

DEPARTMENT OF JUSTICE CORRECTIONS SERVICE

ANNUAL REPORT 2024-2025

JULY | 2025

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English

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French

Kīspin ki nitawihitīn ē nīhīyawihk ōma ācimōwin, tipwāsinān.

Cree

Tłıchq yatı k'èè. Dı wegodi newq dè, gots'o gonede.

Tłıchq

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Chipewyan

Edı gondı dehghāh got'je zhatıé k'ée edat'éh enahddhē nıde naxets'é edahlı.

South Slavey

K'áhshó got'jne xədə k'é hederı ɬedıhtlı'é yerınıwē nıde dúle.

North Slavey

Jii gwandak izhii ginjik vat'atr'ijahch'uu zhit yinothhan jı', diits'at ginohkhii.

Gwich'in

Uvanittuaq ilitchurisukupku Inuvialuktun, ququaqluta.

Inuvialuktun

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Inuktitut

Hapkua titiqqat pijumagupkit Inuinnaqtun, uvaptinnut hivajarlutit.

Inuinnaqtun

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Message from the Director

I am pleased to present to you the 2024-2025 Corrections Service Annual Report. This report offers insight into the work being done by our dedicated staff across all correctional facilities and community corrections offices.

Over the course of the last year, we have continued to make significant strides in modernizing our Corrections Service, enhancing services, rehabilitation and reintegration programs, and strengthening partnerships with community organizations and supports, including Elders, traditional knowledge keepers, volunteers and community partners. These efforts are vital in fostering positive supports and relationships in the lives of those in the custody and supervision of the Corrections Service.

In 2024-2025, we saw the closure and decommissioning of the Men's Unit at the Fort Smith Correctional Complex (FSCC). The FSCC Men's Unit has been a part of our service for over 30 years. The Department is working with local Indigenous Governments regarding the transfer of ownership of the property, as they consider possible community programming uses for the building.

The Department remains committed to strengthening the link between in-custody programs for sentenced inmates and community-based services for individuals under supervision in the community. Substance Abuse Management (SAM) Maintenance Sessions have now been implemented across the Division. These sessions are intended for individuals who have successfully completed the SAM Program, giving them the opportunity to revisit and apply key concepts in their everyday lives. These sessions offer concise, practical interventions for participants showing pro-criminal attitudes or behaviours, or those who have relapsed into substance abuse.

Over the past year, the Corrections Northern Recruitment Training Program (CNTRP) has continued to play a vital role in preparing individuals across the Northwest Territories for careers in the field of Corrections. The program has been instrumental in building local capacity, supporting employment opportunities, and ensuring that the Corrections Service is staffed with well-trained, competent professionals who reflect the communities they serve. The CNTRP remains a key initiative in building a strong, effective corrections workforce across the Northwest Territories.

Thank you for your continued support and interest in the work of Corrections. Together, we remain committed to promoting offender rehabilitation, successful reintegration, and safer communities.

We respectfully submit the Annual Report for the Department of Justice, Corrections Service for the fiscal year ending March 31, 2025.

Blair Van Metre

Director of Corrections

Introduction

The Corrections Service is a division within the Department of Justice that is guided by legislation and policy, including the *Criminal Code* (Canada), *Corrections Act* and *Regulations* (NWT), *Youth Criminal Justice Act* (Canada), *Youth Justice Act* (NWT), Corrections Directives, and local standing orders for individual offices and facilities.¹

As outlined in the *Corrections Act* (NWT), the purpose of the Corrections Service is to contribute to the maintenance of a just, peaceful, and safe society by:

- a) Carrying out sentences imposed by courts;*
- b) Providing for the safe, secure, and humane custody and supervision of inmates and offenders; and*
- c) Assisting the rehabilitation of inmates and offenders and their reintegration into the community with a view to enabling them to satisfactorily adjust to community living.*

The Corrections Service is responsible for the administration and operation of community and custody-based programs and services for adults and young persons. Within the Corrections Service core business area there are two programs: Correctional Facilities and Community Corrections. These areas are guided and supported by Corrections Headquarters.

