



# Inspection Report

Vancouver Island Regional Correctional Centre



**INVESTIGATION &  
STANDARDS OFFICE**  
INDEPENDENT OVERSIGHT



Ministry of  
Attorney General

## **Investigation & Standards Office**

**B.C. Ministry of Attorney General**

Inspection Report: Vancouver Island Regional Correctional Centre

Cycle 2 (2025 - 2027)

On-site Inspection Conducted November 25 – 27, 2025

Report Completed April 2026

*We acknowledge with respect that the Justice Services Branch operates throughout B.C. on the traditional lands of Indigenous peoples. The BC Public Service is deeply committed to true and lasting reconciliation with Indigenous peoples in B.C.*

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# Executive Summary

## Mandate

Established by the *Correction Act*, the mandate of the Investigation and Standards Office (ISO) is to provide fair, independent oversight to BC Corrections. As part of the Ministry of Attorney General and independent from the Ministry of Public Safety and Solicitor General, the ISO has the authority to conduct investigations and inspections of correctional centres in British Columbia. Additionally, the ISO undertakes investigations into complaints from individuals in custody or under community supervision and conducts reviews of serious incidents, escapes, deaths in custody, disciplinary hearing decisions, and use of force incidents.

The ISO inspection model is comprehensive, evidence-based, and focused on the experience of individuals in custody and the conditions at B.C. correctional centres. The ISO has developed Inspection Standards, described below, which are applied to B.C. correctional centres to assess, monitor, and report on the conditions of confinement and the experiences of individuals in custody.

The ISO inspects five correctional centres per year, completing all ten correctional centres within a two-year cycle. To assess each of the ten provincial correctional centres, the Inspection Standards are guided by internationally recognized standards of confinement, primarily the *Nelson Mandela Rules*, in addition to more specialized expectations such as the *Bangkok Rules*, which focuses on the experience of women in custody. The Inspection Standards also incorporated various elements of the *United Nations Declaration on the Rights of Indigenous Peoples*, *Truth and Reconciliation Commission of Canada: Calls to Action*, *Yogyakarta Principles*, *United Nations' Principles for the Protection of Persons with Mental Illness*, and the *Convention on the Rights of Persons with Disabilities*.

The Inspection Standards and additional information about the ISO Inspection Model is available on the [ISO website](#).

## Purpose

This inspection report details the second completed inspection within Cycle 2 of the ISO inspection cycle. The inspection of Vancouver Island Regional Correctional Centre (VIRCC) commenced off-site on September 9, 2025, with the on-site portion of the inspection conducted from November 25 – 27, 2025. Through on- and off-site data collection, the inspection team

uses standardized assessment tools and multiple sources of evidence to determine if a centre has met the defined Inspection Standards and to evaluate compliance with past inspection recommendations.

Upon completion of the inspection, data, and evidence analysis, the ISO identifies findings and makes recommendations, which are shared with BC Corrections. BC Corrections responds to the recommendations, specifying the acceptance status and detailing the action that will be undertaken to address or respond to each recommendation. The ISO monitors implementation by tracking progress on the action items. One year after BC Corrections responds to the recommendations, the ISO requests a formal update on the status of actions taken to address each recommendation.

## Key Findings

Vancouver Island Regional Correctional Centre meets expectations for **76 out of 80** applicable Inspection Standards.

### **The inspection team identified strengths in the following areas:**

- Repeat Violent Offender Intervention Initiative (ReVOII) and Integrated Transitional and Release Planning (ITRP) probation officers have recently started assisting with the delivery of CORE and Essential Skills for Success (ESS) programs to individuals in custody.
- A new program will establish a barista coffee shop, involving individuals in custody in both the construction and day-to-day operation of the coffee shop.
- The addition of an Indigenous cultural space and the warm welcoming of a new Indigenous Cultural Liaison.

### **The inspection team identified the following findings among Inspection Standards that did not meet expectations:**

- Mental Health Needs and/or Indigenous Considerations Forms are not consistently being completed/updated.
- Records and case management document inconsistencies.
- Staff did not always refer to individuals in custody in an appropriate or professional manner.

