



RETURN BIDS TO :
RETOURNER LES SOUMISSIONS À :
Bid Receiving - Réception des soumissions:

Attn : Elise Salter
Correctional Service Canada
Regional Headquarters (Pacific)
Contracting and Materiel Services
PO Box 4500 Unit #100
33991 Gladys Avenue
Abbotsford, BC V2S 2E8

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

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 thereof.

Proposition à: Service Correctionnel du Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux appendices ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments — Commentaires :

“THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT” « LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE RELATIVE À LA SÉCURITÉ »

Vendor/Firm Name and Address —
Raison sociale et adresse du fournisseur/de
l'entrepreneur :

Telephone # — N° de Téléphone :

Fax # — No de télécopieur :

Email / Courriel : _____

GST # or SIN or Business # — N° de TPS
ou NAS ou N° d'entreprise :

Title — Sujet: Psychology Services – Fraser Valley Institution	
Solicitation No. — N° de l'invitation 21807-19-0032	Date: 2019-04-24
Client Reference No. — N° de Référence du Client 21807-19-0032	
GETS Reference No. — N° de Référence de SEAG	
Solicitation Closes — L'invitation prend fin at / à : 14 :00 PDT on / le : June 4, 2019	
F.O.B. — F.A.B. Plant – Usine: Destination: Other-Autre:	
Address Enquiries to — Soumettre toutes questions à: Elise.Salter@csc-scc.gc.ca	
Telephone No. – N° de téléphone: 604-870-2603	Fax No. – N° de télécopieur: 604-870-2444
Destination of Goods, Services and Construction: Destination des biens, services et construction: Fraser Valley Institution for Women Abbotsford, BC	
Instructions: See Herein Instructions : Voir aux présentes	
Delivery Required — Livraison exigée : See herein	Delivery Offered – Livraison proposée : Voir aux présentes
Name and title of person authorized to sign on behalf of Vendor/Firm Nom et titre du signataire autorisé du fournisseur/de l'entrepreneur	

Name / Nom	Title / Titre

Signature	Date

(Sign and return cover page with bid proposal / Signer et retourner la page de couverture avec la proposition)	



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PART 1 - GENERAL INFORMATION

1. Security Requirement

1.1 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 sites 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.

1.2 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.

1.3 For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

2. Statement of Work

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

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

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. You can also obtain more information on the OPO services available to you at their website at 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 Manual](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>) issued by Public Works and Government Services Canada.

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

The 2003 (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of 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

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

Due to the nature of the bid solicitation, bids transmitted by facsimile or email to CSC will not be accepted.

3. Former Public Servants

Contracts awarded to 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 awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

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 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

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** () **No** ()

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **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 adjustment 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 Applicable Taxes.

4. 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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.



5. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **British Columbia (BC)**.

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: **three (3) 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.

CSC requests that bidders follow the format instructions described below in the preparation of their bid:

- i. use 8.5 x 11 inch (216 x 279 mm) paper;
- ii. use a numbering system that corresponds to the bid solicitation.

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 should:

- i. use 8.5 x 11 inch (216 x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and 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, duo tangs or binders.

2. Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the work.

3. Section II: Financial Bid

- 3.1 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 Applicable Taxes must be shown separately, as applicable.
- 3.2 Bidders must submit their rates, FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.
- 3.3 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/or community site; 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.
- 3.4 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 health services to CSC offenders (see Annex A, Statement of Work, article 14. Support to Contractor).
- 3.5 When preparing their financial bid, bidders should review clause 1.2, Financial Evaluation, of Part 4.
- 3.6 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).

3.7 Exchange Rate Fluctuation

SACC Manual clause C3011T (2013-11-06) Exchange Rate Fluctuation

4. Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.



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 (2014-06-26), Evaluation of Price - Bid

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.

2. Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

3. Insurance Requirements

- 3.1 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 Annex E – Insurance Requirements.
- 3.2 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 AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidders' certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

1. Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

1.1 Integrity Provisions – Declaration of Convicted Offenses

- A) Subject to subsection B, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
- i. it has read and understands the Ineligibility and Suspension Policy;
 - ii. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
 - iii. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
 - iv. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;
 - v. none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subcontractors; and
 - vi. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
- B) Where a Bidder is unable to provide any of the certifications required by subsection A, it must submit with its bid the completed Integrity Declaration Form (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>). Bidders must submit this form to Correctional Service of Canada with their bid.



1.2 Integrity Provisions – Required documentation

List of names: all Bidders, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:

- i. Bidders that are corporate entities, including those bidding as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;
- ii. Bidders bidding as sole proprietors, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners; or
- iii. Bidders that are a partnership do not need to provide a list of names.

List of Names:

_____	_____
_____	_____
_____	_____
_____	_____

OR

- The Bidder is a partnership

During the evaluation of bids, the Bidder must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the bid.

1.3 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.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969)" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969) website (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969).

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](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969)" list at the time of contract award.

1.4 Language Requirements - English Essential

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

1.5 Education and Experience

SACC Manual clause A3010T (2010-08-16) Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate.



Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

1.6 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.

1.7 Rate Certification

The Bidder certifies that the rates proposed:

- a. are 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. do 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. do not include any provision for discounts to selling agents.

1.8 Licensing Certification

a. License to Practice

The Contractor must have current registration or license - in good standing - for Autonomous Practice of Psychology by a Provincial Registering/ Licensing Body in the province(s) of practice.

The Contractor must provide a copy of their license and/or registration to the Contracting Authority annually for the duration of the contract and when requested to do so.

b. Competency to Practice

The proposed psychologist must declare any past complaints upheld by the licensing body, any pending complaints, and any restrictions imposed by the licensing body, affecting the proposed psychologist's ability to provide psychological services to offenders, as follows (the proposed psychologist must check off box i. or box ii. below and provide details of complaints and/or restrictions if applicable):

- i. There are no past complaints upheld by the licensing body, pending complaints, or restrictions imposed by the licensing body against the proposed psychologist in any area of professional conduct, and that his/her licence to practice psychology has no restrictions;

OR

- ii. There are past complaints upheld by the licensing body, pending complaints, and/or restrictions imposed by the licensing body against the proposed psychologist. Details of the complaints (upheld and current) and/or restrictions are provided below in detail:



CSC will review the Competency to Practice certification including any declared issues that may call into question the proposed psychologist's competency, and/or restrictions imposed by the licensing body against the proposed psychologist. CSC may, at its sole discretion, declare a bid non-responsive according to the nature of the issues and/or restrictions described in this certification.



[Delete this title and the following sentence at contract award.]

PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1. Security Requirement

- 1.1 The following security requirements (SRCL and related clauses provided by PWGSC ISP) apply to and form part of the Contract.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE # 21807-19-0032

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, 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/Offeror 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/Offeror **MUST NOT** remove any PROTECTED information or assets from the identified work site(s), and the Contractor/Offeror 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/Offeror 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).

CSC Approved Health Services Exemption for the Removal, Offsite Storage and Electronic Data Processing of Offender Personal Medical Information under CSC issued contracts.

1. The Contractor/Offeror must practice and take measures to protect shared personal health information in accordance with the applicable legislation which governs the disclosure of personal and health information under federal and provincial laws, applicable provincial health information acts, and the provincial/territorial regulatory body's professional practice standards. This includes collection, receipt, transmission, storage, disposal, use and disclosure of information under its control among authorized persons of employees of the Contractor/Offeror.
2. In case of security breach or the unauthorized use of shared personal information, the Contractor/Offeror must notify the CSC Project Authority and implement all procedures and disclosure requirements as defined by their professional certifying body and those required of federal and provincial laws and regulations.



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) Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

As this Contract 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 must be interpreted as a reference to CSC or its Minister.

3.1 General Conditions

2010B (2018-06-21), General Conditions - Professional Services (Medium Complexity), apply to and form part of the Contract.

4. Term of Contract

4.1 Period of the Contract

The Work is to be performed during the period of **July 22, 2019 to March 31, 2020**.

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 period(s) 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 **thirty (30)** 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.

4.3 Option to Extend – Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of 90 days under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions of the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least 30 calendar days before the contract expiry date. The extension 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: Elise Salter
Title: Procurement & Contracting Specialist
Correctional Service Canada
Branch/Directorate: Regional Headquarters - Pacific
Telephone: 604-870-2603
Facsimile: 604-870-2444
E-mail address: Elise.Salter@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.

[Fill in at contract award only.]

5.2 Project Authority

The Project Authority for the Contract is:

Name: (XXX)
Title: (XXX)
Correctional Service Canada
Branch/Directorate: (XXX)
Telephone: (XXX)
Facsimile: (XXX)
E-mail address: (XXX)

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.

[Fill in at contract award only.]

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

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm hourly rate, as specified in Annex B. Customs duties are included and Applicable Taxes are extra.



Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

6.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ (to be completed at contract award). Customs duties are included 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% committed, or
 - b. four 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 SACC 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 Travel and Living Expenses

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

7. Invoicing Instructions

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.

7.1 Psychology Services Invoices

The Contractor must submit invoices on a monthly basis.

- a. Psychology Services Invoice Format

All invoices must include the following as a minimum:

Name of Contractor
Registration/License Number
Contract Number
Date(s) of Service
Date of Invoice



Total billable hours by type of service (e.g. mental health assessment, mental health screening, counselling, as applicable)
Total fees

b. Additional Information for the Project Authority:

- i. The Contractor must submit to the Project Authority only the list of offenders for which risk assessments were performed during the period covered by the invoice, if applicable; and
- ii. The contractor must submit his/her clinic list for the period covered by the invoice, if applicable.

8. Certifications and Additional Information

8.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **British Columbia (BC)**.

10. Priority of Documents

If there is a discrepancy between the wording 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 General Conditions 2010B (2018-06-21), General Conditions - Professional Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) the Contractor's bid dated _____ (to be inserted at contract award).

11. Termination on Thirty Days Notice

11.1 Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

11.2 In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

12. Insurance – Specific Requirements

12.1 The Contractor must comply with the insurance requirements specified in Annex E - Insurance Requirements. 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.



12.2 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.

12.3 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.

13. 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 (i.e. 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.

14. Closure of Government Facilities

14.1 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.

14.2 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.

15. Tuberculosis Testing

15.1 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.

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



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

16. Compliance with CSC Policies

16.1 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.

16.2 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.

16.3 Details on existing CSC policies can be found at: www.csc-scc.gc.ca or any other CSC web page designated for such purpose.

17. Health and Labour Conditions

17.1 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.

17.2 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.

17.3 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.

17.4 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."

18. Identification Protocol Responsibilities

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

18.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;

18.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;

18.3 If the Contractor or a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and

18.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.



19. 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.gc.ca.

20. 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 Contractor 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.gc.ca.

21. Privacy

21.1 The Contractor acknowledges that Canada is bound by the Privacy Act, R.S.C. 1985, c. P-21, with respect to the protection of personal information as defined in that Act. The Contractor shall keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and shall not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

21.2 All such personal information is the property of Canada, and the Contractor shall have no right in or to that information. The Contractor shall deliver to Canada all such personal information in whatever form, including all copies, drafts, working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to this Contract, upon the completion or termination of the Contract, or at such earlier time as the Minister may request. Upon delivery of the personal information to Canada, the Contractor shall have no right to retain that information in any form and shall ensure that no record of the personal information remains in the Contractor's possession.

22. 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.

23. Information Guide for Contractors

Prior to the commencement of any work, the Contractor certifies that its employees, or employees of its subcontractors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC "Information Guide for Contractors" website: www.bit.do/CSC-EN.

ANNEX A – Statement of Work

1. Introduction:

- 1.1 The Correctional Service of Canada (CSC) Health Services require the services of a psychologist for Fraser Valley Institution for Women in the Pacific Region.

The psychologist will provide psychological assessment and/or treatment services to offenders and collaborate with the interdisciplinary health services team that includes, but is not limited to nursing, psychology, social work, occupational therapy and other allied healthcare professionals. Collaboration with the case management team is also essential and in community sites, the treatment/supervision team also includes the Parole Officer Supervisor, Parole Officer, and the CSC staff psychologist and/or the Project Authority.

2. Background:

- 2.1 CSC has a legal obligation, under the Corrections and Conditional Release Act (CCRA), to “provide every offender 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 **encourage individual responsibility, promote healthy reintegration and contribute to safe communities**.
- 2.4 Consistent with its transformation agenda, CSC recognizes that health outcomes are a shared responsibility between service providers and offenders. Offenders must be involved in taking responsibility and proactive measures to safeguard their health, which includes mental health.
- 2.5 In institutional settings, Health Services are provided in ambulatory Health Service Centres in institutions, regional hospitals and regional treatment / psychiatric centres. Incarcerated offenders 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, offenders are provided with a range of coordinated health services that are accessible, affordable, and appropriate to the correctional environment.

3. Objective:

- 3.1 Provide essential and non-essential mental health and/or psychological assessment or psychological risk assessment services to offenders, as requested by the Project Authority, at Fraser Valley Institution for Women in the Pacific Region as a psychologist.

3.2 Treatment Orientation

The treatment/counselling orientation utilized by Correctional Service Canada (CSC) is cognitive-behavioural. All psychological treatments offered to offenders by the contractors must be evidence-based with known application to offender populations. The principal focus of treatment will depend on the nature of the referral and the offender’s needs. Although the usual objectives of treatment include the reduction of risk to reoffend, a priority should also

be placed on the amelioration of the offender's mental health and emotional or behavioural functioning, including feelings, attitudes, beliefs and behaviours that moderately to severely impact or interfere with daily functioning. The offender's motivation for the index offence (particularly in cases of sexual offenders) should be addressed in this context.

4. Performance Standards:

4.1 The Contractor must take into account gender, cultural, religious and linguistic differences and be responsive to the special needs of women and Aboriginal People.

4.2 Quality Assurance of Psychological Services:

- a. The Contractor must provide all services in compliance with federal and provincial legislation and standards, provincial and national guidelines, practice standards and CSC Policy/Guidelines including the CSC Mental Health Policy and guidelines.
- b. The Contractor must provide services in accordance with the ethical and professional practice standards of the applicable provincial regulatory body, the Canadian Code of Ethics for Psychologists and relevant legislation guiding the practice of Psychology within correctional settings.

The Contractor must provide a copy of their license and/or registration to the Contracting Authority annually for the duration of the contract and when requested to do so.

- c. The Contractor is expected to consult with the Project Authority to ensure that all psychological practices are consistent with the relevant and most current legislation, practice standards and policies.
 - d. On a yearly basis or as determined by the Project Authority, the Project Authority or designate will review a sample of reports to determine if they meet CSC and professional standards for psychological reports. If a report is judged to be substandard, the Contractor must amend the report as requested at no extra cost to the Crown. The amendment must be completed and the amended report submitted to the Project Authority within one (1) week following the date when the amendment was requested.
 - e. Timeliness of the submission of all reports will be monitored on an ongoing basis by the Project Authority. Timeliness will form part of the assessment of the Contractor's work.
- 4.3 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 or available in hard copy.

- Corrections and Conditional Release Act – Section 85 Health Care
- Corrections and Conditional Release Regulations – Section 3
- Commissioner's Directive 060 – Code of Discipline
- Commissioner's Directive 577 – Staff Protocol in Women Offender institutions
- Commissioner's Directive 768 – Institutional Mother-Child Program
- Commissioner's Directive 800, Health Services
 - Guidelines 800-3 Consent to Health Service Assessment, Treatment and Release of Information
 - Guidelines 800-5 Gender Dysphoria
 - Guidelines 800-10 Intellectual Disability
- Commissioner's Directive 843, Interventions to Preserve Life and Prevent Serious Bodily Harm
- Documentation for Health Services Professionals
- Guidelines for Sharing Personal Health Information
- Discharge Planning Guidelines: A Client Centred Approach

- Clinical Discharge Planning and Community Integration Service Guidelines
- Integrated Mental Health Guidelines
- Mental Health Services Delivery Guidelines
- Forensic Psychology: Policy and Practice in Corrections (1996) – to be provided by the Project Authority at contract award
- Excerpts from the on-line CSC Psychology Manual, as judged appropriate by the Project Authority responsible for quality assurance of the Contractor's work

4.4 Documentation on CSC's Health Care Records:

- a. The Contractor must document all information relevant to the mental health services provided in compliance with relevant legislation, professional standards of practice and CSC's Documentation for Health Services Professionals guidelines.
- b. The Contractor must provide this documentation to the Project Authority or delegate for placement in the offender's psychology file and, at the request of the Project Authority, the Offender Management System (OMS) and Electronic Medical Record (EMR). Placement of reports on the psychology file and in OMS and EMR will normally be carried out by CSC staff. However, the Project Authority may, at his/her sole discretion, request that the Contractor place reports in the offenders' psychology file, OMS and EMR.
- c. As an accountability and quality assurance measure, the Project Authority will periodically review the Contractor's documentation for compliance with contract requirements, consistency and completeness.