Correctional Facilities

The Corrections Service operates two correctional complexes and one correctional centre, with a total combined institutional capacity of 207 beds for adult inmates and 25 beds for youth. Correctional Facilities provide for safe and secure custody, care, and control of persons incarcerated in territorial correctional facilities, interventions using programs/services, supervision to support rehabilitation, and culturally relevant programs to promote the successful reintegration of persons from custody to community.

Community Corrections

The Corrections Service operates 13 community corrections (probation) offices that are spread out across the Northwest Territories. The supervision of both adult and young persons on conditions from the Court is provided by probation officers. This includes bail

¹ Corrections Service Directives provide direction for the Division under the authorization of the Director of Corrections, while Standing Orders are authorized by wardens and managers to operationalize provisions within the overarching directive for each correctional facility and community corrections office.

supervision and sentenced orders (e.g. probation, conditional sentence, custody and supervision, conditional supervision). Probation officers may also supervise persons released from custody on conditional releases (also known as temporary absences and reintegration leaves), deliver core criminogenic programs, and prepare pre-sentence reports to assist the courts in the sentencing process.

Annual Reporting

The 2024-2025 Annual Report for the Corrections Service contains information relating to the division's services and programming for the fiscal year², including the following items outlined in section 62 of the *Corrections Act* (NWT):

- a) the number of inmates admitted to and released from each correctional centre;
- b) the number of offenders participating in rehabilitation programs as defined in section 22 (*Corrections Act*);
- c) the number of instances of use of force under section 30 (*Corrections Act*);
- d) the number of inmates held in separate confinement under section 36 (*Corrections Act*), including details about how long they were so held;
- e) the number of inmates held in disciplinary segregation under section 42 (*Corrections Act*), including details about how long they were so held;
- f) the number of hearings presided over by adjudicators;
- g) the number of complaints made under section 59 (*Corrections Act*); and
- h) details about any judicial review where the decision of a staff member or an adjudicator was quashed, confirmed or varied or returned for reconsideration.

Values, Mission, Vision and Guiding Principles

The Corrections Services' values, mission, vision, and guiding principles are used to guide the Corrections Service in achieving its purpose.

Values

The Corrections Service is committed to a transparent holistic delivery of services that promotes respect and encourages integrity, accountability, acceptance, and growth.

² Each fiscal year runs from April 1 to March 31st of the following calendar year. For example, fiscal year 2024-2025 runs from April 1, 2024, to March 31, 2025.

Mission

The Corrections Service manages offenders in the least restrictive manner possible, and provides opportunities for their rehabilitation and reintegration through holistic and culturally relevant approaches for the common good of society.

Vision

The Corrections Service shall be the leader in facilitation of holistic healing in a progressive manner that meets the unique needs of offenders and contributes to a safer community.

Guiding Principles

As detailed in section three of the *Corrections Act*, the following principles guide the Corrections Service in achieving its purpose:

- a) protect the public, hold inmates and offenders responsible and accountable, and promote the healing and rehabilitation of inmates and offenders and their reintegration into the community;
- b) ensure inmates are provided with a healthy, safe, secure, and humane living environment;
- c) ensure that the policies, programs and practices developed or used under the Act are respectful of the dignity of individuals and take into account age, gender, cultures, and abilities of inmates and offenders, wherever appropriate, including being responsive to the particular needs of women and other individuals with special requirements;
- d) ensure that members of the Corrections Service conduct themselves lawfully, ethically, and professionally;
- e) ensure that staff members are given
 - i. training opportunities wherever possible, including training which respects the cultural heritage and history of the Indigenous peoples of the Northwest Territories,
 - ii. working conditions that encourage integrity and personal accountability,
 - iii. opportunities to effectively work with inmates and offenders, and
 - iv. opportunities to participate in the development of corrections policies and programs;
- f) ensure that any restrictive measures imposed on a person under this Act are the minimum necessary for the protection of the public and other persons;

- g) ensure that disciplinary and corrective measures or other restrictive measures imposed on inmates under this Act are applied in accordance with the law and respect procedural fairness;
- h) encourage opportunities by departments and public agencies of the Government of the Northwest Territories, and other governments including governments of Indigenous peoples, organizations, and members of the public, to assist with the healing, rehabilitation of inmates and offenders, and their reintegration into the community.