## Conclusion

The ISO would like to extend our appreciation to the staff and management at VIRCC for their cooperation and support throughout this inspection. Their professionalism and willingness to accommodate our process greatly contributed to the efficiency and thoroughness of this inspection. Based on the findings, three recommendations have been identified for VIRCC management to consider. A recommendation response table, included at the end of this report, outlines the responses from both VIRCC and BC Corrections.

# Inspection Overview

Vancouver Island Regional Correctional Centre (VIRCC), built in 1913 and extensively renovated and expanded in 1984, has 207 cells and houses individuals who are sentenced and remanded, with secure and medium classifications. At the start of our review in September 2025, there were 209 individuals in custody at VIRCC.

**Table 1: Characteristics of Individuals in Custody at VIRCC, September 2025<sup>1</sup>**

Category	Number	Percentage
<b>Self-Identified Gender</b>		
Male	105	50%
Not Stated (did not identify upon admission)	103	49%
Female	1	1%
<b>Ethnicity</b>		
Caucasian	120	57%
Indigenous	63	30%
Other/Unknown	7	3%
Black	6	3%
Hispanic	6	3%
Asian	4	2%
East Indian	3	1%
<b>Legal Hold Status<sup>2</sup></b>		
Remand	162	78%
Sentenced	47	23%
<b>Security Classification<sup>3</sup></b>		
Secure	98	47%
Medium	101	48%
<b>Population Designation</b>		
General population (GP)	63	30%
GP Mental Health Needs (MHN) designation <sup>4</sup>	13	6%
Protective custody (PC)	110	53%
PC Mental Health Needs (MHN) designation <sup>4</sup>	14	7%

<sup>1</sup> Numbers and percentages are based on data from CORNET, BC Corrections' internal client management system.

<sup>2</sup> *Sentenced* refers to individuals serving provincial sentences. *Remand* includes individuals awaiting trial or sentencing, sentenced individuals who are before the courts on other matters, and those held on behalf of Correctional Services Canada.

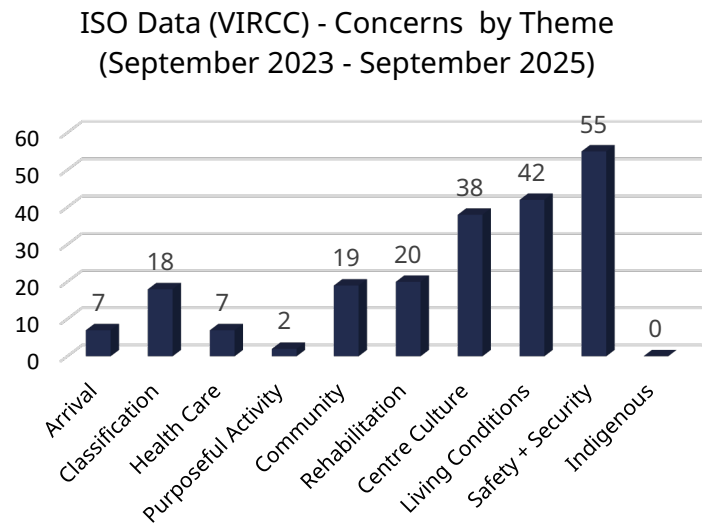
<sup>3</sup> Security Classification and Population Designation exclude individuals in the "not stated" category.

<sup>4</sup> The MHN designation is intended as a classification tool and does not encompass all individuals in custody who have identified mental health needs.

## Internal Case Data

The inspection process commences with an analysis of the ISO data related to individuals in custody at VIRCC between September 1, 2023, and September 1, 2025. During this time frame the ISO had 221 overall contacts with individuals. The analysis also incorporated all recommendations and annual progress updates from the previous inspection conducted at VIRCC in November 2023.

- 152** Telephone Calls
- 16** Early Resolutions
- 70** Written Complaints
- 16** Disciplinary Hearing Reviews
- 4** Critical Incident Reviews
- 3** Previous Recommendations



The information above may include multiple complaints from the same individual and does not reflect the number of unique individuals with concerns.