4.5 Limits of Confidentiality

- a. Most psychological reports will be available to anyone with access to the Offender Management System (OMS), on a need to know basis. As the limits of confidentiality are broad, before interviewing the offender, the Contractor must ensure that the limits to confidentiality have been communicated and that the offender has consented - in writing - to the assessment and/or counselling process.
- b. Contractors must use CSC Form 4000-18: Consent to Participate In / Receive Health Services for all cases and ensure that the form, signed by the offender and a witness, is included with all reports. (The Project Authority will supply copies of this form to the Contractor upon request). The Contractor must document the consent process in all reports by the Contractor.
- c. Relative to the assessment of risk, in the event that the offender refuses to provide consent, the Project Authority may request that Contractor complete the risk assessment process using all available information.

4.6 Information Sharing – Psychology Reports

- a. Unless pre-arranged with the Project Authority, the Contractor must share all reports that are written for Case Management purposes (including for the Parole Board of Canada) and/or those that contribute to decision-making with the offender by the author of the report. Correctional Service Canada policy specifies that the author and offender sign and date the report at the time that the report is shared. The Contractor must advise the Project Authority if he/she is unable to share the reports and coordinate signatures with the offender. At the discretion and prior approval of the Project Authority, CSC will assume the information sharing and offender signature responsibility.
- b. The Contractor must submit all reports in type written format. The Contractor must send a signed hard copy of reports along with an electronic copy on an encrypted USB stick (Microsoft Word

compatible) or via an encrypted e-mail to Correctional Service Canada staff designated by the Project Authority. Electronic copies are required for uploading to the OMS.

- c. Completed psychological reports are to be signed by the Contractor, a psychologist registered for autonomous practice with adults in the province of practice. The Contractor assumes all responsibility for report content.
- d. If amendments to reports are requested by the Project Authority, the Contractor will respond to these requests and make amendments to the report as necessary within one (1) week of notification. If the request for an amendment originates with the offender, the institution will facilitate contact between the offender and the Contractor by phone as necessary. However, should the Project Authority determine that the situation requires direct intervention by the Contractor, the Contractor will arrange to interview the offender in person at the institution.

4.7 Handling and Safeguarding CSC Sensitive or Protected Information

- a. For Services Provided in an Institution or Community Site:

All of the original offenders' health care records, as well as all CSC protected or sensitive information, must remain at Fraser Valley Institution for Women in the Pacific Region.

5. Tasks:

- 5.1 The Contractor must provide mental health services to offenders, as requested by the Project Authority, 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.

These services include, but are not limited to the following:

- a. Participate in meetings as a consultant including case conferences, the Interdisciplinary Mental Health Team or the Correctional Intervention Board and other related activities as requested;
- b. Participate in CSC training, including orientation to CSC and CSC's risk assessment requirements as requested;
- c. Provide consultation services for the resolution of CSC internal offender grievance and investigative processes as requested; and
- d. Prepare and submit psychological assessment and other reports as requested by the Project Authority.

5.2 Mental Health Counselling and/or Assessment Process in Institutional Sites:

The Contractor must:

- a. Assess and treat individual offenders;
- b. Participate in discharge and release planning as requested;
- c. Provide consultation to other health care providers to ensure continuity of care;
- d. Provide consultation and advice on mental health services to the mental health team and/or management as requested;

- e. Arrange, in advance, to conduct interviews, and file reviews at times mutually agreed upon with the Mental Health Department.
- f. Prior to conducting any interview, the Contractor must review relevant files, including Psychology, Case Management, Discipline/Dissociation files and those stored electronically on the OMS. The offender will be informed that the services to be provided are brief and that long-term follow-up (if deemed necessary) is the responsibility of the CSC Mental Health Department.
- g. All cases will be assigned by the Project Authority or designate. The assignment of cases will include those requiring psychological segregation reviews and reports, short-term counselling, crisis intervention or any other clinical emergencies.
- h. In all clinical work, the Contractor must make recommendations, in writing, regarding intervention strategies and based on the identification of presenting problems, diagnosis where relevant to risk, symptomatology, the nature of the referral question, and, risk for self injury.
- i. The Contractor must provide a verbal report to the Chief of the Mental Health Department and/or other pertinent staff immediately subsequent to the interview for any cases that are at risk of suicide/self-harm, or are obviously mentally ill or unstable.
- j. With the exception of Segregation Reviews, the Contractor must submit written reports to the Project Authority within one week from the interview. The reports will be submitted to designated CSC staff in the format specified under information sharing. At the request of the Project Authority, the Contractor must place the reports directly on the OMS and submit signed copies of the OMS generated reports, to the Project Authority.
- k. In the case of Segregation Reviews, The Contractor must carry out all work in a timely manner consistent with Commissioner's Directive 709, Section 69 and Annex E. The Contractor must complete and submit these reports to the Project Authority on the same day as the offender's interview.

5.3 Mental Health Screening and Assessment:

- a. The Contractor must provide all assessment services on-site at the location designated by the Project Authority or designate;
- b. The Contractor must obtain prior approval from the Project Authority or designate for all work related to follow-up interventions with acute cases;
- c. The Project Authority will provide the battery of tests to be administered to offenders.
- d. The Contractor must:
 - Administer, as per the national guidelines and if required, the screening battery to new federal offenders within 72 hours to 14 days of admission;
 - Provide interpretation of the screening tests as per the tests' respective manuals;
 - Conduct follow-up interviews with offenders if indicated by the results of the screening battery in order to clarify the offenders' mental health needs;
 - Based on the results of the screening battery, make the appropriate referrals for follow-up mental health services;

- Make recommendations to the Project Authority or designate on offenders concerning their suitability for normal association, transfer, specialized mental health treatment, risk of harm to self or others, and suitability for treatment and/or rehabilitation training;
 - Provide professional advice to the Project Authority or designate on precautionary measures concerning the well-being of offenders (i.e. suicidal precautions, increased supervision and the safety of treatment staff);
 - Provide consultative and emergency services up to an average of three hours per month at the request of the Project Authority or designate;
- e. The Contractor must provide a type written summary based on the interpretation of the results of the screening battery ;
 - f. The Contractor must provide a typewritten psychological assessment of an offender's mental health needs if indicated by the results of the screening battery;
 - g. The Contractor must provide typed reports on his/her clinical activities with the offenders to the CSC staff designated by the Project Authority. These reports must be available to CSC staff members according to the time frames established by the national guidelines for the screening battery;
 - h. The Project Authority or designate reserves the right to request the above noted reports prior to the time frames established by the national guidelines for the screening battery in case of emergencies.

5.4 Continuity of services:

The Contractor must provide a backup resource to ensure continuity of services if the Contractor is unable to provide services in person due to, but not limited to, vacation or prolonged illness (illness of more than five (5) days). (Delete the following sentence in blue font if bidders will be asked to submit a backup resource under mandatory requirement M2 as part of the bidding process) The backup resource should be identified in the initial contract submission or within three (3) months after the awarding of the contract. Any backup resource must have the qualifications and experience needed to meet the criteria used to select the Contractor and must be acceptable to CSC. The backup resource must also possess a valid security clearance in accordance with the contract's security requirements.

5.5 Subcontracting

- a. At the discretion of the Project Authority and upon his/her prior approval, the Contractor may use subcontractors to provide services described in this statement of work. The Contractor must provide a current resume for any proposed subcontractor. The Project Authority will review the resume and decide, at his/her sole discretion, whether the subcontractor is acceptable to CSC. Any subcontractor must meet the security requirements of the contract. Subcontractors are not to perform any work until the Project Authority's has granted his/her approval.
- b. Any subcontractors must sign reports and will be responsible for their contents. All reports prepared by a subcontractor, including students or trainees, will be countersigned by the registered psychologist named in the contract.
- c. Any of the Contractor's personnel not delivering direct services but with access to Correctional Service Canada documentation must meet the security requirements of the contract prior to handling the material.

5.6 Location of Work

- a. The Contractor must provide mental health care to offenders on-site at Fraser Valley Institution for Women in the Pacific Region mentioned under section 3. Objective.
- b. The Contractor must visit incarcerated offenders in interview rooms in segregation or cell range areas as requested by the Project Authority.

6. Grievance and Investigation Processes, Review Panels, CSC Boards of Investigations:

- 6.1 The Contractor must participate in various CSC internal offender grievance/investigation processes which may include a review of the Contractor's documentation on the Health Care Records. Upon request from the Project Authority, the Contractor may have to undergo interviews as a result of an offender grievance/investigation process. Participation in interviews as part of a grievance/investigation process will be billable at the hourly rate up to a maximum of one (1) billable hour per interview.
- 6.2 At the request of the Project Authority, the Contractor must participate in CSC Boards of Investigation. Participation in Boards of Investigation will be billable at the hourly rate up to a maximum of one (1) billable hour per meeting.

7. Notification Requirements:

- 7.1 The Contractor must notify the Project Authority 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 psychological services.
- 7.2 The Contractor must notify the Project Authority immediately of any complaints lodged against the Contractor.

8. Security:

- 8.1 All equipment or articles, including communication devices, the Contractor wishes to bring into the Institution must be approved by the Project Authority and CSC Security in advance.
- 8.2 **Contraband:** The Contractor shall ensure that all resources (including the Contractor and any subcontractors and backups) directly or indirectly providing services under this contract are familiar with Corrections and Conditional Release Regulations, Section 3, as well as Commissioner's Directive's 060 Code of Discipline.

The Contractor, and any subcontractor and backup resources provided by the Contractor, must not enter into any personal or work relationship with an offender. The Contractor, and or any subcontractor and backup resources provided by the Contractor must not give or receive any items to/from an offender. Such items may include, but are not restricted to the following: cigarettes, toiletry items, hobby items, drugs, alcohol, letters to or from offenders, money, weapons or items which could be used as weapons. Any person(s) found responsible for providing prohibited objects and/or contraband materials to offenders will be subject to immediate removal from the Institution or the Community Site and/or possible criminal charges. Such violations may lead to Canada terminating the Contract for default pursuant to the default provisions of the Contract.

- 8.3 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 offender 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.

8.4 To avoid an unnecessary trip to an institutional site because of an institutional lockdown, the Contractor is expected to call the Duty Correctional Manager at the appropriate facility, a minimum of three hours prior to arrival, to ensure that the institution is under normal operations. Should the Contractor arrive at the institution, but is unable to meet with the offender(s) for reasons beyond the Contractor's control, a "no show" fee of \$400.00 may be invoiced to CSC. To receive this fee, the Contractor must document that the call was made, the time of the call and the name of the CSC employee they spoke to.

9. Language of work:

9.1 The Language that the work will be performed and delivered in is English.

10. Hours of Service Provision/Timely Access to Care:

10.1 The Contractor must provide an average of 20 hours of service per week for a maximum of 1040 hours per fiscal year for offenders, as determined between the Contractor and the Project Authority at the beginning of the contract. The maximum number of hours specified is an estimate only. It does not represent a commitment by CSC that CSC's future usage of the services described will be consistent with this number. All offender contacts must occur during normal institutional business hours unless otherwise requested by the Project Authority. The Contractor must provide the services according to the operational requirements of the Institution and operational requirements may include varied hours of work.

10.2 The Project Authority may, at his/her discretion, change the hours of service provision during the course of the contract, including any options if and when exercised by CSC.

10.3 The Project Authority will notify the Contractor of any changes to the hours of service provision a minimum of two (2) weeks prior to implementation of the change.

11. Meetings:

11.1 At the discretion of the Project Authority, there will be an initial meeting at the beginning of the contract to finalize the scope of services to be provided under the contract.

11.2 At the request of the Project Authority, the Contractor may be required to attend meetings in person at Pacific Regional Headquarters. At the sole discretion of the Project Authority, other arrangements will be made (e.g., video or teleconference) for the Contractor to participate in Regional Headquarters meetings.

11.3 The Contractor must attend Institutional and Community Health Services team meetings when requested by the Project Authority.

12. Reporting Requirements:

12.1 At the request of the Project Authority, the Contractor must produce or contribute to regional reporting and any other tracking and reporting processes.

13. Constraints:

13.1 Confidentiality:

In accordance with the confidentiality provisions of the contract, the Contractor must not have contact with the media with regards to the mental health services provided to CSC. The Contractor must advise the Project Authority immediately if he/she has been contacted by the media concerning mental health services provided to CSC.

13.2 Limits of Confidentiality:

- a) Most clinical notes will be available to anyone with access to the Electronic Medical Record (EMR) and Offender Management System (OMS), on a need to know basis. As the limits of confidentiality are broad, policy, before interviewing the offender, the Contractor must ensure that the limits to confidentiality have been communicated and that the offender has consented - in writing - to the counselling process.
- b) The Contractor must advise offenders of the Contractor's responsibility to report breaches of the law [such as illicit drug use] or, in community settings, violations of release conditions if they become known to the Contractor.
- c) Contractors must use CSC Form 4000-18: Consent to Participate In / Receive Health Services for all cases and ensure that the form, signed by the offender and a witness, is included with all reports. (The Project Authority will supply copies of this form to the Contractor upon request). The Contractor must document the consent process in all reports by the Contractor.

14. Support to the Contractor:

- 14.1 CSC will provide the supplies and equipment required for psychological services to offenders, as determined and approved by the Project Authority and as applicable to the location(s) where services are provided.

ANNEX B – Proposed Basis of Payment

1.0 Contract Period

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to this Contract.

For the provision of services as described in Annex A - Statement of Work, the Contractor will be paid the all inclusive firm per diem rate(s) below in the performance of this Contract, Applicable Taxes extra.

Resource Category	Firm Rate per Hour	Estimated Number of Hours (Up to, not to exceed)	Total
Psychology Services	\$ _____	1040	\$ _____
TOTAL:			

1.2 Initial Meeting

The Contractor will be paid a one-time flat rate of **\$175.00** for initial meeting as detailed in Annex A – 11.1 Meeting.

2.0 Options to Extend the Contract Period:

Subject to the exercise of an option to extend the Contract period in accordance with Article 4. Term of Contract, 4.2 Options to Extend Contract and 4.3 Option to Extend – Transition Period, the all-inclusive hourly rates for the contract period detailed in this Annex will be subject to upward adjustment to reflect the overall annual increase in the Consumer Price Index (CPI) for Canada for the previous calendar year as established by Statistics Canada. The Contracting Authority will determine these rates at the time the option is exercised using the following formula:

$$\text{Adjusted rate} = \text{all-inclusive hourly rate} + (\text{firm all-inclusive hourly rate} \times \% \text{ CPI increase for previous calendar year})$$

The Contractor shall be paid the resulting adjusted firm all inclusive hourly rates, Applicable Taxes extra, to complete all Work and services required to be performed in relation to the Contract extension.

3.0 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.

4.0 Applicable Taxes

- 4.1 All prices and amounts of money in the contract are exclusive of Applicable Taxes unless otherwise indicated. The Applicable Taxes are extra to the price herein and will be paid by Canada.
- 4.2 The estimated Applicable Taxes of \$_____ (to be completed at contract award) are included in the total estimated cost shown on page 1 of this Contract. The estimated Applicable Taxes 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 taxes do not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency (CRA) any amounts of Applicable Taxes paid or due.