Admissions, Transfers and Releases³

In 2024-2025, there were a total of 616 admissions to NWT correctional facilities.

The admission process for NWT correctional facilities includes the completion of several key items to ensure the safety and security of those at the correctional facility and to better assist inmates in their transition into custody. The admission process can also be described as the “intake” process into a correctional facility as it often sets the foundation for the first step towards release planning and discharge from the facility.

Upon admission to a correctional facility all inmates are searched to identify any contraband in or on their bodies. Details pertaining to the inmate’s appearance, ethnicity, gender identity, education level, emergency contacts, immediate medication and health needs, along with the inmate’s last known address and support system in the community are gathered and recorded. All personal items belonging to the inmate are logged and placed into storage for return to the inmate upon their release. Inmates are provided with the required necessities; including facility issued clothing, bedding and health/hygiene supplies upon admission to the correctional facility.

Each inmate goes through a series of interviews, assessments and screening protocols by corrections staff and Correctional Health Services staff to assist in identifying and addressing any immediate needs and to ensure appropriate placement within the correctional facility. Upon admission to a correctional facility, the inmate’s orientation to the correctional facility begins. Orientation includes guidance about the correctional facility;

³ The number of admissions, transfers and releases is not based on the number of unique individuals. These numbers do not exclude individuals who may have been admitted, transferred or released more than once during 2024-2025.

including, health and safety, emergency protocols, rules and unit expectations, rights and privileges, visiting schedules, use of inmate phones, appeals and grievances, etc. The orientation process also includes the collection of data by the case management team to help inmates' access programs and services available at the correctional facility. The table below further illustrates the number of admissions to each NWT correctional facility in 2024-2025.

Location	# of Admissions			Total
	Males	Females	Not Stated	
North Slave Correctional Complex – Adult Unit	520	40	0	560
North Slave Correctional Complex – Youth Unit	14	3	0	17
Fort Smith Correctional Complex – Men's Unit <i>(No inmate placement as of October 31, 2024)</i>	23	0	0	23
Fort Smith Correctional Complex – Women's Unit	0	16	0	16
South Mackenzie Correctional Centre	0	0	0	0
TOTAL				616

As detailed in the table above, the North Slave Correctional Complex handles a majority of the initial inmate admissions for the NWT. Once assessed and assigned to an appropriate security classification, inmates are considered for transfer to other correctional facilities to better meet their individual needs.

Throughout an inmate's incarceration it may be necessary for the inmate to be transferred from one correctional facility to another. Transfers assist in the management of inmates and placements in correctional facilities based on many factors, including but not limited to, the inmates security classification, the inmates needs identified through risk assessment, and the overall programming available at the correctional facility in which the inmate is located.

In 2024-2025, there were a total of 658 transfers in and out of correctional facilities. Examples of transfers out of correctional facilities may include court, federal transfers and transfers for medical reasons. The table below further illustrates the number of transfers in/out that were processed by each facility.

Location	# Transfers IN	# Transfers OUT	Total
North Slave Correctional Complex – Adult Unit	197	273	470
North Slave Correctional Complex – Youth Unit	20	31	51
Fort Smith Correctional Complex – Men's Unit <i>(No inmate placement as of October 31, 2024)</i>	23	29	52
Fort Smith Correctional Complex – Women's Unit	18	43	61
South Mackenzie Correctional Centre	12	12	24
TOTAL			658

The transfer process for correctional facilities includes the review of information collected upon admission; including any medical considerations for transfer and the completion of reassessments when required. The transfer itself involves communication between correctional staff at both the sending and receiving custody facility, along with the community probation officer for those cases that are applicable. Inmate transfer also includes the completion of the orientation process for the inmate at the correctional facility that the inmate has been transferred to.

