


Chapter:	Access and Disclosure of Information	Classification:	Public Document
Subject:	Disclosure of Information to the Public		
For:	Entire Division	 Authorized by Executive Director	


1. Policy

- 1.1 It is the policy of Correctional Services that staff address requests for the disclosure of information received from private citizens in a manner consistent with governing legislation and the Division's Policy and Procedures.

2. General Guidelines

- 2.1 Staff should be sensitive to the fact that most telephone or written enquiries for information about individuals under supervision or in custody are from parents, spouses, other family and friends of those individuals. These people have a genuine interest, if not a legal right, to the information they are requesting. They may not accept or appreciate staff explanations about requirements for confidentiality.
- 2.2 Staff should not respond to anonymous, informal or casual enquiries, whether verbal or written about an individual. Written enquiries can be forwarded to the IAP services for response.
- 2.3 While the offence, court disposition, scheduled court appearance, fine and bail amount is a matter of public record, Correctional Services staff should not provide this information to casual inquirers, and are prohibited from doing so in the case of young persons.
- 2.4 With adults, staff may release information that confirms they are serving a term of probation or a term of incarceration to inquirers who have identified themselves, and who have indicated a relationship with the individual.
- 2.5 With young persons, the identity of the young person is not a part of the public record and therefore staff cannot release information associated with a particular young person except in accordance with

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the *Youth Criminal Justice Act* (YCJA) and as outlined in policy and procedures.

- 2.6 Policy and procedures require that staff immediately report all enquiries that might adversely affect safety and security to the superintendent or senior probation officer, as appropriate.

3. Safety and Security

- 3.1 Enquiries may be intended to obtain information that might endanger the safety or security of individuals, staff or the workplace. In cases where no apparent relationship between the caller or writer and the individual exists, and/or the inquiry is for information of a time sensitive or scheduling nature, e.g., time of next scheduled appointment at the office, time and/or location of medical appointment, time for pick up for court, routes to court, staff are not permitted to provide this information.
- 3.2 Policy and procedures require that staff immediately report all enquiries that might adversely affect safety and security to the superintendent or senior probation officer, as appropriate


4. Written Requests

- 4.1 Where a written inquiry is from a private citizen and requests personal information about an adult, staff should refer the request to the FOIPOP Administrator. Staff should only release young person information as permitted by the YCJA. See Policy and Procedures
- 4.1.1 4.01.00, [Freedom of Information and Protection of Privacy Act](#)
- 4.1.2 4.02.00, [Youth Criminal Justice Act](#)

5. Emergencies

- 5.1 Any enquiries regarding emergencies, e.g., serious illness, accidents, death in the family, will be dealt with immediately by the

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staff member who must obtain the necessary information and handle the situation according to local standard operating procedures.

6. Clarifications

- 6.1 From time-to-time staff are required to address situations governed by conflicting or seemingly contradictory legislation or policies. Such cases rarely require immediate action or interpretation. In such cases staff should consult with their immediate supervisor, who may in turn, refer the matter for further clarification before action, see Policy and Procedures, 1.10.00 [Legal Advice and FOIPOP Assistance](#).