## Document Review

The inspection team conducted file reviews on 10% of the individuals incarcerated at VIRCC selected through stratified random sampling. This method ensured the files selected included remanded and sentenced individuals, those classified as general population and protective custody, and those who identify as Indigenous or as belonging to a minority group.

The inspection team reviewed a diverse selection of documents and materials held by the centre. Concerns raised through the review of these materials, individuals' files, past inspection recommendations, annual progress updates, and/or the ISO internal data were assessed against the Inspection Standards. In response, an on-site Action Plan was developed to support the on-site inspection.

## Use of Force

As part of the documentation review, the inspection team examined ten Use of Force (UOF) incidents, and five code yellow<sup>5</sup> events that occurred between September 1, 2023, and September 1, 2025. The 2023 documentation review indicated the centre had noted areas for improvement in staff training, particularly in de-escalation techniques and the application of trauma-informed approaches. These issues were significantly less evident in documentation from 2024 and 2025.

From the review and follow-up discussions with staff on-site, the inspection team was informed the Emergency Response Team continues regular training and works closely with VIRCC management to ensure trauma-informed practices are considered when force is used. Additionally, staff are trained and encouraged to allow extra time for de-escalation and compliance, when appropriate, before resorting to force. Concerns identified in UOF applications are reviewed, documented, and addressed by the centre and BC Corrections.

BC Corrections reviews every UOF incident to objectively assess staff actions and determine whether the force used was lawful and consistent with BC Corrections' training and policy. All incidents receive a primary review, and additional levels of review may occur depending on the seriousness of the incident.

Under sections 28(2)(c) and 28(2)(d) of the *Correction Act*, the ISO, has the authority to investigate incidents involving the UOF in provincial correctional centres. This includes initiating an investigation into an incident respecting the administration of the *Correction Act*, as well as to investigate complaints from individuals in custody.

Statistics provided by the centre confirm a decline in UOF incidents: 117 in 2023, 83 in 2024 and 65 to date in 2025. This reduction is attributed to ongoing staff training, a cultural shift toward trauma-informed practices and de-escalation techniques, as well as lower number of individuals in custody.

The inspection team has concluded VIRCC meets the expectations set by the ISO Inspection Standards pertaining to Use of Force.

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<sup>5</sup> A code yellow refers to an event requiring immediate staff assistance, typically involving a fight or assault between individuals in custody, or an assault on staff.

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## Separate Confinement

As part of the documentation review, the inspection team reviewed the use of separate confinement at VIRCC. The inspection team reviewed weekly separate confinement monitoring data<sup>6</sup> from July 2025 to September 2025, provided by BC Corrections. It was determined an average of approximately 14.7 individuals were held in separate confinement each week. Of these, approximately 4.6 had been housed in separate confinement for 15 days or longer. When compared to the provincial average for the same period, this data shows that VIRCC uses long-term separate confinement placements 33% more frequently. However, it is important to note in the 13 files reviewed involving individuals classified to separate confinement, the placement paperwork and associated decisions were found to be appropriate. When required, transfers to other centres were used as a means to remove individuals from separate confinement when no alternative placement options were available.

The inspection team has determined VIRCC meets the expectations set by the ISO Inspection Standards related to separate confinement.

## On-site Inspection

The inspection team, comprising of one deputy director and two inspectors, conducted a site visit at VIRCC from November 25 – 27, 2025. In addition to the ISO inspection team, the Executive Director of Correctional Health Services (CHS) within the Provincial Health Services Authority (PHSA) participated in the on-site inspection for the health care components of the review. This representative was responsible for identifying and addressing health care matters related to the ISO Inspection Standards. An Indigenous health professional also joined the inspection team for one day to provide expertise in meeting the needs of Indigenous individuals in custody and addressing concerns related to the ISO Inspection Standards.

The inspection team interviewed 33 individuals in custody who were classified to separate confinement, supported integration placement, the mental health unit, and included those with protective custody and general population status. In addition, interviews were conducted with 36 staff members ranging from management to line staff and contractors from all areas of the centre.