Planning for the reintegration of offenders back into their community begins at the beginning of the sentence, no matter the length, through an individual case management plan. Release planning processes include the review of immediate release planning needs for housing, finances, clothing, travel, community supports, employment, and, where applicable, connecting the inmate with their probation officer.

As part of the release planning process, case managers look at options in the community, where available, for inmates to be able to continue attending programming similar to what they started while in custody. If an offender has probation to follow, applicable rehabilitative programming may continue with Community Corrections, where appropriate.

In 2024-2025, there were a total of 587 releases from NWT correctional facilities. The table below further illustrates and provides a breakdown of the number of releases that were processed by each facility and unit.

Location	# Releases
North Slave Correctional Complex – Adult Unit	489
North Slave Correctional Complex – Youth Unit	11
Fort Smith Correctional Complex – Men’s Unit (No inmate placement as of October 31, 2024)	40
Fort Smith Correctional Complex – Women’s Unit	29
South Mackenzie Correctional Centre	18
TOTAL	587

In 2024-2025, there was a total of 316 admissions into Community Corrections. These individuals are supervised by probation officers in communities across the NWT.

Rehabilitative Programming

In 2024-2025, the average percentage of incarcerated males who were Indigenous was 81% and females who were Indigenous was 95% (excluding Nunavut and Federal offenders).⁴

Corrections programs integrate Indigenous culture and traditions in the way they are delivered. Traditional knowledge sharing, counseling, and support services are provided in all NWT correctional facilities through the support of Traditional Counselor and Liaison Officers and community Elders.

A correctional program is a type of program to which offenders are referred to as a result of the assessed risks and needs of the individual. Programs delivered by NWT correctional staff are designed to take into consideration the needs of Indigenous offenders and include evidence based criminogenic programs with psychoeducational components (e.g. substance use, violence and sexual offending), educational/vocational programs, and life skills programs.

The Corrections Service offers general programs and rehabilitative programs, as defined in section 22 of the *Corrections Act* (NWT).

General Programs

As defined in the *Act* a general program includes any program for educational, preventative, developmental, or similar activities that would assist or support an inmate's development or reintegration into their community but does not include a rehabilitation program.

Social Living Skills/Vocational Training – programs and training opportunities that give inmates the skills, knowledge and experiences they need for personal and social growth and help to prepare inmates for employment in the community upon release. Life skills and vocational type training opportunities are available at all facilities. Some are facilitated in an informal way (e.g. assistance for an offender in creating a resume, learning how to fill out an application, participation in a unit cooking/healthy eating program) while others are organized as a formal training workshop. These workshops are organized by the facilities based on the needs of the population and may be delivered in partnership with various community resources. Examples of training workshops include; Workplace Hazardous Materials Information System, Food Safe Level 1 Certification, First Aid/CPR, and Safe Equipment Operation Certification.

⁴ The Corrections Service has exchange of service agreements with both Corrections Service Canada (CSC) and the Government of Nunavut to house Federal and Nunavut inmates in NWT correctional facilities.

Educational – programs that provide inmates with basic literacy, academic and personal development skills. NWT correctional facilities work closely with local high schools and colleges to provide for the educational needs of inmates. Programs include adult literacy, basic education, assistance with the Canadian Adult Education Credential (CAEC), exam preparation, trades exam preparation, life skills, and assistance with pursuing or registration into post-secondary courses. A non-monetary contract with the Yellowknife District Education No. 1 is in place for the delivery of education to youth in custody.

Rehabilitation Programs

As defined in the *Act*, rehabilitation program means an evidence-based program designed to address underlying criminogenic factors. These are further defined as the division's core correctional programs that are offered within correctional facilities and community probation offices. These are the programs that address factors which have been linked to criminal behaviour. Offenders who participate in these programs learn and apply the skills and strategies they need to keep them from committing future crimes. These skills and strategies help them to successfully reintegrate into the community when they are released.