Annex C – Security Requirement Check List



DSD-PA3424-HSEx

Contract Number / Numéro du contrat # 21807-19-0032
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 Correctional Service of Canada	2. Branch or Directorate / Direction générale ou Direction Health Services	
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 To provide essential mental health services to women offenders at Fraser Valley Institution.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <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"/>	
Not releasable / À ne pas diffuser <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:	
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 <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	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





Government of Canada / Gouvernement du Canada

DSD-PA3424-HSEx

Contract Number / Numéro du contrat

21807-19-0032

Security Classification / Classification de sécurité

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 FIABILITÉ	<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 EMBLEMES			

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada

Contract Number / Numéro du contrat
 # 21807-19-0032
 Security Classification / Classification de sécurité

PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
 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.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
N/A RW																
Information / Assets / Renseignements / Biens																
Production																
IT Media / Support IT																
IT Link / Lien électronique																

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? No / Non Yes / Oui
- 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.
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? No / Non Yes / Oui
- 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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Annex D - Evaluation Criteria

1.0 Technical Evaluation:

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

- Mandatory Technical Criteria

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

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

1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.

1.4 Experience must be demonstrated through a history of past projects, either completed or on-going.

1.5 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
- d. Email address if available

1.6 Response Format

I. 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.

II. 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.

III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical bid does not include the required month and year for the start date and end date of the experience claimed.



- IV. CSC will also only evaluate the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

MANDATORY TECHNICAL CRITERIA – _____

#	Mandatory Technical Criteria	Bidder Response Description (include location in bid)	Met/Not Met
M1	<p>The proposed psychologist must hold a current license from, or current registration with, the provincial registering or licensing body for psychologists in the province(s) where services are to be provided.</p> <p>Bidders must provide a proof of the license or registration, including proof that the license or registration is valid, with their bid.</p>		
M2	<p>The proposed psychologist must have two (2) years of experience in correctional or forensic psychology over the past five (5) years.</p> <p>OR</p> <p>The proposed psychologist must have at least two (2) years experience in clinical psychology and/or counseling psychology over the past five (5) years.</p>		
M3	<p>The proposed psychologist must have one (1) year of experience in the past five (5) years in assessing complex cases (individuals with dual diagnosis, severe personality disorders with emotional dysregulation, self-injury or self harm history, neurocognitive deficits or other chronic major mental illness.)</p>		
M4	<p>The proposed psychologist must have one (1) year of experience in the last five (5) years in providing differential diagnosis of complex cases and devising prioritized multi-target treatment plans.</p>		



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 Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
 - 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. Professional Liability Insurance:

- 3.1 The Contractor must obtain Professional Liability Insurance in an amount of \$5,000,000.00, 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 \$5,000,000 per loss.
- 3.2 Coverage is for what is standard in a Professional Liability policy and must be for claims arising out of the rendering or failure to render psychological 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 Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.



Annex F – National Essential Health Services Framework



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

Le 23 juillet 2015

Updated September 2017



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1. Background / Contexte

Correctional Service Canada (CSC) is mandated, 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 Health Services and its associated guidelines 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 **encourage individual responsibility, promote healthy reintegration and contribute to safe communities.**

Health care services must respect gender, cultural, religious and linguistic differences, and be responsive to the special needs of women, Aboriginal peoples, persons requiring mental health care and other groups.

In order to support inmates in taking responsibility for proactively safeguarding their health, CSC provides:

- information and education on health promotion and disease prevention
- direct health care services

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 – Services de santé et les lignes directrices connexes 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, aux personnes Autochtones, aux personnes nécessitant des soins en santé mentale et d’autres groupes.

Pour aider les détenus à assumer leurs responsabilités afin qu’ils prennent des mesures proactives pour protéger leur santé, le SCC fournit :

- de l’information et de la formation sur la promotion de la santé et la prévention des maladies;
- des soins de santé directs.



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Health Services are provided in ambulatory Health Care 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.

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.

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.

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.

Within CSC the comprehensive health services provided to inmates are categorized into three (non mutually exclusive) service streams: clinical services, mental health services and public health services. 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.

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.



Correctional Service Canada National Essential Health Services Framework	Service correctionnel Canada Cadre national relatif aux soins de santé essentiels
<p>Public health consists of the services and resources on a variety of topics (mental health, wellness, infectious diseases etc) provided to inmates related to health promotion and education; disease prevention, control and management of infectious diseases and discharge planning for community reintegration.</p> <p>For information related to medications upon discharge, please refer to the National Formulary.</p> <p>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.</p>	<p>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.</p> <p>Veillez consulter le Formulaire national du SCC pour des renseignements reliés aux médicaments lors de la mise en liberté des délinquants.</p> <p>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.</p>
<p>2. CSC National Advisory Committee on Essential Health Services / Comité consultatif national sur les services de santé essentiels du SCC</p>	

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. This committee makes recommendations on changes to the National Essential Health Services Framework to the Health Services Executive Team (HSET) for approval.

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. Ce comité apporte des recommandations sur les changements au Cadre national relatif aux soins de santé essentiels à l'équipe exécutive des Services de santé pour approbation.



Correctional Service Canada National Essential Health Services Framework	Service correctionnel Canada Cadre national relatif aux soins de santé essentiels
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Health Services is currently in the process of establishing a National Medical Advisory Committee. Starting in 2018-2019, this committee will assume the role of providing advice to the HSET on changes to the National Essential Health Services Framework.

Les Services de santé sont actuellement dans le processus d'établir un Comité consultatif national sur les soins médicaux. En 2018-2019, ce comité assumera le rôle de fournir des conseils à l'équipe exécutive des Services de santé sur les changements au Cadre national relatif aux soins de santé essentiels.

3. Access to Essential Health Services / Accès aux services de santé essentiels

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.



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Some Health Care 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 periods as community members. **The use of private clinics for the provision of essential health services is not permitted in CSC. 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. **Le recours aux cliniques privées pour l'obtention de services de santé essentiels n'est pas permis au SCC. L'accès aux services offerts dans la collectivité est également en fonction des exigences opérationnelles de l'établissement.**



Provincial/Territorial Identification Cards

As part of the discharge/release planning, the Institutional Parole Officer is responsible for assisting the offender in obtaining Provincial/Territorial Identification such as Birth Certificate, Health Insurance, Disability Benefits, Social Insurance Number etc in the province of release.

Community Correctional Centres (CCC)

Offenders in CCC's are entitled to receive provincial Health Insurance and Disability Benefits consistent with the criteria applicable to others residing in the Province/Territory. However, in the interest of public safety where there are gaps, or delays, in provincial health services coverage, CSC will provide, on an interim basis, essential health services for offenders residing in Community Correctional Centres.

Community Residential Facilities (CRF)

In exceptional circumstances, where there is a documented public safety interest, with the approval of the Regional Director Health Services (RDHS), CSC will provide, on an interim basis, essential health services to address gaps, or delays, in provincial health services coverage.

Reducing/Removing barriers to Provincial Health Insurance and Disability Benefits

The RDHS is responsible for communicating with provincial and territorial partners to assist in reducing/removing barriers to offenders obtaining full entitlement to Health Insurance and Disability Benefits.

Cartes d'identité Provinciales/Territoriales

Dans le cadre de la planification de la mise en liberté, l'agent de libération conditionnelle est responsable d'assister le délinquant à obtenir les cartes d'identités provinciales/territoriales comme le Certificat de naissance, l'assurance-maladie, les prestations d'invalidité, le numéro d'assurance sociale etc. dans la province de la mise en liberté.

Centres correctionnels communautaires

Les délinquants dans les Centres correctionnels communautaires sont admissibles à l'assurance-maladie provincial ainsi qu'aux prestations d'invalidité en accord avec les critères applicables aux autres résidents de la province/territoire. Par contre, afin d'assurer la sécurité du public là où il existe des lacunes, ou des retards, dans la prestation des soins de santé provinciaux, le SCC fournira, sur une base intérimaire, des services de santé essentiels aux délinquants qui résident dans des centres correctionnels communautaires.

Centres résidentiels communautaires (CRC)

Dans les circonstances exceptionnelles, lorsqu'un intérêt à la sécurité du public est documenté, suite à l'approbation du Directeur régional des Services de santé, le SCC fournira, sur une base intérimaire, des services de santé essentiels afin d'adresser les lacunes, ou des retards, dans la prestation des soins de santé provinciaux.

Réduire/Éliminer les lacunes dans la prestation des soins de santé provinciaux et les prestations d'invalidité

Le Directeur régional des Services de santé est responsable de communiquer avec les partenaires provinciaux et territoriaux afin d'assister à réduire/éliminer les lacunes aux délinquants qui cherchent à obtenir un régime de soins de santé et d'invalidité.



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[Appendix F : Provincial Health Coverage](#)

[Appendice F : Régimes provinciaux de soins de santé](#)

[Appendix G : Provincial Disability Benefits](#)

[Appendice G : Prestations d'invalidité provinciales](#)

[Appendix H : Provincial/Territorial Ministry of Health Contact to Assist with Health Insurance Card](#)

[Appendice H : Personne-ressource du ministère de la santé provincial/territorial pour aider à l'obtention de la carte d'assurance-maladie](#)



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

Non-essential health services 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 will assist with the coordination of arrangements for inmate requested services^a. Inmate access to non-essential health services will be in accordance with:

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

Les services non essentiels seront entièrement à la charge du détenu, 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 les détenus^b. L'accès aux services de santé non essentiels sera accordé aux détenus conformément au :

[Protocole – Demandes de services de santé non essentiels payés par le détenu](#)

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

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 la 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;

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

^b Le formulaire 532 (Demande du détenu (e) pour charger/déboursier des fonds) doit être complété par le détenu avec l'aide du personnel des Services de santé



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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 services 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.

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

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



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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 and chronic care, intermediate mental health care, medical hospital care (CSC Regional Hospital and community hospital care when necessary), psychiatric hospital care (CSC Regional Treatment/Psychiatric Centres and external psychiatric hospital care when necessary) 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 aigus et chroniques, soins de santé mentale intermédiaire, soins médicaux hospitaliers (hôpital régional du SCC et les soins dans un centre hospitalier de la collectivité lorsque nécessaire) 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 relies on the judgement of the healthcare professionals, based on a sound clinical assessment guided by professionally accepted standards of practice.

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 et guidée par les normes de pratiques professionnelles acceptées.



6. Approval Process / Processus d'approbation

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 – CSC's Dental Service Standards](#)
- [Appendix C – Criteria for Diagnostic Investigation](#)
- [Appendix D – Mental Health Services](#)
- [Appendix E – Public Health Services](#)

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 – Normes de services dentaires](#) du SCC
- [Annexe C – Critères de test diagnostique](#)
- [Annexe D – Services de santé mentale](#)
- [Annexe E - Services de santé publique](#)



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)*

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

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

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 ».

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

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

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

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

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

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.

For item L “Services to treat Gender
Dysphoria”, requested services also require
endorsement by a health care professional in
gender identity, as well as approval by the
surgeon to perform certain surgical
interventions (e.g., sex reassignment surgery).

Pour le point L « Services pour le traitement
de la dysphorie sexuelle », les services
demandés doivent également être approuvés
par un professionnel de la santé qui œuvre
dans le domaine de l'identité sexuelle, ainsi
qu'approuvés par le chirurgien pour
l'exécution de certaines interventions
chirurgicales (p. ex. chirurgie de changement
de sexe).



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Please note that the determination about which service is required for an inmate relies on the judgement of the healthcare professionals, based on a sound clinical assessment guided by professionally accepted standards of practice.

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.



Legend / Légende

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

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

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



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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.	Foot Care		Soins des pieds
1.	Provided by nurses trained in foot care with the following criteria: • Diabetes	Y/O	Fournis par les membres du personnel infirmier formés pour effectuer des soins des pieds dans les cas suivants : • Diabète
2.	Provided by a podiatrist or other specialist with the following criteria: • Complex care required (e.g. nail removal, surgical intervention)	Y/O	Fournis par un podiatre ou un autre spécialiste dans les cas suivants : • Soins complexes requis (p. ex. extraction d'un ongle, intervention chirurgicale)
C.	Orthotics		Orthèses
	Orthotics i.e. custom shoe inserts, over the counter orthotics	N	Orthèses c.-à-d: semelles faites sur mesure, orthèses qu'on peut obtenir sans ordonnance
D.	Viscosupplementation	N	Viscosupplémentation



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E.	Artificial limbs and speciality braces		Les membres artificiels et les appareils orthopédiques spéciaux
	Artificial limbs and speciality braces <ul style="list-style-type: none"> 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. 	Y / O	Les membres artificiels et les appareils orthopédiques spéciaux <ul style="list-style-type: none"> Doivent avoir été recommandés par un spécialiste et approuvés 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.
F.	Diabetic supplies		Fournitures pour diabétiques
	Insulin pump and supplies <ul style="list-style-type: none"> only in type I diabetics, when admitted to CSC with longstanding insulin pump use and is determined by the Institutional Physician as essential 	SA/AS	Pompe à insuline et fournitures <ul style="list-style-type: none"> seulement s'il s'agit d'un diabète de type 1, si le détenu utilise déjà une pompe depuis longtemps à son admission au SCC et si le médecin de l'établissement juge la pompe essentielle
G.	Cryotherapy		Cryothérapie
	Liquid Nitrogen	Y / O	Azote liquide
	Commercially prepared cryotherapy	Y / O	Produits de cryothérapie préparés commercialement
H.	Hearing and Speech Impaired		Audition et troubles de la parole
	Hearing aids (and how often)	Y / O (5 yrs / ans)	Appareils auditifs (à quelle fréquence)
	Hearing aid batteries	Y / O	Piles pour les appareils auditifs
	Repairs to hearing aids	Y / O	Réparations des appareils auditifs
	Cochlear implant processors	N	Processeurs d'implant cochléaire



Correctional Service Canada National Essential Health Services Framework		Service correctionnel Canada Cadre national relatif aux soins de santé essentiels	
I.	Respiratory	Système respiratoire	
1.	<p>Continuous Positive Airway Pressure (CPAP) or Auto Positive Airway Pressure (APAP) machines and related replacement parts for mild sleep apnea diagnosed following a sleep study:</p> <ul style="list-style-type: none"> • CPAP for mild sleep apnea will not be provided. • CSC will provide education on lifestyle choices to treat inmates diagnosed with mild sleep apnea. 	N / N	<p>Appareil à ventilation spontanée en pression positive continue (VSPPC) ou appareil de ventilation spontanée en pression positive automatique (VSPPA) en cas d'apnée du sommeil légère diagnostiquée suite à un examen du sommeil :</p> <ul style="list-style-type: none"> • Un appareil à VSPPC ne sera pas fourni pour l'apnée du sommeil légère. • SCC offrira de la formation sur les choix de mode de vie pour traiter les détenus qui ont reçu un diagnostic d'apnée du sommeil légère.
2.	<p>Continuous Positive Airway Pressure (CPAP) or Auto Positive Airway Pressure (APAP) machines and related replacement parts for moderate to severe sleep apnea diagnosed following a sleep study and upon the recommendation of a sleep specialist:</p> <ul style="list-style-type: none"> • CSC will provide CPAP to inmates diagnosed with moderate to severe sleep apnea. • Regions will rent or buy the above mentioned machines that will remain the property of CSC. • CSC will purchase tubing and masks once per year that "belong to the inmate". 	Y / O	<p>Appareil à ventilation spontanée en pression positive continue (VSPPC) ou appareil de ventilation spontanée en pression positive automatique (VSPPA) en cas d'apnée du sommeil modérée ou sévère diagnostiquée suite à un examen du sommeil et sur recommandation d'un spécialiste du sommeil :</p> <ul style="list-style-type: none"> • Le SCC fournira l'appareil aux détenus qui ont reçu un diagnostic d'apnée du sommeil modérée ou sévère. • Les régions loueront ou achèteront les appareils mentionnés ci-haut qui appartiendront au SCC. • Le SCC achètera les tubes et les masques une fois par an, qui « appartiendront au détenu ».
3.	Aerochamber	Y / O	Aérochambre



