



# GUIDELINES 711-5

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## Health Services in Structured Intervention Units

<b>CORE RESPONSIBILITY</b>	Care and Custody
<b>OFFICE(S) OF PRIMARY INTEREST</b>	Health Services Sector
<b>ONLINE @</b>	<ul style="list-style-type: none"> <li>• <a href="http://thehub/En/collections/policy-legislation/CommissionersDirectives/711-5-gl-eng.pdf">http://thehub/En/collections/policy-legislation/CommissionersDirectives/711-5-gl-eng.pdf</a></li> <li>• <a href="http://thehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/711-5-l-d-fra.pdf">http://thehub/Fr/Collections/politiques-lois/DirectivesDuCommissaire/711-5-l-d-fra.pdf</a></li> <li>• <a href="http://www.csc-scc.gc.ca/text/plcy/cdshtm/711-5-gl-eng.shtm">http://www.csc-scc.gc.ca/text/plcy/cdshtm/711-5-gl-eng.shtm</a></li> <li>• <a href="http://www.csc-scc.gc.ca/text/plcy/cdshtm/711-5-l-d-fra.shtml">http://www.csc-scc.gc.ca/text/plcy/cdshtm/711-5-l-d-fra.shtml</a></li> </ul>
<b>AUTHORITIES</b>	<ul style="list-style-type: none"> <li>• <a href="#">Corrections and Conditional Release Act</a> (CCRA), sections <a href="#">4(c)</a>, <a href="#">4(g)</a>, <a href="#">37.1 to 37.5</a>, <a href="#">86</a>, <a href="#">86.1</a> and <a href="#">87</a></li> <li>• <a href="#">Corrections and Conditional Release Regulations</a> (CCRR), sections <a href="#">22(1)(a)</a>, <a href="#">23(1)(c)</a>, <a href="#">23.08 to 23.1</a></li> </ul>
<b>PURPOSE</b>	<ul style="list-style-type: none"> <li>• To provide staff and contractors with direction on the provision of health services to inmates within the Structured Intervention Unit and subject to restricted movement</li> </ul>
<b>APPLICATION</b>	Applies to all Correctional Service of Canada (CSC) staff and contractors involved in the transfer, management, oversight, provision of interventions and services, and decision making of inmates in an SIU or subject to restricted movement

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## **RESPONSIBILITIES**

1. The Assistant Commissioner, Health Services, will:
  - a. chair the Health Committee established by the Commissioner to review [Structured Intervention Units](#) (SIU) cases referred to the Committee, in accordance with [subsection 37.32\(1\)](#) of the CCRA
  - b. develop and implement a quality assurance program to ensure the delivery of safe, quality health care in SIUs and for inmates subject to [restricted movement](#), to be reviewed annually.
2. The Regional Director, Health Services, will ensure:
  - a. the provision of health services to inmates in SIUs or subject to restricted movement
  - b. the health and welfare are the primary consideration in all health care decisions and recommendations related to inmates in SIUs or subject to restricted movement
  - c. policies related to the provision of health services in SIUs and for inmates subject to restricted movement are effectively communicated and implemented
  - d. all reported incidents of non-compliance related to health services policies in SIUs and for inmates subject to restricted movement are addressed.
3. The Institutional Head will ensure that the Standing Order for the SIU includes the requirement for a referral for a health assessment, including mental health, to be completed at the time of the SIU transfer authorization.
4. The Manager, Health Care and Rehabilitation Programs and Services, will:
  - a. provide leadership and ensure effective collaboration between the health team and the Institutional Heads