In addition to interviews, the inspection team attended most areas of the centre to assess conditions and observe centre operations, including the admissions and discharge area,

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<sup>6</sup> BC Corrections separate confinement monitoring data is collected as a snapshot on one day each week. Although this data is useful for monitoring trends, it is important to note that it is an approximation.

program spaces, all living units, separate confinement, healthcare, outdoor yard spaces, food service areas, and workshop areas.

## Survey

To capture the experience of all individuals, including those who may not have had the opportunity to speak with the inspection team, a confidential, voluntary survey was distributed on each unit. Surveys were anonymous and respondents were informed they were not obligated to answer all questions. The inspection team received 77 completed surveys, a response rate of 39%.

While the survey responses offer some insight, it is important to consider the relatively low response rate may not fully represent the perspectives of all individuals at VIRCC. It should be noted the survey findings are derived from self-reported data, and the analysis focused on areas where corroborating evidence was present.

**Table 2: Yes-or-No Question Results**

Question	Yes
1. Do you feel your basic needs (including living space, hygiene, clothing, food, and exercise) are being met?	<b>47%</b>
2. Is healthcare accessible?	<b>86%</b>
3. Are there any staff you could turn to if you had a problem?	<b>75%</b>
4. Are you treated well by staff?	<b>79%</b>
5. Could you get mental health support if you wanted?	<b>62%</b>
6. Do you feel safe here?	<b>72%</b>
7. Do you feel your time here has been beneficial?	<b>44%</b>

In addition to the survey questions, respondents were invited to provide written feedback. Table 3 highlights the most common responses:

**Table 3: Written Feedback from Surveys**

Overall, the participants described staff as friendly, fair, and supportive though feedback indicated some staff were perceived as not being professional.

Healthcare services and healthcare staff were consistently highlighted as an area of strength by participants.

Mental health services were viewed as accessible, though long wait times, to see a psychologist/psychiatrist were a common concern.

Participants expressed concerns with both the size and quality of the meals provided, indicating a desire for larger portions sizes and higher quality food.

Participants expressed interest in expanded programming, with particular emphasis on increased access to the shops and vocational training opportunities.

In summary, staff at VIRCC were generally viewed positively, although there were instances where staff were described as rude or disrespectful in their interactions with individuals in custody. Respondents expressed satisfaction with access to healthcare services, and written comments highlighted healthcare services and staff as key strengths at VIRCC.

Survey results showed low scores for basic needs, mainly due to concerns about food. Vancouver Island Regional Correctional Centre acknowledges in the past there were issues with portion sizes, and these have since been addressed. The programs manager now conducts random inspections, checking portion weights and quality. While occasional minor discrepancies occur, they are quickly corrected. A robust tracking system for random meal sampling is in place, including weight ratings and taste notes, which is considered an improved standard compared to past practices. On-site the inspection team found no evidence of insufficient portions being provided or quality issues and determined VIRCC meets the expectations set by the ISO Inspection Standards related to food services.

Survey respondents expressed concerns about programming, which contributed to the low proportion of respondents who felt their time in custody had been beneficial. Although individuals would like more programming, the inspection findings conclude VIRCC meets the expectations set by the ISO Inspection Standards related to education, vocational training, and rehabilitation activities.

Respondents expressed concerns regarding access to mental health services. Correctional Health Services acknowledged delays and advised a new psychiatrist has recently joined the healthcare team and will be available twice weekly, by both virtual and in person sessions. Additionally, the psychologist has resumed weekly virtual sessions after a few months' absence. The ISO is encouraged that CHS has addressed the lack of mental health services available to individuals and the potential that these measures will help reduce wait times.

Lastly, respondents raised concerns regarding canteen and phone prices. This issue has been brought to the attention of BC Corrections, as it has been identified in previous inspections. According to BC Corrections, pricing for the Call Control System aligns with and is comparable to cost-per-call models in other jurisdictions. The provincial canteen list is reviewed bi-annually,

including an assessment of all items available for provincial distribution and their associated pricing. The ISO encourages BC Corrections to continue exploring alternative contracting options to reduce costs or, alternatively, to consider wage increases for individuals in custody to help mitigate the impact of these expenses.