Correctional Service Canada National Essential Health Services Framework	Service correctionnel Canada Cadre national relatif aux soins de santé essentiels
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J.	Sinuplasty		Sinuplastie	
	Chronic sinusitis :		Sinusite chronique :	
	<ul style="list-style-type: none"> Sinuplasty and osteomeatal complex surgical procedures for chronic sinusitis of fungal origin or in the presence of polyps. 	Y / O	<ul style="list-style-type: none"> Sinuplastie et traitement chirurgical du complexe ostéoméatal si la sinusite chronique est d'origine fongique ou si des polypes sont présents. 	
	<ul style="list-style-type: none"> The surgical treatment of chronic sinusitis in the absence of fungal infection or polyps 	SA / AS	<ul style="list-style-type: none"> Traitement chirurgical de la sinusite chronique en l'absence d'une infection fongique ou de polypes. 	
	Nasal obstruction :		Obstruction nasale :	
	<ul style="list-style-type: none"> Chronic complete unilateral or bilateral nasal obstruction cases unsuccessfully treated by medical means 	Y / O	<ul style="list-style-type: none"> Cas chroniques d'obstruction nasale complète d'une ou de deux narines où la gestion médicale n'a eu aucun succès 	
	<ul style="list-style-type: none"> Partial or intermittent nasal obstruction may be covered depending on the potential for worsening of the condition, e.g., an evolutionary polyp or neoplasm. 	SA / AS	<ul style="list-style-type: none"> Les cas d'obstruction nasale partielle ou intermittente peuvent être couverts s'il y a une possibilité que la condition se détériore (exemple, tumeur ou polype en phase évolutive). 	
	Septum perforation :		Perforation de la cloison nasale :	
	<ul style="list-style-type: none"> Correction of an asymptomatic nasal septum perforation 	N	<ul style="list-style-type: none"> Correction d'une perforation asymptomatique de la cloison nasale 	
	<ul style="list-style-type: none"> Symptomatic nasal septum perforation (pain, bleeding, nose discharge) provided that the causative agent has been addressed (cocaine use, underlying disease) 	Y / O	<ul style="list-style-type: none"> 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) 	
	Nose deviation and cosmetic procedures :		Déviation du nez et chirurgie esthétique :	
	<ul style="list-style-type: none"> Surgical procedures solely for esthetic reasons including external nasal deviation (acquired or congenital) 	N	<ul style="list-style-type: none"> Traitement chirurgical uniquement pour des raisons esthétiques, y compris pour une déviation externe du nez (acquise ou congénitale) 	



Correctional Service Canada National Essential Health Services Framework		Service correctionnel Canada Cadre national relatif aux soins de santé essentiels	
	<ul style="list-style-type: none"> Conditions for which there is significant psychological distress for the patient, e.g. following removal of a nasal cutaneous malignant tumour 	SA / AS	<ul style="list-style-type: none"> Conditions lors desquelles le patient souffre d'une détresse psychologique importante, p. ex. après s'être fait retirer une tumeur cutanée maligne au nez.
K.	Gynecomastia		Gynécomastie
	Acute Gynecomastia* (less than six months)		Gynécomastie aiguë* (moins de six mois)
	<ul style="list-style-type: none"> Not treated surgically Acute cases with no identifiable cause may be treated with a trial of tamoxifen 	N	<ul style="list-style-type: none"> Aucun traitement chirurgical. S'il s'agit d'un cas aigu de cause inconnue, on peut faire l'essai de tamoxifène.
	Chronic Gynecomastia* (greater than one-two years) <ul style="list-style-type: none"> There is significant pain refractory to analgesic medication; There is significant psychological distress refractory to medical and psychiatric therapy; and, Medical management has been unsuccessful 	SA / AS	Gynécomastie chronique* (plus d'un an ou deux) <ul style="list-style-type: none"> Douleur intense réfractaire aux analgésiques. Détresse psychologique importante réfractaire aux traitements médicaux et psychiatriques; et La gestion médicale n'a eu aucun succès
	<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 de cancer du sein 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>
L.	Gender Dysphoria		Dysphorie sexuelle
1.	Vaginectomy	SA/AS	Vaginectomie
2.	Hysterectomy/ bilateral salpingo-oophorectomy	SA/AS	Hystérectomie / salpingo-oophorectomie bilatérale
3.	Mastectomy (with construction)	SA/AS	Mastectomie (avec construction)



Correctional Service Canada National Essential Health Services Framework		Service correctionnel Canada Cadre national relatif aux soins de santé essentiels	
4.	Phalloplasty/ Metoidioplasty	SA/AS	Phalloplastie / métaoidioplastie
5.	Scrotoplasty	SA	Scrotoplastie
6.	Penectomy	SA	Pénectomie
7.	Orchidectomy	SA	Orchidectomie
8.	Vaginoplasty	SA	Vaginoplastie
9.	Clitoroplasty	SA	Clitoroplastie
10.	Labioplasty	SA	Labioplastie
11.	Tracheal shaving	N	Chondrolaryngoplastie
12.	Facial feminization	N	Féminisation du visage
13.	Breast augmentation	N	Augmentation mammaire
M.	Cosmetic and Esthetic Services		Services de soins cosmétiques et esthétiques
1.	Reconstructive surgery	SA / AS	Reconstruction chirurgicale
2.	Cosmetic surgery	N	Chirurgie esthétique
3.	Lipoma Removal Not an essential health service unless there is pain, bleeding or infection.	SA/AS	Ablation de lipomes Elle n'est pas un service de santé essentiel sauf en cas de douleur, saignement ou infection.
4.	Tattoo removal	N	Détatouage
5.	Laser hair removal	N	Épilation au laser
6.	Esthetics	N	Esthétique
7.	Wigs *While this is a non-essential service not funded by CSC, Health Services will make efforts to identify a community agency which may provide assistance to inmate*	N	Perruques *Bien qu'il s'agisse d'un service non essentiel qui n'est pas financé par le SCC, les Services de santé tenteront de trouver, dans la collectivité, un organisme qui pourra aider le détenu*



Correctional Service Canada National Essential Health Services Framework		Service correctionnel Canada Cadre national relatif aux soins de santé essentiels	
N.	<p>Physiotherapy Inmates are expected to participate in the physiotherapy treatment plan by doing the exercises, stretches, etc. that are recommended by the physiotherapist independently between sessions. Failure to do so will not lead to clinical improvement and physiotherapy may be discontinued.</p>		<p>Physiothérapie On s'attend à ce que les détenus participent au plan de traitement en physiothérapie en faisant les exercices, les étirements, etc. qui sont recommandés par le physiothérapeute indépendamment entre les séances. L'omission de suivre ces recommandations empêchera l'amélioration clinique et la physiothérapie peut être annulée.</p>
	<p>Chronic Conditions :</p> <ul style="list-style-type: none"> A maximum of 2 sessions per week for 8 weeks, then reassess. If there is clinical improvement, an additional 8 weeks may be provided. If there is no clinical improvement after the initial 8 weeks, discontinue. 	Y/O	<p>Conditions chroniques</p> <ul style="list-style-type: none"> Nombre maximal de deux séances par semaine pendant huit semaines, puis réévaluation. S'il y a une amélioration clinique, huit semaines supplémentaires peuvent être accordées. S'il n'y a aucune amélioration clinique après les huit semaines initiales, mettre fin au traitement.
	<p>Acute Conditions :</p> <ul style="list-style-type: none"> A maximum of 10 sessions, then reassess. If there is clinical improvement, but the condition has not fully resolved, an additional 10 sessions may be provided. 	Y/O	<p>Conditions aiguës</p> <ul style="list-style-type: none"> Nombre maximal de dix séances, puis réévaluation. S'il y a une amélioration clinique, mais que la situation n'est pas pleinement résolue, dix semaines supplémentaires peuvent être accordées.
O.	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
6.	Speech Therapy		Orthophonie
	<p>Swallowing Studies only with the following criteria:</p> <ul style="list-style-type: none"> In the acute phase In cases with a positive prognosis 	SA/AS	<p>Tests de déglutition, seulement dans les cas suivants :</p> <ul style="list-style-type: none"> En phase aigue Si le pronostic est favorable



Correctional Service Canada National Essential Health Services Framework		Service correctionnel Canada Cadre national relatif aux soins de santé essentiels	
P.	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
Q.	Vision Care		Soins de la vue
1.	<ul style="list-style-type: none"> • Refraction (2yrs) • Frames and lenses (2 yrs)* <p>*New frames and lenses will only be provided if there is a change in vision that requires a new prescription</p>	Y / O	<ul style="list-style-type: none"> • Examen de la vue (2 ans)* • Montures et verres (2 ans)* <p>* De nouvelles montures et de nouveaux verres ne seront fournis que s'il y a un changement de la vision qui exige une nouvelle ordonnance.</p>
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
5.	Ocular Prosthesis	Y / O* (5 yrs / ans)	Prothèse oculaire
R.	Occupational Health and Safety		Santé et sécurité au travail
1.	Safety glasses	N	Lunettes de sécurité
2.	Gloves	N	Gants
3.	Earplugs	N	Protection auditive
S.	Allergies and Food Sensitivity Treatment		Traitement des allergies et de la sensibilité alimentaire
1.	Allergy testing (other than for food allergies)	Y / O	Tests d'allergies (autres que les allergies alimentaires)
2.	Food allergy testing *As per the Food Allergy Testing Protocol	*Y / O	Tests d'allergies alimentaires *Selon le Protocole relatif aux tests d'allergies alimentaires






Correctional Service Canada National Essential Health Services Framework		Service correctionnel Canada Cadre national relatif aux soins de santé essentiels	
3.	Lactose Intolerance <i>*As per Lactose Intolerance Management Protocol</i>	* Y / O	Intolérance au lactose <i>*Selon le protocole de Gestion de l'intolérance au lactose</i>
4.	EpiPen®	Y / O	EpiPen®
T.	Reproductive		Reproducteur
1.	Copper Intra-uterine Device (IUD)	Y/O	Dispositif intra-utérin (DIU) en cuivre
2.	Tubal Ligation	Y/O	Ligature des trompes
U.	Prostate Specific Antigen (PSA)		Test de dépistage de l'antigène prostatique spécifique (APS)
	Targeted screening when clinically indicated	Y / O	Dépistage ciblé lorsque cela est indiqué sur le plan clinique
V.	Breast Pumps		Pompes tire-lait
1.	Machine (rented or purchased – property of CSC) Health Canada Recommendations	*Y / O (2 yrs / ans)	L'appareil (loué ou acheté – propriété du SCC) Recommandations de Santé Canada
2.	Tubing and equipment "belongs to inmate"	*Y / O (2 yrs / ans)	Les tubes et les pièces appartiennent à la détenue
	<i>*2 yrs – then reassess</i>		<i>*2 ans – puis réévaluer</i>
W.	Nutritional Supplements		Suppléments alimentaires
1.	Artificial sweeteners (provided to inmates with diabetes by Food Services)	N	Édulcorants artificiels (fourni aux détenus avec un diabète par les Services alimentaires)
2.	Nutritional Supplement drinks	N	Boissons – suppléments alimentaires
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. See Formulary for exceptions.	N	Vitamines/suppléments minéraux et aides digestifs. Consultez le formulaire pour les exceptions.



Correctional Service Canada National Essential Health Services Framework	Service correctionnel Canada Cadre national relatif aux soins de santé essentiels
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X.	Personal Hygiene Items		Articles d'hygiène personnelle
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)
Y.	Clothing and Linen		Vêtements et linge de maison
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

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



Appendix B. / Annexe B.

CSC's Dental Service Standards

Normes de services dentaires du SCC



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.

For additional information related to the changes to dental services in CSC, please refer to the following:

Pour de plus amples renseignements concernant les changements aux services dentaires du SCC, veuillez consulter les documents suivants :

[Changes to Dental Services: FAQs for Staff](#)

[Changements aux services dentaires : FAQ destinée au personnel](#)

[Changes to Dental Services for Inmates](#)

[Changements aux services dentaires des détenus](#)

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^c:

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 information 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 sensibilisent au maintien d'une bonne hygiène buccale et à la prévention des maladies connexes.

^c 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



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

A.	Emergency Services		Services d'urgence
1	Tooth and root extractions	Y / O	Extraction de dents et de racines
1.	Opening of the pulp chamber once (1) per tooth/per lifetime	Y / O	Ouverture de la chambre pulpaire une fois par dent à vie
2.	Drainage of an abscess	Y / O	Drainage d'un abcès
3.	Hemorrhage control	Y / O	Maîtrise d'une hémorragie
4.	Repair of a laceration	Y / O	Réparation d'une lacération
5.	Immobilization of a tooth loosened by trauma	Y / O	Immobilisation d'une dent ébranlée suite à un trauma
B.	Anaesthesia		Anesthésie
1.	Local anaesthesia only	Y / O	Anesthésie locale seulement
C.	Preventive Services Services C 1-2 are <u>not</u> essential health services. Preventive services will be authorized ONLY following an assessment and diagnosis of dental disease where these services are a necessary component to managing the condition.		Services de prévention Les services C 1 et 2 ne sont pas des services de santé essentiels. Ils ne seront autorisés qu'à la suite d'une évaluation et d'un diagnostic de maladie buccodentaire, et seulement s'ils sont essentiels à la prise en charge de la condition.
1.	Dental scaling in combination with root planing to a maximum of 4 units in any 12 month period*	SA / AS	Détartrage et surfaçage radiculaire jusqu'à concurrence de 4 unités par période de 12 mois*
2.	Hygiene Procedure Teaching	SA / AS	Enseignement des mesures d'hygiène
3.	Fluoride Treatments	N	Traitements au fluorure
<p>* Eligibility for additional units of scaling and root planing in any 12 month period based on several factors including, but not limited to:</p> <ul style="list-style-type: none"> • The severity of periodontal disease based on current (within the last 12 months) clinical notes, diagnosis and prognosis, complete periodontal charting, and radiographs; • Comprehensive treatment plan addressing all client oral health needs; • The date of the last visit for periodontal and preventive services; • The regularity and compliance of periodontal maintenance; and • Medical condition related to periodontal diseases including any prescribed medication. 			



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

* L'admissibilité à des unités additionnelles de détartrage et de surfaçage radiculaire par période de 12 mois repose sur plusieurs facteurs, notamment :

- La gravité de la maladie parodontale fondée sur les éléments suivants (12 derniers mois) : notes cliniques, diagnostic et pronostic, charte parodontale complète et radiographies;
- Le plan de traitement complet répondant à tous les besoins en matière de santé buccodentaire du bénéficiaire;
- La date de la dernière consultation pour des services parodontaux ou des services de prévention;
- La régularité et le respect de la maintenance parodontale;
- La présence d'un problème de santé associé à des maladies parodontales, y compris la prise de tout médicament d'ordonnance.