There are four **core correctional programs** offered by the Corrections Service. These programs are:

- a) Substance Abuse Management (SAM);
- b) Living Without Violence (LWV);
- c) Respectful Relationships (RR); and
- d) Thinking Leads to Change (TLC).

The delivery and participant attendance of core correctional rehabilitative programs is data entered into the Corrections Offender Management System (COMS) with statistical analysis completed by the division on a quarterly basis.

In 2024-2025, the Corrections Service delivered 31 core correctional programs with 88 participants completing the programs identified (further outlined in the table below).

Core Correctional Program Title	# Programs Delivered	# Participants Completed
Substance Abuse Management (SAM)	19	56
Respectful Relationships (RR)	4	6
Living Without Violence (LWV)	5	20
Thinking Leads to Change (TLC)	3	6
TOTAL	31	88

The Corrections Service currently offers individualized programming to offenders with sexually related offences. This program is delivered by a correctional psychologist with the support of program staff when required. In 2024-2025, four offenders completed the individualized program.

Use of Force

In 2024-2025, there were 21 incidents in which force was used by corrections officers.

The authority for peace officers to use reasonable force in the performance of their duties is authorized by section 25 of the *Criminal Code* (Canada), while section 30 of the *Corrections Act* (NWT) further outlines the situations in which force may be used.

Corrections staff shall only use the degree of force that is reasonable and that is not excessive, having regard to the nature of the threat posed and all other circumstances of the incident. When there is a decision to use force, it must be used in compliance with the law, good judgment, and Corrections Service policy, procedures and training.

Following incidents where force has been used, safety protocols are engaged which include but are not limited to; stabilizing the area, ensuring that all affected persons are examined and provided with necessary treatment, completion of detailed reports, and incident debriefing.

In addition, all incidents involving the use of force are subject to a review protocol as outlined in policy.

Separate Confinement

Separate confinement is used within NWT correctional facilities to ensure the safety of inmates, staff, and the public. The purpose of separate confinement is to temporarily keep an inmate separate from the general population in a particular facility, for the safety of the inmate and others at the correctional facility. Separate confinement is not a form of discipline of any kind. The ultimate goal is to work with the inmate and assist them in their transition back into general population, either at the same facility or another facility, at the earliest possible opportunity.

Not only does the Corrections Service employ strict criteria around when separate confinement may be considered as an option for an inmate, there are also provisions in place to ensure that it is only used as a last resort for as short a time as possible. The Corrections Service has implemented, in accordance with the *Corrections Act* measures that require meaningful contact for inmates in separate confinement, limitations on confinement to no more than 20 hours in a 24 hour period, multiple levels of review, and transparent timeframes along with requirements for the timely notification to the inmate of their rights surrounding the separate confinement process, confinement status, results of reviews and any changes.

In the NWT, adjudicators that are independent from the correctional facility provide the review and decision making surrounding the placement of inmates in separate confinement in excess of 96 hours. Inmates may be placed in separate confinement for their own protection, for the safety and security of the institution or other inmates, for medical reasons, when there is a request for an examination under the *Mental Health Act*, when there is reason to believe an inmate has contraband concealed on their person, or upon the inmate's own request (known as voluntary separate confinement).

In 2024-2025 there were 471 inmates incarcerated in NWT Correctional facilities.

There were 37,588 bed days⁵ used in 2024-2025. Of the 37,588 bed days, 1273 (3.39%) were served in Separate Confinement by 236 unique individuals.⁶

The types of separate confinement used to make up the 3.39% are more commonly referred to as Separate Confinement as detailed in the *Corrections Act* (NWT) and Voluntary Separate Confinement detailed in the *Corrections Regulations* (NWT).

