

ANNUAL REPORT

2019 – 20 // 2020 – 21

ISO
INVESTIGATIONS
& STANDARDS OFFICE

BRIEF MESSAGE

Over the reporting period 2019 through 2021, the Investigations and Standards Office (ISO) has seen a reduction of the amount of complaints submitted for ISO's review.

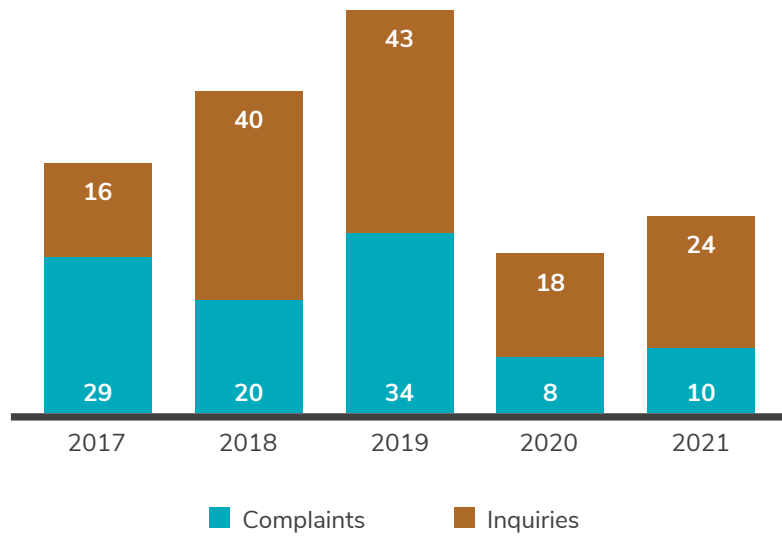
Although ISO's reviews of complaints has decreased in frequency, ISO had seen a sharp increase in appeals of disciplinary hearings in 2021. Given this increase ISO met with Corrections leadership about the disciplinary hearing system at the Whitehorse Correctional Centre (WCC). Subsequently, progress has been made in having additional adjudicative training provided to Independent Adjudicators and Corrections staff.

From the onset of COVID-19, ISO has monitored the situation as it relates to the WCC and COVID-19 cases. The WCC has taken the approach to share its updates and planning with ISO during times where the WCC clients have faced restrictions related to COVID-19. While ISO fielded a number of inquiries about COVID-19 related restrictions at the WCC, the Office received no requests for review on the subject of COVID-19 restrictions in place.

ISO has undergone a reorganization over the reporting period. As of November 2019, ISO reports through the Regulatory Services Branch of the Department of Justice. ISO is also creating expanded capacity through integrated program management and service delivery with the Workers' Advocate Office.

There have been significant reform efforts undertaken by the Corrections Branch over the reporting period. This has led to a decrease in the use of segregation, prohibitions on the use of segregation, as well as an increase in safeguards and controls regulating the use of segregation at the WCC.

2017 – 2021 complaints and inquiries



2017 – 2021 special investigations and inspections

	2017	2018	2019	2020	2021
Special investigations	0	0	0	0	0
Inspections	1	0	0	0	0

2017 – 2021 appeals of disciplinary hearings

	2017	2018	2019	2020	2021
Appeals	11	3	12	11	23
Inmate initiated	10	3	10	7	21
WCC initiated	1	0	2	4	2
Confirm all	5	1	6	6	16
Confirm decision, substitute penalty	3	0	2	4	6
Rescind all	1	1	1	0	1
Direct new hearing	2	1	3	1	0