D.	Examinations		Examens
1.	Emergency/specific oral examination and treatment planning as required	Y/O	Examen bucco-dentaire d'urgence ou particulier et planification de traitement au besoin.
2.	Screening for oral cancer using light based techniques	N	Dépistage du cancer buccal à l'aide de techniques utilisant la lumière
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)



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

F.	Restorative Services		Services de restauration
1.	Fixed bridges, implants, ridge augmentation, prefabricated crowns, and aesthetic services (e.g., veneers) are not covered	N	Les ponts fixes, les implants, les couronnes préfabriquées et les services esthétiques (p. ex., facettes) sont exclus
2.	Minor clinical processed repairs may be covered when recommended by the dentist. e.g. Minor repairs to porcelain fillings and re-cementing	SA / AS	Les réparations mineures faites en laboratoire ou en clinique peuvent être incluses si elles sont recommandées par le dentiste. (p. ex: réparations mineures à les plombages en céramique et re-cimenter
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/antérieures **
5.	Prefabricated post/pin in restorations only when inadequate coronal tooth structure is remaining to retain a direct restoration	Y / O	Utilisation d'un tenon dentinaire et/ou d'un pivot préfabriqué uniquement lorsque la structure coronale restante de la dent est insuffisante pour servir de base à une restauration directe
**	** Final choice of restoration material is based on dentist judgement / Le choix final des biomatériaux de restauration est à la discrétion du dentiste		



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

G.	Endodontic Services	Services d'endodontie
1.	<p>Root canal treatment:</p> <p>There is a frequency limitation of one (1) standard root canal treatment (RCT) procedure in 36 months for all teeth. Once the frequency has been reached, subsequent standard RCT procedures require special authorization.</p> <p>ALL the following criteria must be met for RCT:</p> <ul style="list-style-type: none"> • ONLY Anterior 12 teeth are eligible for RCT (#13, 12, 11, 21, 22, 23, 33, 32, 31, 41, 42, 43) • Adequate periodontal support, based on alveolar bone levels (crown to root ratio of at least 1:1) visible on radiographs with absence of furcation involvement; • Absence of active periodontal disease; • Adequate remaining non-diseased tooth structure to ensure that biologic width can be maintained during restoration; • A mesio-distal width equivalent to that of the natural tooth with no loss of space due to caries or crowding; and • A tooth that does not require any additional dental treatment such as crown lengthening, root resectioning or orthodontic treatment. 	<p>Traitement de canal :</p> <p>Il y a une limite de un (1) traitement de canal (TC) par période de 36 mois pour l'ensemble des dents. Une fois la limite atteinte, il faut obtenir une autorisation spéciale pour tout TC standard subséquent :</p> <p>Pour qu'un TC soit autorisé, il faut respecter TOUS les critères suivants :</p> <ul style="list-style-type: none"> • SEULES les 12 dents antérieures sont admissibles pour un TC (n^{os} 13, 12, 11, 21, 22, 23, 33, 32, 31, 41, 42 et 43) • Support parodontal adéquat, comme en attestent les niveaux d'os alvéolaire (rapport couronne-racine d'au moins 1 :1) visibles sur les radiographies soumises et absence d'atteinte de furcation; • Absence de maladie parodontale active; • Structure dentaire restante saine capable d'assurer le maintien de la largeur biologique pendant la restauration; • Largeur mésiodistale équivalente à la largeur de la dent naturelle, sans perte d'espace en raison de caries ou de chevauchements; • Dent ne nécessitant aucun autre traitement dentaire, comme une élongation coronaire, une amputation de racine ou un traitement orthodontique.



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H.	Periodontal Services		Services parodontaux
1.	Management of acute periodontal infections	Y / O	Prise en charge d'infections parodontales aiguës
I.	Prosthodontic Services		Service de dentisterie prosthodontique
1.	Supplemental prosthesis-Sports mouth guards	N	Prothèses amovibles (protège-dents de sport)
2.	Supplemental prosthesis-Lab processed night guards	N	Prothèses amovibles (gouttière de protection nocturne traitée en laboratoire)
3.	<p>Acrylic partials for teeth numbered 16 to 26 and 36 to 46 inclusive once every 5 years and with the following criteria:</p> <p>General Criteria:</p> <ul style="list-style-type: none"> • All basic treatment must be completed including: <ul style="list-style-type: none"> a) control of caries and of periodontal and periapical disease for all teeth; and b) restoration of major structural defects in the abutment teeth; • The space to be replaced is greater than or equal to the corresponding natural teeth; • All abutment teeth must have: <ul style="list-style-type: none"> a) adequate periodontal support, based on alveolar bone levels (crown to root ratio of at least 1:1) visible on submitted radiographs; and b) absence of active periodontal disease; and 	Y / O (5 yrs / ans)	<p>Prothèses dentaires partielles en acrylique pour les dents 16 à 26 et 36 à 46 inclusivement tous les 5 ans, conformément aux critères suivants :</p> <p>Critères généraux :</p> <ul style="list-style-type: none"> • Tous les traitements de base suivants doivent avoir été exécutés : <ul style="list-style-type: none"> a) contrôle des caries et des maladies parodontales et périapicales pour l'ensemble des dents; et b) restauration des défauts de structure majeurs dans les dents piliers; • L'espace à remplacer est plus grand ou égal à l'espace correspondant à la dent naturelle; • Toutes les dents piliers doivent respecter les critères suivants : <ul style="list-style-type: none"> a) support parodontal adéquat, comme en attestent les niveaux d'os alvéolaire (rapport couronne-racine d'au moins 1:1) visibles sur les radiographies soumises; et b) absence de maladie parodontale active; et



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Appendix B CSC's Dental Service Standards / Annexe B. Normes de services dentaires du SCC			
Cont'd #3	<ul style="list-style-type: none"> If there is an existing partial denture, it must be at least five (5) years old. <p>Specific Criteria:</p> <ul style="list-style-type: none"> There must be one or more missing teeth in the anterior sextant; or There must be two or more missing posterior teeth in a quadrant excluding second and third molars. <p>*Acrylic partials may be upgraded to cast partials at the inmate's expense.</p>		<ul style="list-style-type: none"> S'il y a déjà une prothèse dentaire partielle, celle-ci doit avoir au moins cinq (5) ans. <p>Critères particuliers</p> <ul style="list-style-type: none"> Il doit y avoir au moins une dent manquante dans le sextant antérieur; ou Il doit y avoir deux ou plusieurs dents postérieures manquantes dans un quadrant, à l'exception des deuxièmes et troisièmes molaires. <p>*Les prothèses en acryliques peuvent être remplacées par des prothèses en métal aux frais du détenu.</p>
4.	Complete dentures are covered once in any five (5) year period per arch if existing dentures cannot be repaired.	Y / O (5 yrs / ans)	Les prothèses complètes sont couvertes une fois aux cinq (5) ans par arcade si les prothèses existantes ne peuvent pas être réparées.
5.	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)
6.	Re-lining of removable complete and partial prosthesis, as required	Y / O (5 yrs / ans)	Regarnissage des prothèses complètes et partielles amovibles au besoin
7.	Addition of a structure to the prosthesis (as required)	Y / O	Ajout de structure à la prothèse (au besoin)
8.	Minor repairs or re-cementation of fixed bridges	Y / O	Réparations mineures ou recimentation de ponts fixes (au besoin)
J.	Surgical Services		Services chirurgicaux
1.	Complicated tooth and root extraction (erupted teeth and symptomatic impaction)	Y / O	Extraction complexe de dents et de racines (les dents entièrement sorties et inclusion dentaire symptomatique)



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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
Appendix B CSC's Dental Service Standards / Annexe B. Normes de services dentaires du SCC			
3.	Oral pathology biopsy	Y / O	Biopsie pour le dépistage des pathologies bucco-dentaires
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.	Gingival Grafts, EXCEPT gingival grafts on teeth that show chronic periodontal disease or to improve esthetics*	Y/O	Greffons gingivaux* *Le SCC ne paye pas les greffons gingivaux pour les dents présentant une maladie parodontale chronique ni les greffons réalisés à des fins esthétiques*
8.	Extraction of asymptomatic impacted or un-erupted teeth, especially third molar	N	L'extraction de dents antérieures et postérieures incluses ou pas entièrement sorties asymptomatiques, spécialement les troisièmes molaires
9.	Dental Implants or any associated procedures	N	Implants dentaires ou toute autre procédure associée
10.	Ridge Augmentation	N	Augmentation de crête
11.	Cosmetic or elective services	N	Services cosmétiques ou services non urgents électifs



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K	Sedation and General Anaesthesia Policy	Politique concernant la sédation et l'anesthésie générale
<i>Appendix B CSC's Dental Service Standards / Annexe B. Normes de services dentaires du SCC</i>		
1.	<p>Deep Sedation and General Anaesthesia Criteria:</p> <ul style="list-style-type: none"> Once in any twelve (12) month period To limit the associated risks with repeat deep sedation and general anaesthesia, dental providers should ensure that whenever possible, all dental services performed under general anaesthesia and deep sedation are completed in one session 	<p>Y / O</p> <p>Critères pour la sédation profonde et l'anesthésie générale</p> <ul style="list-style-type: none"> Une fois par période de douze (12) mois; Afin de limiter les risques associés à l'anesthésie générale et à la sédation profonde administrée de façon répétée, les fournisseurs de soins dentaires doivent, dans la mesure du possible, faire en sorte que tous les soins dentaires fournis sous anesthésie générale et sédation profonde soient complétés en une seule séance
	<ul style="list-style-type: none"> Deep sedation and general anaesthesia is not covered for the management of dental anxiety Deep sedation and general anaesthesia may be considered for the management of a documented dental phobia (A letter from a physician, psychiatrist or psychologist must be submitted with the predetermination request) 	<p>Y / O</p> <ul style="list-style-type: none"> La sédation profonde et l'anesthésie générale utilisées pour calmer l'anxiété liée aux soins dentaires ne sont pas couvertes La sédation profonde et l'anesthésie générale peuvent être envisagées en cas de phobie confirmée des soins dentaires (la demande de prédétermination doit être accompagnée d'une lettre d'un médecin, d'un psychiatre ou d'un psychologue)



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2.	<p>Moderate Sedation:</p> <p>Applies to:</p> <ul style="list-style-type: none"> • Parenteral sedation • Combined technique of inhalation plus intravenous and/or intramuscular injection; and, • Nitrous oxide combined with oral sedative drugs <p>Moderate Sedation Criteria:</p> <ul style="list-style-type: none"> • Once in any twelve (12) month period • Minimal sedation must have been considered prior to considering use of moderate sedation. • Moderate sedation is not covered for the management of dental anxiety • Moderate sedation may be considered for the management of a documented dental phobia (A letter from a physician, psychiatrist or psychologist must be submitted with the predetermination request) 	Y / O	<p>Sédation modérée</p> <p>S'applique à ce qui suit :</p> <ul style="list-style-type: none"> • Sédation administrée par voie parentérale; • Technique combinée d'inhalation et d'injection intraveineuse et/ou intramusculaire; • Oxyde d'azote associé à des sédatifs oraux. <p>Critères pour la sédation modérée</p> <ul style="list-style-type: none"> • Une fois par période de douze (12) mois; • Il faut avoir envisagé la sédation minimale avant de recourir à la sédation modérée. • La sédation modérée utilisée pour calmer l'anxiété liée aux soins dentaires n'est pas couverte. • La sédation modérée peut être envisagée en cas de phobie confirmée des soins dentaires (la demande de prédétermination doit être accompagnée d'une lettre d'un médecin, d'un psychiatre ou d'un psychologue).
Appendix B CSC's Dental Service Standards / Annexe B. Normes de services dentaires du SCC			
3.	<p>Minimal Sedation:</p> <p>Applies to:</p> <ul style="list-style-type: none"> • Oral sedation*, • Nitrous oxide; and, • Nitrous oxide with oral sedation (single sedative drug) <p>*Oral sedation may be covered for the management of dental anxiety</p>	Y/O	<p>Sédation minimale</p> <p>S'applique à ce qui suit :</p> <ul style="list-style-type: none"> • Sédation orale*; • Oxyde d'azote; • Oxyde d'azote avec sédation orale (un seul sédatif). <p>*La sédation orale utilisée pour calmer l'anxiété liée aux soins dentaires peut être couverte</p>



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K	Exceptions	Exceptions	
1.	<p>An exception to the standard services may be requested where the dentist believes it is warranted:</p> <ul style="list-style-type: none"> The dentist must provide clear written rationale for any required exception The decision and rationale must be entered on the patient's chart 	SA / AS	<p>Une exception par rapport aux services réguliers peut être requise si elles sont jugées nécessaires par le dentiste :</p> <ul style="list-style-type: none"> Le dentiste doit fournir une justification écrite pour toute exception requise La décision et la justification doivent être documentées au dossier du patient
L	Records	Dossiers	
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 de pratique des autorités professionnelles et 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



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Appendix B CSC's Dental Service Standards / Annexe B. Normes de services dentaires du SCC	
M.	Review / Révision
<ul style="list-style-type: none"> The Technical Annex on Dental Services Standards at CSC will be reviewed in 2017 	<ul style="list-style-type: none"> L'annexe technique sur les normes en matière de services dentaires du SCC sera révisée 2017
<p><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></p>	<p><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></p>



Appendix C. / Annexe C.

Criteria for Diagnostic Investigation

Critères de test diagnostique



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;



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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 la 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 un test d'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 tomodensitométrie et que les renseignements obtenus au moyen de celle-ci fourniraient des renseignements permettant de poser un diagnostic approprié, la tomodensitométrie 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 tomodensitométrie de l'abdomen est indiquée, mais n'est pas disponible à l'échelle locale, et que l'échographie est disponible, et que les renseignements fournis sont appropriés et permettent de poser un diagnostic, on doit alors considérer que l'échographie 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 avec les 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. / Annexe D.

Mental Health Services

Services de santé mentale



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

I.	<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. Triaging should be conducted in accordance with professionally accepted standards and relevant CSC Mental Health policy and guidelines.</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 normes de pratique professionnelles ainsi qu'aux lignes directrices sur les soins de santé mentale du SCC.</p>
II.	<p>Essential Mental Health Services</p>		<p>Les services de santé mentale essentiels</p>
	<p>The following criteria are used to determine if a mental health service is essential:</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"> • Create significant impairment in the individual's functioning within his/her institution; and /or • Significantly impact the individual's successful reintegration into the community. 		<p>Les critères suivants servent à déterminer si un service de santé mentale est jugé essentiel:</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 ou sont probablement susceptibles :</p> <ul style="list-style-type: none"> • de nuire considérablement au fonctionnement de l'individu au sein de son établissement; et/ou • d'avoir des répercussions importantes sur la réinsertion de l'individu en communauté.
III.	<p>Essential Mental Health Services include:</p>		<p>Les services de santé mentale essentiels incluent :</p>
a	<p>Mental Health awareness and Mental Health promotion.</p>		<p>Sensibilisation à la santé mentale et promotion de celle-ci;</p>



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b	Mental Health screening, review and follow-up assessment as required.		Dépistage, examen et évaluation des troubles mentaux au besoin;
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.	Non-Essential Mental Health Services:		Les services de santé mentale non essentiels :
	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. / Annexe E.

Public Health Services

Services de santé publique



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.	Essential Public Health Services		Services essentiels de santé publique
	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 education services consistent within the context of a correctional environment and supports CSC's mandate of encouraging and assisting offenders to become law-abiding citizens.		Fournir les renseignements et le matériel de réduction des méfaits en accord avec le contexte d'un environnement correctionnel et en soutenant le mandat du SCC d'inciter activement et d'aider les délinquants à devenir des citoyens respectueux des lois.
	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).



Appendix F. / Annexe F.