# Identified Strengths

The following strengths illustrate a sample of successful practices currently in place at VIRCC:

- Repeat Violent Offender Intervention Initiative (ReVOII) and Integrated Transitional and Release Planning (ITRP) probation officers have recently started assisting with the delivery of CORE and Essential Skills for Success (ESS) programs to individuals in custody. This approach has enabled the centre to offer more of these programs and has strengthened rapport between the custody REVOII team, the four ITRP community probation officers, and their clients prior to release.
- Vancouver Island Regional Correctional Centre is converting an unused area into a barista coffee shop. The John Howard Society and correctional staff will collaborate with individuals in custody on the renovation and construction, with participants enrolling in a Construction Awareness course. Barista training and Serving It Right certification will also be offered. The centre aims to launch the program by May 2026.
- Vancouver Island Regional Correctional Centre has established a dedicated Indigenous cultural program space. The space supports circle work, art activities, Indigenous news, a medicine bundle, and outdoor smudging ceremonies. A newly appointed Indigenous Cultural Liaison reports strong staff support and a smooth transition into the role. While currently facilitating diverse cultural programming, the Liaison plans to learn songs in multiple Indigenous languages and expand cultural materials. Staff have shown openness to culturally safe practices, including proposals to introduce traditional medicines, culturally significant foods, and Indigenous teas.

# Inspection Findings

## Mental Health Needs and/or Indigenous Considerations Form are not consistently being completed/updated

BC Corrections has policies and guidelines in place to ensure the classification process considers the specific needs of individuals, particularly their cultural identification and/or mental health concerns. The Mental Health Needs and/or Indigenous Considerations Form is an important tool for identifying needs that should be considered when determining case management, disciplinary decisions, and separate confinement placements.

During the off-site file review, 9 out of the 21 files examined did not include a completed Mental Health Needs and/or Indigenous Considerations Forms, despite these individuals having been identified as Indigenous or having known mental health needs. Additionally, file reviews indicated the forms were not consistently completed or updated prior to placement in separate confinement, or for the disciplinary hearing process.

Staff reported this form is initiated on intake by the classification officer, with follow-up by a case manager who may seek input from healthcare staff and/or the Indigenous Cultural Liaison to facilitate discussions with the individual. Staff acknowledged the form should be updated during intensive case planning, prior to disciplinary hearings, or separate confinement reviews.

Vancouver Island Regional Correctional Centre management confirmed a process exists for completing and updating the form but noted that gaps in the process will need to be addressed to ensure the process is being followed effectively and according to policy. The inspection team recognizes the challenges staff face in gathering and updating this information, as it can be time-consuming, however, adopting a more consistent approach to completing the form will strengthen current practices and provide staff with a clearer understanding of individual's specific needs.

### Recommendation

The ISO recommends VIRCC management ensure the Mental Health Needs and/or Indigenous Considerations forms are completed upon intake, placement in separate confinement and as part of the disciplinary hearing review process.

### Inspection Standards Needing Development

2. The reception and admission process meets individuals' unique needs, including prompt assessment that supports their success in custody

# Inspection Findings

## Records and case management document inconsistencies

While conducting the off-site documentation review, the inspection team identified inconsistencies within the centre's records. These discrepancies affected the accuracy and quality of information, resulting in incomplete or missing documentation that did not reflect individuals' changing behaviour or provide a reliable account of their time in custody. The inspection team identified two primary areas where these issues occurred: the integration of CORNET and Dynamics for record keeping, and insufficient staff entries in CORNET client logs.

Vancouver Island Regional Correctional Centre uses two case management systems, CORNET and Dynamics, to capture records for individuals in custody. The inspection team has concerns about the current information-sharing and integration process between these systems. Specifically, the CORNET client logs auto generated by Dynamics for certain record types contain only basic 'tombstone' information rather than detailed logs. Affected record types include Incident Reports, Separate Confinement documentation, Supported Integration Placement, and Intensive Case Management Plans. As a result, client logs do not maintain a complete and accurate running record of the individual's history.

