décembre 11, 2007)

[Utilisation de cliniques privées](#)

B) Protocole: Demande de services de  
santé non-essentiels payés par le détenu  
(avril 6, 2009)

[Note de service: Protocole: Demandes de  
service de santé non-essentiels payés par  
le détenu](#)

[Protocole: Demande de services de santé  
non-essentiels payés par le détenu](#)

C) Foire aux questions pour les détenus  
(mai 2009)

[Foire aux questions pour les détenus](#)

D) Foire aux questions pour le personnel  
(mai 2009)

[Foire aux questions pour les détenus](#)

E) Version révisée de l'Annexe technique  
sur les normes en matière de services  
dentaires du SCC (novembre 2009)

[Note de service: Version révisée de  
l'Annexe technique sur les normes en  
matière de service dentaires au SCC](#)

[Version révisée de l'Annexe technique sur  
les normes en matière de services dentaires  
au SCC](#)

F) Note de service: Lancement de la  
version modifiée du Cadre national des  
services de santé (novembre 26, 2010)

[Note de service: Lancement de la version  
modifiée du Cadre national des services de  
santé](#)

G) Présentation sur les Services de  
santé essentiel (décembre 2010)

[Présentation sur les Services de santé  
essentiel](#)

**H) Memo: Updated National Health Services Framework – June 18, 2012**

[Memo: Updated National Health Services Framework](#)

**I) Memo: Updated National Health Services Framework – April 10, 2013**

[Memo : Updated National Essential Health Services Framework](#)

**J) Memo: Updated National Health Services Framework – July , 2013**

[Memo : Updated National Essential Health Services Framework](#)

**H) Note de service: Mise à jour du Cadre national des services de santé essentiels (juin 18, 2012)**

[Note de service: Mise à jour du Cadre national des services de santé essentiels](#)

**I) Note de service: Mise à jour du Cadre national des services de santé essentiels (10 avril 2013)**

[Mise à jour du Cadre national des services de santé essentiels](#)

**(J) Note de service: Mise à jour du Cadre national des services de santé essentiels (Juillet 2013)**

[Mise à jour du Cadre national des services de santé essentiels](#)