Provincial Health Coverage

Régimes provinciaux de soins de santé



Correctional Service Canada National Essential Health Services Framework	Service correctionnel Canada Cadre national relatif aux soins de santé essentiels
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Appendix F. Provincial Health Coverage / Annexe F. Régimes provinciaux de soins de santé	
Overview of Access to Provincial Health Coverage	Aperçu de l'accès aux régimes provinciaux de soins de santé
<p>Offenders must apply for health coverage in the province from which they are released. They will receive a temporary health card for the duration of 3 months (from the day of discharge, remainder of that month and two months after; for example, if they are discharged on March 15, they are covered for remainder of March until the end of May) during which they have to apply for a permanent health card from the province they will reside in.</p>	<p>Les délinquants doivent présenter une demande d'inscription au régime de soins de santé de la province où ils sont mis en liberté. Ils recevront une carte santé temporaire valide pour une période de trois mois (à partir de la date de libération, les jours restants du mois et les deux mois suivants; par exemple, si le délinquant est libéré le 15 mars, il est couvert pour les jours restants du mois de mars jusqu'à la fin du mois de mai) au cours de laquelle ils doivent présenter une demande pour obtenir une carte santé permanente dans la province où ils habitent.</p>
<p>The Interprovincial Agreement on Eligibility and Portability, Hospital and Medical Care insurance (EPA) (2001) allows for the provision of initial health coverage <u>from the day of discharge up to three months</u>. At this time, this agreement is honored by all Provinces and Territories.</p>	<p>Aux termes de l'Accord sur l'admissibilité et la transférabilité de l'assurance-hospitalisation et l'assurance médicale (AAT) (2001), on peut fournir une première protection au titre d'un régime de soins de santé <u>à partir de la mise en liberté jusqu'à une période pouvant aller jusqu'à trois mois</u>. À l'heure actuelle, toutes les provinces et tous les territoires souscrivent à cet accord.</p>
<p>Government issued identification is required to accompany health card applications in most provinces. In some provinces, the ID card from federal penitentiary is acceptable. (see chart "Overview of Access to Provincial Health Coverage")</p>	<p>Dans la plupart des provinces, les demandeurs doivent présenter une pièce d'identité valide délivrée par un organisme gouvernemental avec leur demande de carte santé. Dans certaines provinces, la carte d'identité d'un pénitencier fédéral est acceptée (voir tableau « Aperçu de l'accès aux régimes provinciaux de soins de santé »).</p>



Correctional Service Canada National Essential Health Services Framework	Service correctionnel Canada Cadre national relatif aux soins de santé essentiels
<p>Birth certificates are particularly important as they are most often the type of identification required with health card applications. Without birth certificates, other supplementary forms of ID (SIN, status card etc) cannot be acquired.</p>	<p>Les certificats de naissance revêtent une importance particulière, puisqu'ils doivent généralement accompagner la demande de carte santé. Le certificat de naissance est exigé en vue de l'obtention d'autres pièces d'identité (p. ex., carte d'assurance sociale, Certificat de statut d'Indien).</p>
<p>Health Canada has provided the following which outlines the relevant paragraphs about the Interprovincial Agreement on Eligibility and Portability, Hospital and Medical Care insurance (EPA) (2001):</p> <ul style="list-style-type: none"> • Section 2 "Bone fide residents who have had no immediate previous opportunity to acquire coverage should be given the same opportunity as possessed by all residents of the province when hospital and medical insurance plans were first introduced i.e. of obtaining coverage from the first day, which in their case is the day of arrival/discharge/release. A thirty day (one month) grace period for registration should be provided where applicable. The following groups in particular are covered by this provision: newborns, members of CAF, RCMP and penitentiary prisoners (on discharge or release)." <p>-And-</p> <ul style="list-style-type: none"> • Administrative clarification (b) for Section 2 of the EPA reads as follows: "In the case of members of CAF, RCMP and penitentiary prisoners on discharge or release, the province where incarcerated or stationed at time of release or discharge or, the case of those on leave prior to discharge, the province where residence has been established, as may be appropriate, will provide initial coverage for the customary waiting period for up to three months." 	<p>Santé Canada a établi la disposition suivante, laquelle récapitule les clauses maîtresses de l'AAT (2001) :</p> <ul style="list-style-type: none"> • Article 2 : « Les résidents de bonne foi qui n'ont pas eu d'occasion antérieure immédiate de participer au régime devraient jouir de la même possibilité que celle offerte aux autres résidents de la province au moment de l'instauration des régimes d'assurance-hospitalisation et d'assurance maladie, c'est-à-dire l'obtention d'une couverture dès la première journée, qui correspond dans leur cas à la journée de leur arrivée, de leur cessation d'emploi ou de leur libération. Un délai de grâce de 30 jours (un mois) pour l'inscription devrait être accordé le cas échéant. La disposition s'applique notamment aux membres des groupes suivants : les nouveau-nés, les membres des Forces canadiennes, les membres de la Gendarmerie royale du Canada (GRC) et les prisonniers libérés des pénitenciers. » <p>De plus :</p> <ul style="list-style-type: none"> • Santé Canada apporte par ailleurs les précisions suivantes au paragraphe 2(b) de l'AAT : « Dans le cas des membres des Forces canadiennes, des membres de la GRC et des prisonniers libérés des pénitenciers, la province où la personne était incarcérée ou stationnée au moment de la démobilisation ou de la libération ou la province de résidence au moment où le congé de réadaptation a pris fin, selon le cas, fournira la couverture initiale pour la période d'attente habituelle qui peut aller jusqu'à trois mois. »



Correctional Service Canada National Essential Health Services Framework		Service correctionnel Canada Cadre national relatif aux soins de santé essentiels	
	Without required identification only a temporary health card is issued, usually for 1 month. In some provinces, no temporary health card will be issued if one cannot prove citizenship.		Sans les renseignements requis pour établir leur identité, ces personnes peuvent uniquement obtenir une carte santé temporaire, laquelle est généralement valide pour une période d'un mois. Qui plus est, certaines provinces refusent même d'octroyer une carte santé temporaire aux personnes qui ne sont pas en mesure de présenter une preuve de leur citoyenneté.
	There are several ID clinics established by community organizations across the country to assist transient and marginalized groups to access identification and health coverage.		Il existe au pays quelques organismes communautaires qui aident les personnes de passage et celles en marge de la société à obtenir des pièces d'identité et à s'inscrire à un régime de soins de santé.
	Partnerships and relationships between CSC staff and provincial health authorities are identified as helpful in facilitating access to health coverage when difficulties or complex situations arise.		Les relations et les partenariats entre les employés du Service correctionnel du Canada et les autorités sanitaires des provinces se révèlent utiles pour faciliter l'accès aux régimes de soins de santé lorsque des difficultés ou des situations complexes se présentent.



Overview of Access to Provincial Health Coverage

Province/ Territory	When Eligible to Apply		Requirements of Application	Coverage in Community Correctional Centres		Coverage in Community Residential Facilities		Notes
	While Incarcerated	Upon Release		Eligible	Ineligible	Eligible	Ineligible	
Newfoundland		X	<ul style="list-style-type: none"> Completed application form Proof of citizenship (valid passport, BC or SIN). Proof of release from federal prison (A signed letter from Parole Officer confirming the release). Proof of residency. Prison picture ID is NOT acceptable. 	X		X		<ul style="list-style-type: none"> An offender cannot apply for a health card while incarcerated. Once the request is made in person, s/he can receive the health card on the same day if in St-John's and in a day or two in other jurisdictions. However, there is an agreement in the four provinces of the Atlantic Region.: in New Brunswick, (Dorchester, Atlantic, and Westmorland) one can apply for NB Medicare coverage prior to release which is then effective for three months following date of release for offenders returning to NL, NS, or PEI. The health coverage applies to residents of CCC and CRFs as they considered residents of the province regardless of being in a halfway house or at home, in a CCC or CRF. In many cases coverage can be provided very quickly due to advocacy at the local level.



Province/ Territory	When Eligible to Apply		Requirements of Application	Coverage in Community Correctional Centres		Coverage in Community Residential Facilities		Notes
	While Incarcerated	Upon Release		Eligible	Ineligible	Eligible	Ineligible	
Nova Scotia	X	X	<ul style="list-style-type: none"> Completed application form Proof of citizenship Offenders can apply while incarcerated 2 weeks prior to their discharge (need to have the date of the discharge). Application called "<u>Blank Application</u>" can be completed and faxed on offender's behalf. 		X	X		<ul style="list-style-type: none"> NS does not have a waiting period for those leaving a NS institution (even if they've never been a resident of NS) If an offender is moving to NS from another province, the originating province is responsible for providing bridging funding for 3 months.
New Brunswick	X	X	<ul style="list-style-type: none"> Completed application form Proof of citizenship/ Birth Certificate (if offender does not have it, their prison picture ID plus a letter from their Parole Officer). Proof of residency 	X		X		<ul style="list-style-type: none"> Discharge date and residency location have to be fixed prior to release.



Province/ Territory	When Eligible to Apply		Requirements of Application	Coverage in Community Correctional Centres		Coverage in Community Residential Facilities		Notes
	While Incarcerated	Upon Release		Eligible	Ineligible	Eligible	Ineligible	
Prince Edward Island		X	<ul style="list-style-type: none"> Completed application/in person Proof of citizenship Health card from other issuing province Proof of residency 	X		X		<ul style="list-style-type: none"> The temporary card will be issued on the same day A discharge letter from the PO may be required if other documents are not sufficient.
Quebec	X Only for offenders incarcerated in Quebec region	Offenders incarcerat ed outside Quebec; must apply in person	<ul style="list-style-type: none"> Canadian Birth Certificate Photo (specification on website) Proof of citizenship Proof of residency Proof of legal status in Canada 	X		X		<ul style="list-style-type: none"> The Régie will ask to provide proof of residence in Québec. Offenders incarcerated in Quebec can apply 3 months prior to release (to allow time to issue the health card); must indicate the release date; no waiting period for offenders leaving federal institution. Offenders discharged from institutions outside Quebec will be covered by Province of release for the 3 month waiting period.



Province/ Territory	When Eligible to Apply		Requirements of Application	Coverage in Community Corretional Centres		Coverage in Community Residential Facilities		Notes
	While Incarcerated	Upon Release		Eligible	Ineligible	Eligible	Ineligible	
Ontario		X	<ul style="list-style-type: none"> Apply in person/completed application Proof of citizenship Proof of residency Discharge papers from the federal institution 	X		X		<ul style="list-style-type: none"> Policy changed in 2012 to permit offenders residing in all CCC/CRFs to be covered by OHIP. If the offender previously had a photo card, a proof of residency signed by a Parole Officer is sufficient. Red and white health card holders need their birth certificate as well.
Manitoba		X	<ul style="list-style-type: none"> Proof of citizenship (passport, Birth certificate, immigration documents, etc.) Proof of residency/address Release papers from federal institution 	X		X		
Saskatchewan	X	X	<ul style="list-style-type: none"> Legal Entitlement to be in Canada Proof of Saskatchewan Residency Support of Identity (penitentiary photo ID card is acceptable) 	X		X		<ul style="list-style-type: none"> Application can be completed online (processed in 2 days); by mail, 5 days to process. The card will be sent to the residing address. It is important to ensure a correct address is provided.



Province/ Territory	When Eligible to Apply		Requirements of Application	Coverage in Community Correctional Centres		Coverage in Community Residential Facilities		Notes
	While Incarcerated	Upon Release		Eligible	Ineligible	Eligible	Ineligible	
Alberta	X	X	<ul style="list-style-type: none"> • Proof of citizenship or Birth Certificate • Proof of residency or letter from the worker at CCC or CRF • Current picture ID. In case offenders do not have Birth Certificate or proof of citizenship, prison ID card with picture is accepted. 	X		X		<ul style="list-style-type: none"> • Processing time of application can take up to 5 days. Offenders can apply 2 months prior to release. Offenders can apply while incarcerated in any province as long as they have a release date. A letter from PO with the date of incarceration and discharge would be accepted. • CCC and CRF should be located in the province • Offenders from other provinces should register with Manitoba Health upon discharge to be covered for 3 months.
British Columbia	X	X	<ul style="list-style-type: none"> • Proof of citizenship, Birth Certificate or valid passport • Proof of residency or a letter from a worker at CCC or CRFs 	X		X		<ul style="list-style-type: none"> • The offenders can apply for the Health Card in BC while incarcerated as long as they have a fixed date for discharge. If released in BC they are covered upon discharge, otherwise, they are covered by the province they are discharged from for the waiting period. • Some fees can be waived upon showing their tax notice.



Province/ Territory	When Eligible to Apply		Requirements of Application	Coverage in Community Correctional Centres		Coverage in Community Residential Facilities		Notes
	While Incarcerated	Upon Release		Eligible	Ineligible	Eligible	Ineligible	
Yukon	X	X	<ul style="list-style-type: none"> • Proof of citizenship or Birth Certificate • Proof of residency • One other piece of ID 	X		X		
NWT		X	<ul style="list-style-type: none"> • Proof of citizenship or Birth Certificate • Release papers from federal penitentiary • Proof of residency (two pieces) • A letter from CCC or CRF for proof of residency • Completed application 	X		X		<ul style="list-style-type: none"> • If an offender is coming from Alberta, they can receive their health cards within a day of submitting application and required documents.
Nunavut		X	<ul style="list-style-type: none"> • Proof of citizenship/birth certificate • Copy of their temporary health card from the province of discharge. 		N/A		N/A	<ul style="list-style-type: none"> • Offenders cannot apply for health card while incarcerated • There are no halfway houses, CCC or CRFs in Nunavut



Aperçu de l'accès aux régimes provinciaux de soins de santé

Province/ territoire	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Accès à un régime de soins de santé –centres correctionnels communautaires(CCC)		Accès à un régime de soins de santé – centres résidentiels communautaires(CRC)		Remarques
	Pendant la période d'incarcération	Après la mise en liberté		Admissibles	Non admissibles	Admissibles	Non admissibles	
Terre-Neuve-et- Labrador		X	<ul style="list-style-type: none"> • Formulaire de demande dûment rempli • Preuve de citoyenneté (passeport valide, certificat de naissance ou NAS) • Preuve de mise en liberté d'un pénitencier fédéral (une lettre signée de l'agent de libération conditionnelle confirmant la mise en liberté) • Preuve de résidence • Photo d'identité du pénitencier NON acceptée 	X		X		<ul style="list-style-type: none"> • Un délinquant ne peut présenter une demande pour obtenir une carte santé pendant sa période d'incarcération. Une fois la demande présentée en personne, il peut la recevoir le jour même à St-Jean et dans un jour ou deux dans les autres administrations. Cependant, un accord est en vigueur dans les quatre provinces de la région de l'Atlantique. Au Nouveau-Brunswick (Pénitencier de Dorchester, Établissement de l'Atlantique et Établissement Westmorland),



								<p>un délinquant peut présenter une demande pour bénéficier du régime d'Assurance-maladie du Nouveau-Brunswick avant sa mise en liberté. Cette protection est valide pour une période de trois mois – à partir de la date de la mise en liberté – pour les délinquants qui retournent à Terre-Neuve-et-Labrador, en Nouvelle-Écosse ou à l'Île-du-Prince-Édouard.</p> <ul style="list-style-type: none"> • La couverture en matière de santé s'applique aux résidents de CCC et de CRC parce qu'ils sont considérés comme des résidents de la province, peu importe s'ils se trouvent dans une maison de transition, à la maison, dans un CCC ou dans un CRC. • Dans bien des cas, la couverture peut être fournie très rapidement en raison de la sensibilisation faite à l'échelle locale.
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Province/ territoire	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Accès à un régime de soins de santé – centres correctionnels communautaires (CCC)		Accès à un régime de soins de santé – centres résidentiels communautaires (CRC)		Remarques
	Pendant la période d'incarcération	Après la mise en liberté		Admissibles	Non admissibles	Admissibles	Non admissibles	
Nouvelle-Écosse	X	X	<ul style="list-style-type: none"> • Formulaire de demande dûment rempli • Preuve de citoyenneté • Les délinquants peuvent présenter une demande pendant leur période d'incarcération deux semaines avant leur mise en liberté (ils doivent connaître la date de la mise en liberté). La demande appelée « <i>demande vierge</i> » peut être remplie et envoyée par télécopieur au nom du délinquant. 		X	X		<ul style="list-style-type: none"> • Les délinquants mis en liberté provenant d'un établissement situé en Nouvelle-Écosse ne font face à aucun délai d'attente dans cette province; il en va de même pour ceux qui n'ont jamais résidé en Nouvelle-Écosse auparavant. Si un délinquant en provenance d'une autre province déménage en Nouvelle-Écosse, la province d'origine est tenue d'offrir un financement provisoire en matière de soins de santé pendant une période de trois mois.