Separate Confinement as outlined in section 36(1) of the *Corrections Act* (NWT), "A Person in Charge may, subject to the regulations, require that an inmate be held in separate confinement, if the Person in Charge

- a) believes on reasonable grounds that the inmate
 - i. is endangering or is likely to endanger himself or herself or another person,

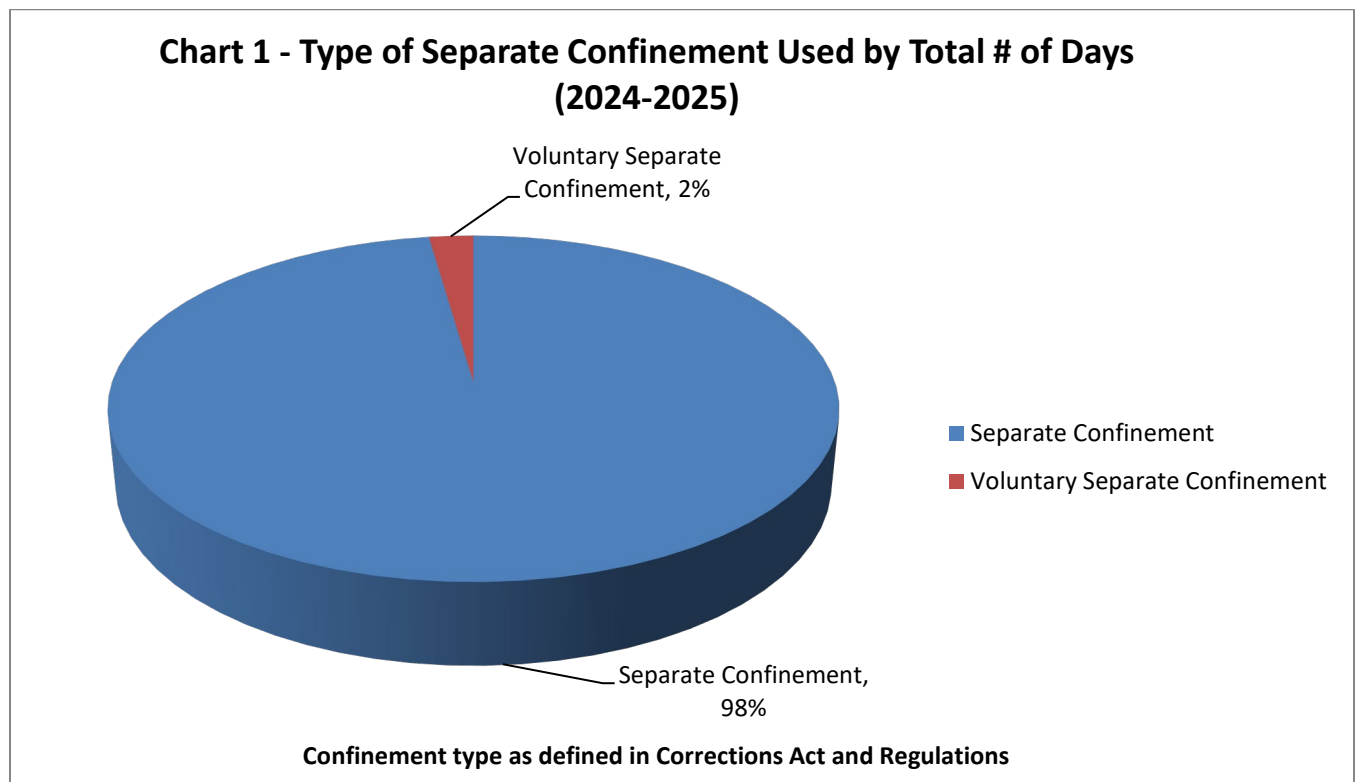
⁵ Bed days are the number of inmates multiplied by the number of days they each spent incarcerated.

⁶ Separate Confinement means holding an inmate apart from other inmates but does not include disciplinary segregation as defined in subsection 42(1) of the *Corrections Act* (NWT).

- ii. is jeopardizing or is likely to jeopardize the management, operation or security of the correctional centre, or
- iii. must be held in separate confinement for a medical reason;
- b) has requested an examination of the inmate under the Mental Health Act; or
- c) believes on reasonable grounds that the inmate has contraband concealed on his or her person.”