### CORNET and Dynamics Overview at VIRCC

CORNET serves as a branch-wide information and communications tool, integrating both community and custody case management data. CORNET maintains client logs, which are integrated running records of community and custody information. These logs include significant events, incidents, observations, and assessments made by BC Corrections staff regarding individual's activities. Prior to Dynamics, CORNET was the primary location of all records related to a client's involvement with BC Corrections.

At VIRCC, Dynamics is being piloted alongside CORNET to centralize and manage operational data and client specific records. The objective of this systems pilot includes streamlining information storage, improving data tracking, and enhancing integration between the two systems.

Dynamics is configured to auto-populate CORNET client logs with brief details about certain types of entries. However, the complete record and associated attachments remain in

Dynamics and require direct access for full records review. Any attachments in Dynamics must be manually uploaded into CORNET by staff, and because staff are not required by policy to attach all applicable documents, CORNET client logs often remain incomplete, which limits the systems ability to serve as a comprehensive running record.

The inspection team interviewed eight staff at VIRCC who highlighted general challenges and inconsistencies in how Dynamics and CORNET are used for logging records. While staff find Dynamics helpful for tracking information and receiving reminders, many struggle with entering information correctly or navigating two separate systems. Several staff noted that Dynamics and CORNET do not integrate well, resulting in cluttered CORNET client logs with limited useful detail. Confidence and familiarity with Dynamics also vary, with some staff relying on it exclusively and others using it minimally or inconsistently.

The off-site documentation review revealed broader concerns with the overall quality and accuracy of CORNET client logs. Issues included insufficient detail, lengthy gaps with no entries, inaccurate or copied information, missing attachments, and omissions that affected the completeness of monthly summaries and remission decisions. Collectively, these concerns point to inconsistent documentation practices and the operational challenges of maintaining accurate records across two case management systems.

During the file review, the inspection team also noted that 10 files contained multiple entries flagged as 'insufficient' during quality assurance checks. When asked about the process for addressing insufficient entries in CORNET client logs, VIRCC management explained the procedure is currently under review acknowledging the process requires adjustments as it is unclear what steps are taken once a file is deemed to have insufficient entries or what that designation specifically entails.

The inspection team is concerned about the lack of integration of information between Dynamics and CORNET. Specifically, although Dynamics creates an automatic entry in CORNET client logs, failing to attach supporting documents, such as Incident Reports, Separate Confinement documentation, Supported Integration Placement and Intensive Case Management Plans, results in an incomplete record on an individual's time in custody. This can lead to misunderstandings about behaviour, progress, and incidents, and was evident during the file review process.

Insufficient entries in CORNET client logs may hinder the ability to assess risk and manage behaviour, as missing or incorrect details could compromise safety for staff and individuals in custody. Inaccurate documentation may also result in inappropriate placement or security levels, remission, and/or impact rehabilitation plans or interventions.

### Recommendation

The ISO recommends VIRCC management ensure CORNET client logs capture detailed information and maintain documentation and records in accordance with Adult Custody Policy.

The ISO recommends VIRCC management revise the quality assurance review process for CORNET client logs to ensure entries are sufficient and meet policy requirements. Additionally, establish a clear plan for follow-up with staff who do not make adequate entries.

### Inspection Standards Needing Development

41. The electronic case management system is used by all staff to meet requirements and support correctional objectives

# Inspection Findings

## Staff did not always refer to individuals in custody in an appropriate or professional manner

Off-site data analysis revealed one of the most common complaints reported to the ISO by individuals incarcerated at VIRCC was staff behaviour, with 30 recorded interactions. These alleged concerns frequently involved abusive conduct by staff (e.g. inappropriate gestures, racism).