Province/ territoire	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Accès à un régime de soins de santé – centres correctionnels communautaires (CCC)		Accès à un régime de soins de santé – centres résidentiels communautaires (CRC)		Remarques
	Pendant la période d'incarcération	Après la mise en liberté		Admissibles	Non- admissibles	Admissibles	Non- admissibles	
Nouveau- Brunswick	X	X	<ul style="list-style-type: none"> • Formulaire de demande dûment rempli • Preuve de citoyenneté/certificat de naissance (si le délinquant ne les a pas, il doit présenter sa photo d'identité du pénitencier en plus d'une lettre de son agent de libération conditionnelle). • Preuve de résidence 	X		X		<ul style="list-style-type: none"> • La date de la mise en liberté et le lieu de résidence doivent être fixés avant la mise en liberté.
Île-du-Prince- Édouard		X	<ul style="list-style-type: none"> • Demande dûment remplie/en personne • Preuve de citoyenneté • Carte santé délivrée par une autre province • Preuve de résidence 	X		X		<ul style="list-style-type: none"> • La carte temporaire sera délivrée le même jour. • Une lettre de libération de l'ALC peut être nécessaire si les autres documents présentés ne sont pas suffisants.



Province/ territoire	Admissibilité à présenté une demande		Documents exigés dans le cadre de la demande	Accès à un régime de soins de santé – centres correctionnels communautaires (CCC)		Accès à un régime de soins de santé – centres résidentiels communautaires (CRC)		Remarques
	Pendant la période d'incarcératio	Après la mise en liberté		Admissibles	Non admissibles	Admissibles	Non admissibles	
Québec	X Seulement les délinquants incarcérés dans la région du Québec	Les délinquants incarcérés à l'extérieur du Québec doivent présenter leur demande en personne	<ul style="list-style-type: none"> • Certificat de naissance canadien • Photo (précisions fournies sur le site Web) • Preuve de citoyenneté • Preuve de résidence • Preuve du statut juridique au Canada 	X		X		<ul style="list-style-type: none"> • La Règle de l'assurance maladie exige une preuve de résidence au Québec. • Les délinquants incarcérés au Québec peuvent présenter une demande trois mois avant la mise en liberté (afin de permettre de délivrer la carte santé). Les délinquants doivent préciser la date de libération. Il n'y a aucune période d'attente pour les délinquants quittant un établissement fédéral. • Les délinquants libérés des établissements à l'extérieur du Québec seront couverts par le régime de la province où ils sont mis en liberté pendant la période d'attente de trois mois.



Province/ territoire	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Accès à un régime de soins de santé – centres correctionnels communautaires (CCC)		Accès à un régime de soins de santé – centres résidentiels communautaires (CRC)		Remarques
	Pendant la période d'incarcération	Après la mise en liberté		Admissibles	Non admissibles	Admissibles	Non admissibles	
Ontario		X	<ul style="list-style-type: none"> • Demande présentée en personne/demande dûment remplie • Preuve de citoyenneté • Preuve de résidence • Documents de l'établissement fédéral attestant la mise en liberté 	X		X		<ul style="list-style-type: none"> • Les changements apportés à la politique en 2012 permettent aux délinquants dans les CCC et dans les CRC de s'inscrire au RAMO. • Si le délinquant a déjà eu une carte d'identité avec photo, une preuve de résidence signée par un agent de libération conditionnelle est suffisante. Les détenteurs de carte santé rouge et blanche doivent également avoir leur certificat de naissance.
Manitoba		X	<ul style="list-style-type: none"> • Preuve de citoyenneté (p. ex., passeport, certificat de naissance, documents d'immigration etc) • Preuve de résidence/d'adresse • Documents de l'établissement fédéral attestant la mise en liberté 	X		X		



Province/ territoire	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Accès à un régime de soins de santé – centres correctionnels communautaires (CCC)		Accès à un régime de soins de santé – centres résidentiels communautaires (CRC)		Remarques
	Pendant la période d'incarcération	Après la mise en liberté		Admissibles	Non admissibles	Admissibles	Non admissibles	
Saskatchewan	X	X	<ul style="list-style-type: none"> • Documents attestant l'autorisation d'être au Canada • Preuve de résidence en Saskatchewan • Preuve d'identité (carte d'identité avec photo du pénitencier acceptée) 	X		X		<ul style="list-style-type: none"> • Les demandes peuvent être présentées en ligne (temps de traitement de deux jours) ou par courrier (temps de traitement de cinq jours). • La carte sera envoyée à l'adresse de résidence. Il est important de veiller à ce qu'une adresse exacte soit fournie.
Colombie - Britannique	X	X	<ul style="list-style-type: none"> • Preuve de citoyenneté, certificat de naissance ou passeport valide • Preuve de résidence ou une lettre d'un travailleur du CCC ou du CRC 	X		X		<ul style="list-style-type: none"> • Les délinquants peuvent présenter une demande de carte santé en C.-B. pendant qu'ils sont incarcérés en autant qu'ils aient une date fixée pour la mise en liberté. S'ils sont mis en liberté en C.-B., ils sont couverts à partir du moment de la mise en liberté. Sinon, ils sont couverts par le régime de la province où ils sont mis en liberté pendant la période d'attente. • Certains frais peuvent être annulés sur présentation d'un avis d'imposition.



Province/ territoire	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Accès à un régime de soins de santé – centres correctionnels communautaires (CCC)		Accès à un régime de soins de santé – centres résidentiels communautaires (CRC)		Remarques
	Pendant la période d'incarcération	Après la mise en liberté		Admissibles	Non admissibles	Admissibles	Non admissibles	
Alberta	X	X	<ul style="list-style-type: none"> • Preuve de citoyenneté ou certificat de naissance • Preuve de résidence ou lettre d'un employé du CCC ou du CRC • Photo d'identité actuelle. Si le délinquant n'a ni certificat de naissance ni preuve de citoyenneté, la carte d'identité du pénitencier avec photo est acceptée. 	X		X		<ul style="list-style-type: none"> • Le traitement de la demande peut prendre jusqu'à cinq jours. Les délinquants peuvent présenter une demande deux mois avant la mise en liberté. Les délinquants peuvent présenter une demande pendant qu'ils sont incarcérés dans n'importe quelle province en autant qu'ils aient une date de mise en liberté. Une lettre de l'ALC avec la date d'incarcération et de mise en liberté serait acceptée. • Le CCC et le CRC doivent être situés dans la province. • Les délinquants d'autres provinces devraient s'inscrire auprès de Santé Manitoba à leur mise en liberté afin d'être couverts pendant une période de trois mois.



Province/ territoire	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Accès à un régime de soins de santé – centres correctionnels communautaires (CCC)		Accès à un régime de soins de santé – centres résidentiels communautaires (CRC)		Remarques
	Pendant la période d'incarcération	Après la mise en liberté		Admissibles	Non admissibles	Admissibles	Non admissibles	
Yukon	X	X	<ul style="list-style-type: none"> • Preuve de citoyenneté ou certificat de naissance • Preuve de résidence • Une autre pièce d'identité 	X		X		
Territoires du Nord-Ouest		X	<ul style="list-style-type: none"> • Preuve de citoyenneté ou certificat de naissance • Documents du pénitencier fédéral attestant la mise en liberté • Preuve de résidence (deux pièces) • Une lettre du CCC ou du CRC confirmant la preuve de résidence • Demande dûment remplie 	X		X		<ul style="list-style-type: none"> • Si un délinquant arrive de l'Alberta, il peut recevoir sa carte santé le jour suivant la présentation de sa demande et des documents requis.
Nunavut		X	<ul style="list-style-type: none"> • Preuve de citoyenneté/certificat de naissance • Copie de la carte santé temporaire de la province de mise en liberté 		S.O.		S.O.	<ul style="list-style-type: none"> • Les délinquants ne peuvent présenter une demande de carte santé pendant qu'ils sont incarcérés. • Il n'y a aucune maison de transition, aucun CCC ni aucun CRC au Nunavut.



Appendix G. / Annexe G.

Provincial Disability Benefits

Prestations d'invalidité provinciales



Appendix G. Provincial Disability Benefits / Annexe G. Prestations d'invalidité provinciales

	Overview of Access to Provincial Disability Benefits	Aperçu de l'accès aux prestations d'invalidité provinciales
	<p>All provinces require a medical assessment to be completed by a physician, and these are generally completed by psychiatrists for CSC clients. This is important to note because in many cases, provincial disability will not accept medical assessments completed by institutional physicians or by out-of-province physicians. For offenders who are released to another province, this creates difficulties if no physicians/psychiatrists are available or if offenders are forced to rely on walk-in clinics.</p>	<p>Dans toutes les provinces, les autorités exigent qu'un médecin procède à une évaluation médicale, laquelle est généralement réalisée par un psychiatre chez les délinquants relevant du Service correctionnel du Canada (SCC). Il s'agit là d'une réalité qu'il importe de souligner, puisque dans de nombreux cas, les responsables des régimes provinciaux de prestations d'invalidité n'acceptent pas les évaluations médicales produites par le médecin d'un établissement ou par un médecin établi à l'extérieur de la province en cause. Cette pratique cause des problèmes aux délinquants qui sont mis en liberté dans une province autre que celle où ils étaient incarcérés, d'autant plus que s'ils n'ont accès à aucun médecin ou psychiatre, ces délinquants sont contraints de se rendre dans une clinique sans rendez-vous.</p>
	<p>The use of walk-in clinics is troublesome because many walk-in general practitioners are hesitant to complete medical disability forms for patients they are not familiar with.</p>	<p>Le recours aux cliniques sans rendez-vous pose toutefois problème, puisque les omnipraticiens qui y travaillent sont réticents à produire un certificat médical d'invalidité pour des patients qu'ils ne connaissent pas.</p>



Correctional Service Canada
National Essential Health Services Framework

Service correctionnel Canada
Cadre national relatif aux soins de santé essentiels

	<p>The aging offender population, 60 and over, will receive drug benefits through federal programs such as federal drug benefits, Old Age Income Support and Canada Pension.</p>		<p>La population vieillissante de délinquants (les 60 ans et plus) recevra des prestations d'assurance médicaments au moyen de programmes fédéraux, notamment les programmes fédéraux d'assurance médicaments, les programmes de soutien du revenu offerts aux personnes âgées et le Régime de pensions du Canada.</p>
	<p>The disability benefits application process presents a significant barrier to offenders with disabilities who are moving from Day Parole to Full Parole. They are not eligible to apply for assistance of any kind until they are no longer in CRFs, and they are unlikely to be granted Full Parole if they do not have a solid financial plan.</p>		<p>Le processus de demande de prestations d'invalidité constitue un obstacle majeur pour les délinquants handicapés qui passent de la semi-liberté à la libération conditionnelle totale. En effet, ces délinquants ne sont admissibles à aucune forme d'assistance tant et aussi longtemps qu'ils résident dans un centre résidentiel communautaire (CRC) et ils ont peu de chance d'obtenir une libération conditionnelle totale s'ils ne disposent pas d'un plan financier fiable.</p>



Overview of Provincial Disability Benefits

Correctional Service Canada
National Essential Health Services Framework

Service correctionnel Canada
Cadre national relatif aux soins de santé essentiels

Province/Territory	Program Name(s)	Eligible to Apply		Application Requirements	Eligible in	
		Incarcerated	Released		CCCs	CRFs
Newfoundland & Labrador	Various programs exist including Income Support, Mental Health & Addiction Housing Program and Community Support Program Health and Community Services 1- (709)729-4984 Department of Education and Labor – 1- 877-729-7888	Yes 1 week prior to release	Yes	<ul style="list-style-type: none"> • Proof of Canadian citizenship/provincial Health Insurance card • Proof of address • Government-issued photo identification • Banking information for direct deposit- income for the last 60 days- for offenders; a discharge letter is sufficient 	Yes (Will receive Comfort Allowance)	Yes (Will receive Comfort Allowance)
Nova Scotia	Services for Persons with Disabilities (Income Assistance) Access Nova Scotia (902) 424-6111 Community Services (902) 869-3644	No Only in exceptional circumstances when an offender needs medications or has a very special condition.	Yes	<ul style="list-style-type: none"> • CSC Release Certificate • Proof of address- if residing at a CCC or CRF is a condition of the release, the offender is not eligible for Provincial disability benefit. If they are residing at a CCC or CRF by choice, they would be eligible. • Proof of income (completed income tax) • Updated bank statement • Void cheque or bank deposit form • Two pieces of government-issued identification in addition to penitentiary ID card (need health card) 	No	No
New Brunswick	Long Term Disability through Social Development (Income Assistance) Department of Social Development	Yes 2 weeks to 10 days prior to release	Yes	<ul style="list-style-type: none"> • CSC Release Certificate • Medical certificate confirming disability • Proof of address • Updated bank statement • Void cheque or bank deposit form • Two pieces of government-issued identification (CSC ID card is acceptable temporarily) but need to apply for a permanent ID card 	No	No



Province/Territory	Program Name(s)	Eligible to Apply		Application Requirements	Eligible in	
		Incarcerated	Release		CCCs	CRFs
Prince Edward Island	<p>Disability Support Program- only provides resources for disabled. For income support, individual have to apply through Department of Community Services and Seniors.</p> <p>Department of Community Services and Seniors (902) 368-6440</p> <p>Due to the high number of unemployment in PEI, the province has no funding to support individuals moving to the province. The support and services apply only to individuals who are relocating due to an employment offer.</p>	Only if they have a job in PEI	Only if they go to a job	<ul style="list-style-type: none"> • CSC Release Certificate • Updated bank statement • Void cheque or bank deposit form • Two pieces of government-issued identification 	N/A	N/A
Quebec	La Régie des Rentes du Québec Programme Invalidité 1-877-644-4545	Yes	Yes	<ul style="list-style-type: none"> • Demand for Disability Benefits form • Medical Report form • Proof of income 	Yes	Yes
Ontario	Ontario Disability Support Program Ministry of Community and Social Services	Yes With 15 days prior to discharge	Yes	<ul style="list-style-type: none"> • Completed disability determination package • Birth certificate • Proof of address • Statement of income/assets 	No	No
Manitoba	Employment and Income Assistance (EIA) Disability Program Manitoba Family Services 1-888-567-7243	Yes 2-4 weeks prior to release. The benefits become effective after release	Yes	<ul style="list-style-type: none"> • CSC Release Certificate • Pre-screening questionnaire • Updated bank statement • Government-issued identification 	No	Only if residing in CRF is NOT a condition on their release
Saskatchewan	Saskatchewan Assured Income for Disability (SAID) Ministry of Social Services 1-866-221-5200	No	Yes	<ul style="list-style-type: none"> • Proof of address • ID (Proof of age & Canadian Citizenship) • Lack of financial resources • Significant and enduring disability • Saskatchewan health card number (helpful but not necessary) 	No	No



Province/Territory	Program Name(s)	Eligible to Apply		Application Requirements	Eligible in	
		Incarcerated	Released		CCCs	CRFs
Alberta	Assured Income for the Severely Handicapped (AISH) Disability Services (780) 644-9992	Yes Once a community address is established	Yes	<ul style="list-style-type: none"> • Proof of address • Income tax forms • Completion of a mental/physical health assessment • Government-issued identification 	No	No
British Columbia	Persons with Disability (PWD) Ministry of Social Development and Social Innovation Service BC (604) 660-2421	Yes Offenders who have access to computer to complete the application on-line or assisted by the POs	Yes	<ul style="list-style-type: none"> • Birth certificate • Social Insurance Number • Photo identification • Proof of address • Intent to Rent form from a landlord • Updated bank statement • Support from a physician and an assessor 	Yes Case by case depending on other criteria such as income	Yes Case by case depending on other criteria such as income
Yukon	Department of Health and Social Services	No	Yes	<ul style="list-style-type: none"> • Application signed by a physician • Proof of address • Social Insurance Number, Birth Certificate or citizenship • Proof of income 	Yes	Yes
NWT	Department of Health and Social Services If not on Disability Support program and over 60 has to apply for drug benefit through Blue Cross or received Federal Government Drug Benefit program (867)767-9030	Yes- up to 2 weeks prior to discharge	Yes	<ul style="list-style-type: none"> • Birth Certificate • Letter of Discharge • Completed Extended Health Application – signed by a physician/health care professional • Proof of residency 	Yes	Yes
Nunavut	Department of Health and Social Services Does not have provincial disability benefits. Offenders can apply for extended health benefits on a case by case	No	Yes	<ul style="list-style-type: none"> • Application signed by a physician 	N/A	N/A