- b. liaise with the Institutional Head to advise them when a [registered health care professional](#) makes recommendations that an individual should not remain in an SIU or be subject to restricted movement, or the [conditions of confinement](#) (CoC) should be altered
  - c. notify the Regional Director, Health Services, when a registered health care professional makes a recommendation to the Institutional Head that an individual should not remain in an SIU or be subject to restricted movement, or the CoC should be altered
  - d. establish a process for the timely completion of documentation to share with the [Independent External Decision Maker](#), in accordance with the [Integrated Mental Health Guidelines](#)
  - e. ensure that a procedure is in place for staff and contractors to refer inmates in an SIU or subject to restricted movement to health services pursuant to the timeframes and requirements in this guideline
  - f. ensure all reported incidents of non-compliance by staff and contractors related to health services policies in SIUs and for inmates subject to restricted movement are addressed.
5. The Chief, Health Services, and Chief, Mental Health Services, will:
- a. ensure health care assessments are completed, pursuant to the timeframes and requirements within this policy
  - b. ensure measures are in place to support the provision of essential health services and continuity of care for inmates in SIU or subject to restricted movement
  - c. conduct daily reviews for quality and accuracy of the data and information recorded in the [SIU Application](#) by health services staff.
6. Where applicable, Occupational Therapists and/or Social Workers in women's institutions will:
- a. assist with addressing the health needs of women in SIUs
  - b. conduct health promotion and preventative activities related to women's psychosocial rehabilitation and physical and mental well-being.
7. [Health care professionals](#) will work collaboratively with the Interdisciplinary Health Team to address the health needs of inmates who are in an SIU or subject to restricted movement.

## **PROCEDURES**

### **HEALTH ASSESSMENT PROCESS**

#### **Health Referral following Transfer Authorization**

8. The person authorizing an individual's transfer to an SIU will ensure a referral for a health assessment, including mental health, is completed at the time of the SIU transfer authorization in accordance with institutional Standing Orders.

### **Health Assessments and Monitoring Requirements**

9. A registered health care professional will complete the following health (including mental health) assessments and processes and document them in the Electronic Health Information System, as per the [Integrated Mental Health Guidelines](#):
  - a. first day health assessment, including mental health, by a registered health care professional within 24 hours of the individual's authorized transfer to an SIU
  - b. health assessment, including mental health, by a registered health care professional every 12 to 14 days that an individual remains in an SIU
  - c. daily visit to an individual in an SIU.
10. A registered health care professional, as defined in the [Integrated Mental Health Guidelines](#), will complete a [mental health assessment](#) no later than the 28th day from the authorization to transfer to the SIU, or earlier based on the mental health needs of the individual.

### **Registered Health Care Professional Recommendations**

11. A registered health care professional will recommend to the Institutional Head that the CoC for an individual be altered for health reasons or that the individual be transferred out of an SIU when the health needs cannot be addressed, and the [Interdisciplinary Health Team](#) cannot resolve such concerns.
12. The registered health care professional will complete their recommendation to alter the CoC in writing as soon as practicable, but no more than 24 hours after forming the opinion, including the basis upon which the recommendation was reached and any health care needs requiring accommodation, and will:
  - a. consult with the Chief, Health Services, and/or Chief, Mental Health Services, during regular working hours and work collaboratively with the [Interdisciplinary Health Team](#) involved in the service provision to the individual
  - b. complete and save the [Health Services Recommendation Regarding Structured Intervention Unit and Restricted Movement](#) form (CSC/SCC 1656)
  - c. upon completion, send the [Health Services Recommendation Regarding Structured Intervention Unit and Restricted Movement](#) form (CSC/SCC 1656), and the contents of the report, to the site Institutional Head and the Manager, Health Care and Rehabilitation Programs and Services, via the SIU Application.

### **Institutional Head Review of Registered Health Care Professional Recommendation**

13. The Institutional Head will meet with the individual to verbally notify them of the recommendation provided by the registered health care professional and ensure the process for review is completed, as soon as practicable, when it is received.