In addition, the ISO recorded two substantiated complaints regarding staff professionalism involving abusive language during incidents, specifically, profanity and name-calling. In both cases, VIRCC management determined the staff members behaved abusively and took corrective action. In one case, staff were reminded to use trauma-informed language when interacting with individuals and the other case, a formal written apology was issued by the centre to the affected individual.

During the off-site file review four files contained unprofessional language documented by staff. In some cases, terminology appeared to be used in jest or humor, or reflected negative characterizations of individuals, rather than maintaining a professional, respectful and strength-based approach. This includes using inappropriate slang, negative language towards individuals' cognitive abilities, unprofessional comments in case management documents, and use of derogatory or sarcastic language when describing individuals or their behaviour.

During the on-site inspection, the inspection team documented observations and obtained information through staff interviews. Some staff used language that lacked respect when referring to certain units, described individuals with mental health needs using inappropriate terminology, and used dated language, such as use of the phrase "tossing cells."

When these issues were raised with the warden during the on-site inspection, it was evident that VIRCC management is committed to strengthening its workplace culture to support a safe and respectful environment for both staff and individuals in custody. Vancouver Island Regional Correctional Centre is actively addressing instances of unprofessional or disrespectful staff behaviour in a timely and efficient manner, contributing directly to a culture of respect and an environment free from harassment, discrimination, and violence. Staff found to be acting

unprofessionally have been addressed through coaching conversations, labor relations processes, and, where appropriate, disciplinary and administrative measures.

The ISO acknowledges that BC Corrections staff receive comprehensive training and education designed to build awareness and understanding of the lasting impacts of racism and colonization, promote trauma-informed practices, and foster a culture grounded in fairness, dignity, and respect. The inspection team urges VIRCC to continue addressing individual staff members who do not behave in accordance with the standards of employment.

### Recommendation

The ISO recommends VIRCC management continue to address individual staff members who do not use strength-based language when working with and referring to individuals in custody.

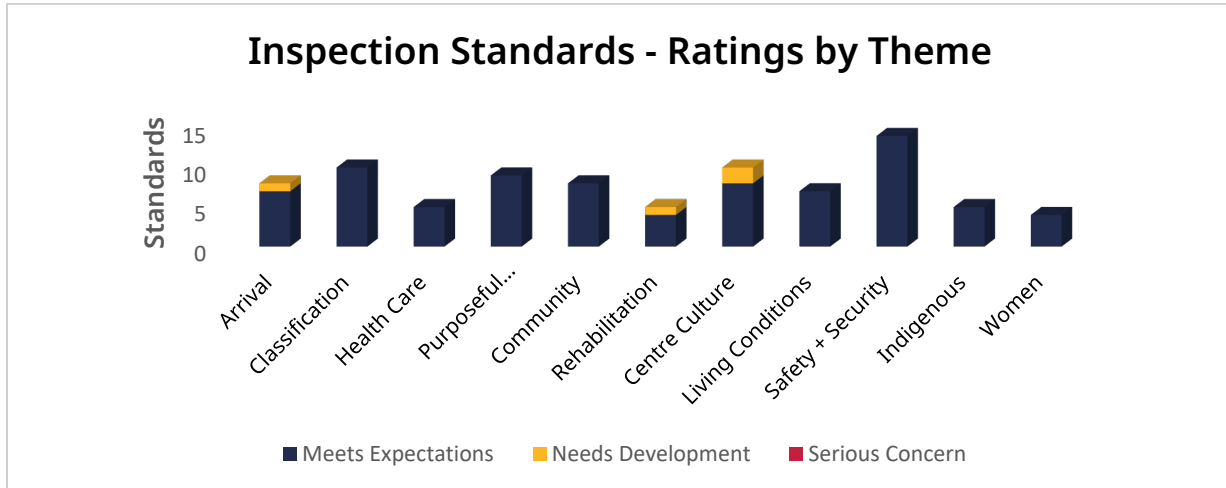
The ISO recommends VIRCC management pursue additional staff training and development activities aimed at strengthening trauma-informed practice and enhancing respectful, professional, and strength-based interactions.

