

HOW TO ADVOCATE FOR YOURSELF

REPORTING MISTREATMENT

- ➔ 1. Submit a Formal Grievance
 - Submit a formal grievance using the tablet system.
 - Save copies or screenshots of any responses you receive.
- ➔ 2. Speak to a Staff Member
 - Ask to speak with a correctional officer, nurse, caseworker, or chaplain.
- ➔ 3. Contact Legal Aid or an Advocate
 - Legal Aid Alberta: (866)845-3425
 - John Howard Society: Provides support for legal and correctional issues: (403)266-4566
- ➔ 4. File a Complaint with Alberta Ombudsman
 - Independent oversight body for government services.
 - Contact through mail or a trusted legal representative: (403)297-6185
 - 801 6 Ave SW, Suite 2560, Calgary, Alberta T2P3W2
- ➔ 5. Report Mistreatment to External Agencies
 - If you experience abuse, discrimination, or medical neglect, seek external support.
 - Alberta Human Rights Commission (for discrimination claims): (403)297-6571

COMPLAINT LINES

- ➔ Alberta Adult Correctional and Remand Centres Complaint Line (780)427-4703
- ➔ Correctional Service Canada 1(877)332-5822

DOCUMENT INCIDENTS

- ➔ Keep a detailed log of incidents:
 - Dates
 - Times
 - Staff names/badge numbers
 - Unit location
 - Witnesses
 - What happenedDocumentation can protect you if you file a grievance later.
- ➔ Request written copies of any grievances or complaints you file.
- ➔ If possible, have a trusted advocate on the outside maintain copies of your records.

This guide was created by community members to support people navigating custody. It is not legal advice.

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 403.907.3817

CONTACT US



LOCKED UP

DO YOU HAVE WARRANTS?
MIGHT BE GOING TO REMAND?



KNOW YOUR RIGHTS!

A SURVIVAL TOOLKIT FOR NAVIGATING THE CALGARY REMAND CENTRE WITH DIGNITY - BUILT FROM KNOWLEDGE SHARED BY HOMIES ON THE INSIDE



YOUR RIGHTS

You have the right to access basic needs such as food, water, clothing, bedding, hygiene products, and medical care. **Your safety must be protected**, ensuring you are free from abuse, violence, and discrimination. **You also have legal rights**, including access to a lawyer, legal resources, and the ability to file complaints.

Health care services, including medical, mental health, and substance use support, should be available to you. You have the right to request medical care, including:

- Medication review
- Substance withdrawal support
- Injury treatment

You are entitled to practice your religion and access cultural resources.


You have the right to communicate with legal counsel and loved ones, subject to institutional policies. You have the right to confidential calls with your lawyer.



YOU HAVE THE RIGHT TO FILE GRIEVANCES WITHOUT RETALIATION

IF RETALIATION OCCURS, DOCUMENT IT AND REPORT IT

YOU DO NOT LOSE YOUR HUMAN RIGHTS WHEN YOU ENTER CUSTODY



SPEAKING UP ABOUT UNMET NEEDS IS CRUCIAL FOR YOUR WELL-BEING AND THE WELL-BEING OF OTHERS IN CUSTODY. WHEN INMATES ADVOCATE FOR THEIR RIGHTS, IT HELPS IMPROVE CONDITIONS, ENSURE FAIR TREATMENT, AND HOLD INSTITUTIONS ACCOUNTABLE.

MANY NECESSARY CHANGES IN CORRECTIONAL FACILITIES HAPPEN BECAUSE INDIVIDUALS RAISE CONCERNS, DOCUMENT MISTREATMENT, AND PUSH FOR BETTER POLICIES. BY STANDING UP FOR YOURSELF, YOU CONTRIBUTE TO A SAFER AND MORE JUST ENVIRONMENT FOR EVERYONE.

BASIC NEED REQUESTS

WHAT IS IT?

- Basic Need Requests are a way for correctional clients to ask for items/services. If you aren't having your basic needs met, the best way to make a request is through using the tablets.

MAKE A REQUEST

- Go to the free side of the tablet
- Click "requests"
- Find the department you want to talk to (healthcare, director, etc.)
- Submit a new request

REQUEST TYPES

- Pillows, Bedding, Clothing Changes
- Gym Access / More Time Outside
- Food / Dietary Needs
- Medical Attention
- Religious / Spiritual / Cultural supports
- Vocational / Educational / Personal Development Programming
- Grievances & Complaints
- Legal Support