Accès aux prestations d'invalidité provinciales

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Province/territoire	Titre des programmes	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Admissibilité	
		Pendant la période d'incarcération	Après la mise en liberté		Centres correctionnels communautaires	Centres résidentiels communautaires
Terre-Neuve-et-Labrador	Divers programmes sont offerts, notamment : Income Support (aide au revenu); Mental Health & Addiction (santé mentale et toxicomanie); Housing Program (programme de logements); Community Support Program (programme de soutien communautaire) Ministère de la Santé et des Services communautaires 1-709-729-4984 Ministère de l'Éducation et du Travail – 1-877-729-7888	Oui Une semaine avant la mise en liberté	Oui	<ul style="list-style-type: none"> • Preuve de citoyenneté canadienne/carte d'assurance maladie provinciale • Preuve d'adresse • Pièce d'identité avec photo délivrée par le gouvernement • Renseignements bancaires pour le dépôt direct – revenu pour les 60 derniers jours – pour les délinquants, une lettre de libération est suffisante 	Oui (Recevra une allocation de menues dépenses)	Oui (Recevra une allocation de menues dépenses)
Nouvelle-Écosse	Services for Persons with Disabilities (services aux personnes handicapées) [aide au revenu] Accès Nouvelle-Écosse 902-424-6111 Ministère des Services communautaires 902-869-3644	Non Uniquement dans des circonstances exceptionnelles lorsqu'un délinquant a besoin de médicaments ou a un problème de santé particulier.	Oui	<ul style="list-style-type: none"> • Certificat de mise en liberté délivré par le SCC • Preuve d'adresse – si habiter dans un CCC ou un CRC est une condition de la mise en liberté, le délinquant n'est pas admissible aux prestations d'invalidité provinciales. S'il habite dans un CCC ou un CRC par choix, il y serait admissible. • Preuve de revenu (déclaration de revenus dûment remplie) • Relevé bancaire à jour • Chèque annulé ou bordereau de dépôt • Deux pièces d'identité délivrées par le gouvernement en plus de la carte d'identité du pénitencier (carte santé nécessaire) 	Non	Non



Province/territoire	Titre des programmes	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Admissibilité	
		Pendant la période d'incarcération	Après la mise en liberté		Centres correctionnels communautaires	Centres résidentiels communautaires
Nouveau-Brunswick	Régime d'invalidité de longue durée du ministère du Développement social (aide au revenu) Ministère du Développement social	Oui De 2 semaines à 10 jours avant la mise en liberté	Oui	<ul style="list-style-type: none"> • Certificat de mise en liberté délivré par le SCC • Certificat médical confirmant le handicap • Preuve d'adresse • Relevé bancaire à jour • Chèque annulé ou bordereau de dépôt • Deux pièces d'identité délivrées par le gouvernement (la carte d'identité du SCC est acceptable de façon temporaire, mais le délinquant doit présenter une demande pour obtenir une carte d'identité permanente) 	Non	Non
Île-du-Prince-Édouard	Programme de soutien aux personnes handicapées – fournit des ressources uniquement aux personnes handicapées. Pour un soutien du revenu, les personnes doivent présenter une demande au ministère des Services communautaires et des Aînés. Ministère des Services communautaires et des Aînés 902-368-6440 En raison du taux de chômage élevé à l'I.-P.-É., la province ne dispose d'aucun financement pour soutenir les personnes qui déménagent dans la province. Le soutien et les services s'appliquent uniquement aux personnes qui déménagent en raison d'une offre d'emploi.	Uniquement si les délinquants ont un emploi à l'I.-P.-É.	Seulement s'ils se rendent à un emploi.	<ul style="list-style-type: none"> • Certificat de mise en liberté délivré par le SCC • Relevé bancaire à jour • Chèque annulé ou bordereau de dépôt • Deux pièces d'identité délivrées par le gouvernement 	S.O.	S.O.
Québec	Rente d'invalidité de la Régie des rentes du Québec 1-877-644-4545	Oui	Oui	<ul style="list-style-type: none"> • Formulaire de demande de prestations d'invalidité • Formulaire de rapport médical • Attestation de revenu 	Oui	Oui



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Province/territoire	Titres de programmes	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Admissibilité	
		Pendant la période d'incarcération	Après la mise en liberté		Centres correctionnels communautaires	Centres résidentiels communautaires
Ontario	Programme ontarien de soutien aux personnes handicapées Ministère des Services sociaux et communautaires	Oui Dans les 15 jours précédant la libération	Oui	<ul style="list-style-type: none"> • Trousse sur la détermination de l'invalidité dûment remplie • Acte de naissance • Preuve d'adresse • État du revenu/état de l'actif 	Non	Non
Manitoba	Programme d'aide à l'emploi et au revenu/Programme d'aide au revenu pour les personnes handicapées Ministère des Services à la famille 1-888-567-7243	Oui De 2 à 4 semaines avant la mise en liberté. Les prestations entrent en vigueur après la mise en liberté	Oui	<ul style="list-style-type: none"> • Certificat de mise en liberté délivré par le SCC • Questionnaire de présélection • Relevé bancaire à jour • Pièce d'identité délivrée par le gouvernement 	Non	Uniquement si le fait d'habiter dans un CRC n'est PAS une condition à la mise en liberté du délinquant
Saskatchewan	Saskatchewan Assured Income for Disability (assurance-revenu de la Saskatchewan pour les personnes handicapées) Ministry of Social Services (ministère des Services sociaux) 1-866-221-5200	Non	Oui	<ul style="list-style-type: none"> • Preuve d'adresse • Pièce d'identité (preuve d'âge et de citoyenneté canadienne) • Preuve du manque de ressources financières • Preuve d'invalidité importante et durable • Numéro de la carte santé délivrée par la Saskatchewan (utile, mais facultatif) 	Non	Non
Alberta	Assured Income for the Severely Handicapped (assurance-revenu de l'Alberta pour les personnes gravement handicapées) Disability Services (services aux personnes handicapées) 780-644-9992	Oui Dès que l'adresse dans la collectivité est fixée	Oui	<ul style="list-style-type: none"> • Preuve d'adresse • Imprimés fiscaux • Évaluation de l'état de santé mentale et physique • Pièce d'identité délivrée par le gouvernement 	Non	Non



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Province/territoire	Titre des programmes	Admissibilité à présenter une demande		Documents exigés dans le cadre de la demande	Admissibilité	
		Pendant la période d'incarcération	Après la mise en liberté		Centres correctionnels communautaires	Centres correctionnels communautaires
Colombie-Britannique	Persons with Disability (services aux personnes handicapées) Ministry of Social Development and Social Innovation (ministère du Développement social et de l'Innovation sociale) Service BC (604) 660-2421	Oui Les délinquants qui ont accès à un ordinateur pour remplir la demande en ligne ou qui reçoivent l'aide d'un ALC	Oui	<ul style="list-style-type: none"> • Acte de naissance • Numéro d'assurance sociale • Pièce d'identité avec photo • Preuve d'adresse • Formulaire d'intention de location produit par un propriétaire bailleur • Relevé bancaire à jour • Preuve du soutien d'un médecin et d'un examinateur 	Oui Au cas par cas en fonction d'autres critères, notamment le revenu	Oui Au cas par cas en fonction d'autres critères, notamment le revenu
Yukon	Ministère de la Santé et des Affaires sociales	Non	Oui	<ul style="list-style-type: none"> • Demande signée par un médecin • Preuve d'adresse • Numéro d'assurance sociale, certificat de naissance ou de citoyenneté • Attestation de revenu 	Oui	Oui
Territoires du Nord-Ouest	Ministère de la Santé et des Services sociaux Si la personne n'est pas inscrite au programme de soutien aux personnes handicapées et qu'elle n'a pas plus de 60 ans, elle doit présenter une demande pour obtenir des prestations d'assurance médicaments par l'intermédiaire de la Croix-Bleue ou avoir déjà bénéficié d'un régime fédéral d'assurance médicaments 867-767-9030	Oui Jusqu'à 2 semaines avant la libération	Oui	<ul style="list-style-type: none"> • Acte de naissance • Lettre de libération • Demande de prestations d'assurance maladie complémentaires dûment remplie – signée par un médecin/professionnel des soins de la santé • Preuve de résidence 	Oui	Oui
Nunavut	Ministère de la Santé et des Services sociaux Ne reçoit pas de prestations d'invalidité provinciale. Les délinquants peuvent présenter une demande pour recevoir des prestations d'assurance maladie	Non	Oui	<ul style="list-style-type: none"> • Demande signée par un médecin 	S.O.	S.O.



Appendix H. / Annexe H.

Provincial/Territorial Ministry of Health Contact

Personne-ressource du ministère de la santé provincial/territorial



Appendix H. Contact / Annexe H. Personne-ressource	
Newfoundland & Labrador	Terre-Neuve-et-Labrador
<p>Roxanne Fudge Supervisor, Public Services & Administration Department of Health & Community Services Belvedere Building, 57 Margaret's Place P.O. Box 8700, St. John's, NL., A1B 4J6 Phone: (709) 292-4010 Email: roxannefudge@gov.nl.ca</p>	<p>Roxanne Fudge Superviseure, Services publics et administration Department of Health & Community Services Immeuble Belvedere, 57 Margaret's Place C.P. 8700, St. John's (T.-N.) A1B 4J6 Téléphone : 709-292-4010 Courriel : roxannefudge@gov.nl.ca</p>
Prince Edward Island	Île-du-Prince-Édouard
<p>Amanda Murphy Medicare Eligibility Clerk Medical Programs Department of Health Phone: (902) 838-0955 Email: almurphy@ihis.org</p>	<p>Amanda Murphy Commis, Admissibilité à l'assurance-maladie Programmes médicaux Department of Health Téléphone : 902-838-0955 Courriel : almurphy@ihis.org</p>
Nova Scotia	Nouvelle-Écosse
<p>Patricia Dolliver Manager, Contact Centres Medavie Blue Cross P.O. Box 2200 Halifax, NS, B3J 3C6 Phone: (902) 496-7126 Email: patricia.dolliver@medavie.ca</p> <p>Nicole Mercer Medavie Blue Cross P.O.Box 2200 Halifax, NS, B3J 3C6 Phone: (902) 484-2285 Email: Nicole.mercer@medavie.ca</p>	<p>Patricia Dolliver Gestionnaire, Centre de contacts Medavie Blue Cross C.P. 2200 Halifax (N.-É.) B3J 3C6 Téléphone : 902-496-7126 Courriel : patricia.dolliver@medavie.ca</p> <p>Nicole Mercer Medavie Blue Cross C.P. 2200 Halifax (N.-É.) B3J 3C6 Téléphone : 902-496-7126 Courriel : Nicole.mercer@medavie.ca</p>
New Brunswick	Nouveau-Brunswick
<p>Michel Leger Director, Medicare- Eligibility & Claims NB Department of Health Phone : (506) 457-6849 Email : michel.leger@gnb.ca</p>	<p>Michel Leger Directeur, Services d'assurance-maladie - Admissibilité et réclamations Ministère de la santé, N.-B. Téléphone : 506-457-6849 Courriel : michel.leger@gnb.ca</p>



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	Ontario		Ontario
	<p>Andy Team Leader Health Information Ontario Ministry of Health and Long Term Care Registration and Claims Branch Phone: 1-866-532-3161 Ext 1677</p>		<p>Andy Chef d'équipe Information sur la santé Ministère de la santé et des soins de longue durée de l'Ontario Direction de l'inscription et des réclamations Téléphone : 1-866-532-3161, poste 1677</p>
	Saskatchewan		Saskatchewan
	<p>Brenda Perras Saskatchewan Health Phone: (306) 337-5087 Email: Brenda.Perras@ehealthsask.ca</p> <p>Karen Schmidt Saskatchewan Health Phone: (306)337-5019 Email: Karen.schmidt@ehealthsask.ca</p>		<p>Brenda Perras Saskatchewan Health Téléphone : 306-337-5087 Courriel : Brenda.Perras@ehealthsask.ca</p> <p>Karen Schmidt Saskatchewan Health Téléphone : 306-337-5087 Courriel : Karen.schmidt@ehealthsask.ca</p>
	Alberta		Alberta
	<p>Patricia Greenslade Policy Analyst Policy Management Unit Health Care Insurance Plan Administration Alberta Health and Wellness Phone: (780) 415-1569 Email: patricia.greenslade@gov.ab.ca</p> <p>Tracey Chalmers Policy Analyst Policy management Unit Health Care Insurance Plan Administration Alberta Health and Wellness Phone: (780) 427-9867 Email: tracey.chalmers@gov.ab.ca</p>		<p>Patricia Greenslade Analyste des politiques Unité de la gestion des politiques Administration du régime d'assurance-maladie Alberta Health and Wellness Téléphone : 780-415-1569 Courriel : patricia.greenslade@gov.ab.ca</p> <p>Tracey Chalmers Analyste des politiques Unité de la gestion des politiques Administration du régime d'assurance-maladie Alberta Health and Wellness Téléphone : 780-427-9867 Courriel : tracey.chalmers@gov.ab.ca</p>



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	British Columbia		Colombie-Britannique
	<p>Isobel Ross Policy analyst Medical Services Operation and Policy Ministry of Health Services Phone: (250) 952-3165 Email: Isobel.ross@gov.bc.ca</p>		<p>Isobel Ross Analyste des politiques Services médicaux - Opération et politiques Ministry of Health Services Téléphone : 250-952-3165 Courriel : Isobel.ross@gov.bc.ca</p>
	Manitoba		Manitoba
	<p>Margaret Wilshire Manitoba Health Manager, Registration and Client Services Phone: (204) 788-6462 / Toll Free: 800-3921207 Fax: (204)783-2171 / Toll Free: 866-608-2983 Email: Margaret.wilshire@gov.mb</p>		<p>Margaret Wilshire Santé Manitoba Gestionnaire, Inscription et services à la clientèle Téléphone : 204-788-6462 / Sans frais : 800-392-1207 Télécopieur : 204-783-2171 / Sans frais : 866-608-2983 Courriel : Margaret.wilshire@gov.mb</p>
	Québec		Québec
	<p>Hélène Coulombe Régie de l'assurance maladie du Québec Coordonnatrice du réseau des authenticateurs Service de l'évolution de l'admissibilité en assurance maladie et médicaments. Tél à Québec : (418) 682-5137 poste 5494 Ailleurs au Québec 1-866-860-3343 poste 5494 Courriel : helene.coulombe@ramp.gouv.qc.ca</p>		<p>Hélène Coulombe Régie de l'assurance-maladie du Québec Coordonnatrice du réseau des authenticateurs Service de l'évolution de l'admissibilité en assurance-maladie et médicaments Téléphone à Québec : 418-682-5137, poste 5494 Ailleurs au Québec : 1-866-860-3343, poste 5494 Courriel : helene.coulombe@ramp.gouv.qc.ca</p>
	Nunavut		Nunavut
	<p>Anna Murry Hedley Manager of Health Insurance Phone: (867) 645-8002 Email: ahedley@gov.nu.ca</p>		<p>Anna Murry Hedley Gestionnaire de l'assurance-maladie Téléphone : 867-645-8002 ahedley@gov.nu.ca</p>
	NWT		T.N.-O.
	<p>Kathy Wilkinson Coordinator of Health Care Phone: (867)777-7411 Email: Kathy_wilkinson@gov.nt.ca</p>		<p>Kathy Wilkinson Coordonnatrice des soins de santé Téléphone : 867-777-7411 Courriel : Kathy_wilkinson@gov.nt.ca</p>
	Yukon		Yukon
	N/A		N/A