### Inspection Standards Needing Development

46.	Staff treat individuals with respect, dignity, and humanity, and support them to make positive changes
55.	Correctional centre staff demonstrate a trauma-informed approach

# Conclusion

Based on the inspection findings, VIRCC demonstrated compliance with 76 out of 80 Inspection Standards assessed. Correctional staff, contractors and individuals in custody actively participated throughout the process, contributing to its overall success.



The inspection highlighted strengths at VIRCC, including the ReVOII and ITRP probation officers starting to assist with the delivery of CORE and Essential Skills for Success (ESS) programs, the upcoming program initiative to establish a barista coffee shop, where individuals in custody will participate in both construction and operations of the coffee shop, and the addition of an Indigenous cultural program space accompanied by the welcoming of a new Indigenous Cultural Liaison.

Areas for improvement include ensuring consistent completion of Mental Health Needs and/or Indigenous Considerations Forms, enhancing records and case management documentation, and reinforcing staff professionalism, particularly using strength-based language when referring to individuals in custody.

# Recommendations

- 1** The ISO recommends VIRCC management ensure the Mental Health Needs and/or Indigenous Considerations forms are completed upon intake, placement in separate confinement and as part of the disciplinary hearing review process.

Vancouver Island Regional Correctional Centre management advised they will:

- Ensure staff are advised of the requirements to complete the Mental Health Needs and/or Indigenous Considerations forms according to policy.
- Explore tracking/audit options.
- Review related correctional centre Standard Operating Procedures for applicable updates or revisions.

Target Date: May 31, 2026

- 2** The ISO recommends VIRCC management ensure CORNET client logs capture detailed information and maintain documentation and records in accordance with Adult Custody Policy.

VIRCC is one of two centres piloting MS Dynamics. Until MS Dynamics is rolled out provincially, VIRCC management will ensure that an appropriate level of inmate information is documented and VIRCC will:

- Ensure staff are advised of the requirements to complete the Mental Health Needs and/or Indigenous Considerations forms according to policy.
- Explore ICON Dynamics system enhancements, including amending the auto-generated Client Log entries to include more information.
- Review provincial classification and case management policies to ensure alignment between policy and practice in relation to MS Dynamics at the two pilot centres.
- Review documentation practices between the two pilot sites (SPSC and VIRCC) to help inform future Adult Custody Policy updates after provincial MS Dynamics roll-out.

Target Date: September 30, 2026

- 3** The ISO recommends VIRCC management revise the quality assurance review process for CORNET client logs to ensure entries are sufficient and meet policy requirements. Additionally, establish a clear plan for follow-up with staff who do not make adequate entries.

Vancouver Island Regional Correctional Centre management will:

- Review the quality assurance process for Client Log entries to ensure:
  - CORNET Client Log entries and monthly summaries are completed as set out in Adult Custody Policy; and
  - Staff are reminded of policy requirements of CORNET Client Logs.

Standard Operating Procedures are reviewed and updated, as required.

Target Date: May 31, 2026

- 4** The ISO recommends VIRCC management continue to address individual staff members who do not use strength-based language when working with and referring to individuals in custody.

Vancouver Island Regional Correctional Centre management advised their goal is to maintain a respectful and supportive environment. VIRCC management is committed to reinforcing the consistent use of trauma-informed language across staff interactions and documentation. We will continue to address individual staff members as needed and provide coaching, guidance, and training to ensure communication and interactions with individuals in custody remains professional.

Target Date: May 31, 2026

**5** The ISO recommends VIRCC management pursue additional staff training and development activities aimed at strengthening trauma-informed practice and enhancing respectful, professional, and strength-based interactions.

Vancouver Island Regional Correctional Centre management is committed to maintaining respectful and professional interactions with individuals in custody. VIRCC management will provide staff training and development initiatives that strengthen trauma informed practice and promote positive interactions. Additional training opportunities will be provided to staff from the following courses:

- Trauma-Informed Practice;
- Respect; and
- Role modeling.

Pro-social modelling will continue to be pursued to support staff in applying these principles consistently in their daily work.

Target Date: May 31, 2026