14. After meeting with the individual, the Institutional Head will, without delay, discuss with the registered health care professional that made the recommendation and the Manager, Health Care and Rehabilitation Programs and Services, and:
  - a. without delay, identify what steps must be taken to fully implement the recommendation and when those steps can be carried out, and either:
    - i. fully implement the recommendation and inform the registered health care professional, or
    - ii. inform the registered health care professional that the recommendation is not being fully implemented and provide the reasons why
  - b. document their decision in the SIU Application, including a summary of the implementation or partial implementation and the reasons for not fully implementing the recommendation, if applicable.
15. The Institutional Head will meet with the individual to verbally notify the individual of their decision within one working day of their decision and provide their written decision to the individual within two working days.
16. Where the Institutional Head does not fully implement the recommendation of the registered health care professional, they will inform the Health Committee, in writing, without delay.
17. The Institutional Head will provide their written decision and justification within two working days, along with the registered health care professional's written recommendation, to the registered health care professional, the individual, and, if requested by the individual, their legal counsel, in accordance with [Commissioner's Directive 084 – Inmates' Access to Legal Assistance and the Police](#).

### **Health Committee Review**

18. The Chair of the Health Committee will ensure the Committee is comprised of the following people:
  - a. Regional Deputy Commissioner (where recommendations pertain to an inmate in their region)
  - b. Deputy Commissioner for Women (where recommendations pertain to women offenders)
  - c. a senior registered health care professional employed or engaged by CSC, to provide advice to the Health Committee.
19. As soon as practicable, the Health Committee will conduct a review when an Institutional Head does not fully implement the recommendation(s) of a registered health care professional to:
  - a. alter the CoC of an individual in an SIU or when subject to restricted movement
  - b. transfer an individual out of an SIU or when subject to restricted movement.
20. The Health Committee will:
  - a. consider the following in making their decision:
    - i. the individual's representations

- ii. the recommendations made by the registered health care professional
  - iii. the Institutional Head's determination, including the reasons for the decision
- b. ensure their considerations include the following:
- i. the inmate's Correctional Plan
  - ii. the appropriateness of the inmate's current penitentiary placement
  - iii. the appropriateness of the individual's security classification
  - iv. the individual's health needs
  - v. other relevant considerations.
21. In cases where the Health Committee determines that the individual should not remain in an SIU or be subject to restricted movement, or the CoC should be altered, the Chair of the Health Committee, or delegate, will share the decision with the Institutional Head and Manager, Health Care and Rehabilitation Programs and Services, as soon as practicable, for implementation without delay, and will:
- a. document the decision in the SIU Application, which will include a summary of the implementation or partial implementation and the reasons for not fully implementing the recommendation, if applicable
  - b. ensure notice is provided to the Independent External Decision Maker in writing, without delay.
22. The Institutional Head or delegate will share the decision of the Health Committee with the individual, both verbally and in writing, as soon as practicable.
23. In cases where the Health Committee does not support the recommendation of the registered health care professional, the Chair of the Health Committee, or delegate, will:
- a. document their decision in the SIU Application, which will include a summary of the reasons for not fully implementing the recommendation, if applicable
  - b. ensure notice is provided to the Independent External Decision Maker in writing, without delay.

#### **Referral to a Registered Health Care Professional**

24. All CSC staff and contractors working and providing services in an SIU or with inmates subject to restricted movement will:
- a. work collaboratively with health care professionals to ensure health needs of the individual are appropriately accommodated based on the assessments of registered health care professionals

- b. refer to Health Services and enter the referral in the SIU application, in accordance with relevant policy, the case of an individual when they believe that confinement in an SIU or when subject to restricted movement is having detrimental impacts on the individual's health, including, but not limited to:
  - i. refusing to interact with others on a consistent basis
  - ii. engaging in self-injurious behaviour
  - iii. demonstrating symptoms of a drug overdose
  - iv. demonstrating signs of emotional distress or exhibiting behaviour that suggests they are in urgent need of mental health care.

### **Monitoring**

25. To support the effective continuum of care for [complex cases](#) in the SIU, the Regional Director, Health Services, will ensure the following practices are effectively managed:
  - a. the monitoring of complex cases
  - b. the sharing of regional information
  - c. the provision of additional direction to staff, as needed.

### **ENQUIRIES**

26. Strategic Policy Division  
National Headquarters  
Email: [Gen-NHQPolicy-Politi@CSC-SCC.gc.ca](mailto:Gen-NHQPolicy-Politi@CSC-SCC.gc.ca)

Acting Assistant Commissioner,  
Health Services

Ginette Clarke

## ANNEX A

### CROSS-REFERENCES AND DEFINITIONS

#### CROSS-REFERENCES

[CD 001 – Mission, Values and Ethics Framework of the Correctional Service of Canada](#)

[CD 701 – Information Sharing](#)

[CD 702 – Aboriginal Offenders](#)

[CD 711 – Structured Intervention Units](#)

[GL 711-1 – Procedures to Transfer Inmates to a Structured Intervention Unit](#)

[GL 711-2 – Management of Structured Intervention Unit Inmates and Inmates Subject to Restricted Movement](#)

[GL 711-3 – Procedures to Transfer Inmates out of a Structured Intervention Unit](#)

[GL 711-4 – Correctional Interventions and Services in Structured Intervention Units](#)

[GL 711-6 – Referrals to and Information Sharing with Independent External Decisions Makers](#)

[CD 800 – Health Services](#)

[GL 800-3 – Consent to Health Service Assessment, Treatment and Release of Information](#)

[GL 800-4 – Response to Medical Emergencies](#)

[GL 800-10 – Intellectual Disability](#)

[CD 843 – Interventions to Preserve Life and Prevent Serious Bodily Harm](#)

[Integrated Mental Health Guidelines](#)

[Health Consultation and Assessment for Structured Intervention and Restricted Movement Guidelines](#)

[Guidelines for Sharing Personal Health Information](#)

[Offender Records System User's Guide](#)

#### DEFINITIONS

**Complex cases:** refers to an individual with mental disorder, considerable mental health needs or more on the Mental Health Needs Scale, and frequent behavioural challenges necessitating staff intervention.

**Conditions of confinement (CoC):** the provisions of inmate entitlements in an SIU or when subject to [restricted movement](#), which include, but are not limited to, the frequency, duration and type of programs, interventions, services, exercise and leisure time provided to the inmate as well as the conditions under which these are provided, including whether barriers are used to mediate interactions.

**Health care professionals:** provide services under the direction of a registered health care professional, in accordance with the registered health care professional's provincial regulatory body.

**Independent External Decision Maker (IEDM):** appointed by the Minister to review the cases of inmates confined in an SIU or subject to restricted movement in accordance with conditions and timeframes identified within the CCRA and CCRR.

**Interdisciplinary Health Teams:** teams established to coordinate the provision of mental health services and facilitate interdisciplinary case consultation. They are responsible for identifying needs and service requirements; prioritizing services; and discussing current clinical, operational, and case management issues/concerns, short and long-term goals, roles and responsibilities of all staff intervening with individuals with high needs, and emergent mental health issues.



**Mental health assessment:** assessment to provide an understanding of the individual's emotional, cognitive, and behavioural functioning.

**Registered health care professionals:** registered health care professionals are responsible for providing services that are ethical, and within their scope of practice and demonstrated competency. All health care professionals must adhere to the standards of practice and codes of conduct identified by their respective professional regulatory bodies, while ensuring to meet relevant legislative requirements and CSC policy.

**Restricted movement:** an inmate who is authorized for a transfer to an SIU when incarcerated at a penitentiary that does not have an SIU may be subject to restrictions on their movement within the penitentiary and interactions with others, subject to safety and security considerations, until a transfer to an SIU can be effected.

**SIU Application:** the computer application used by CSC staff and applicable contractors to document SIU decisions, the daily activities of SIU inmates and inmates subject to restricted movement, interactions with inmates and other information related to an inmate's confinement in an SIU.

**Structured Intervention Unit (SIU):** stand-alone, multi-level security unit within an area of a penitentiary designated by the Commissioner, which provides an alternative institutional living environment where an inmate cannot be maintained in a mainstream inmate population for institutional security or safety reasons, pursuant to [subsection 34\(1\)](#) of the CCRA. SIU inmates are provided opportunities to be out of their cell for a minimum of four hours daily and opportunities to interact with others for a minimum of two hours daily, which include opportunities to participate in correctional interventions and services that address the reasons for their transfer to an SIU.