Voluntary Separate Confinement as outlined in section 20 of the *Corrections Regulations* (NWT) is, “when an inmate requests to be confined separately from other inmates if the inmate believes they are at risk of serious harm or are likely to be at risk of serious harm if not confined separately.”

As **chart 1** indicates, of the 1273 bed days used, Separate Confinement made up 98% while Voluntary Separate Confinement made up 2%.



The majority of inmates that were held in any form of separate confinement (including voluntary) were held for only one time as seen in **chart 2**.

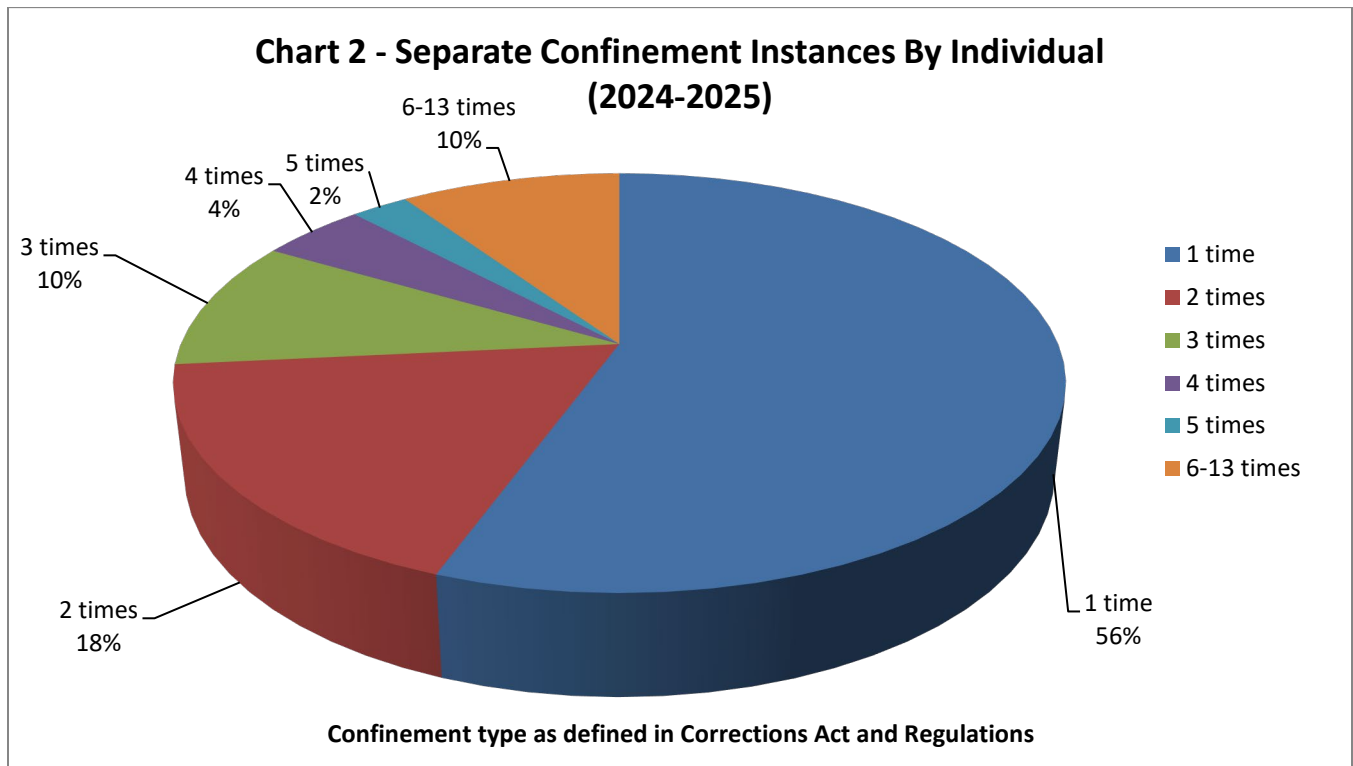
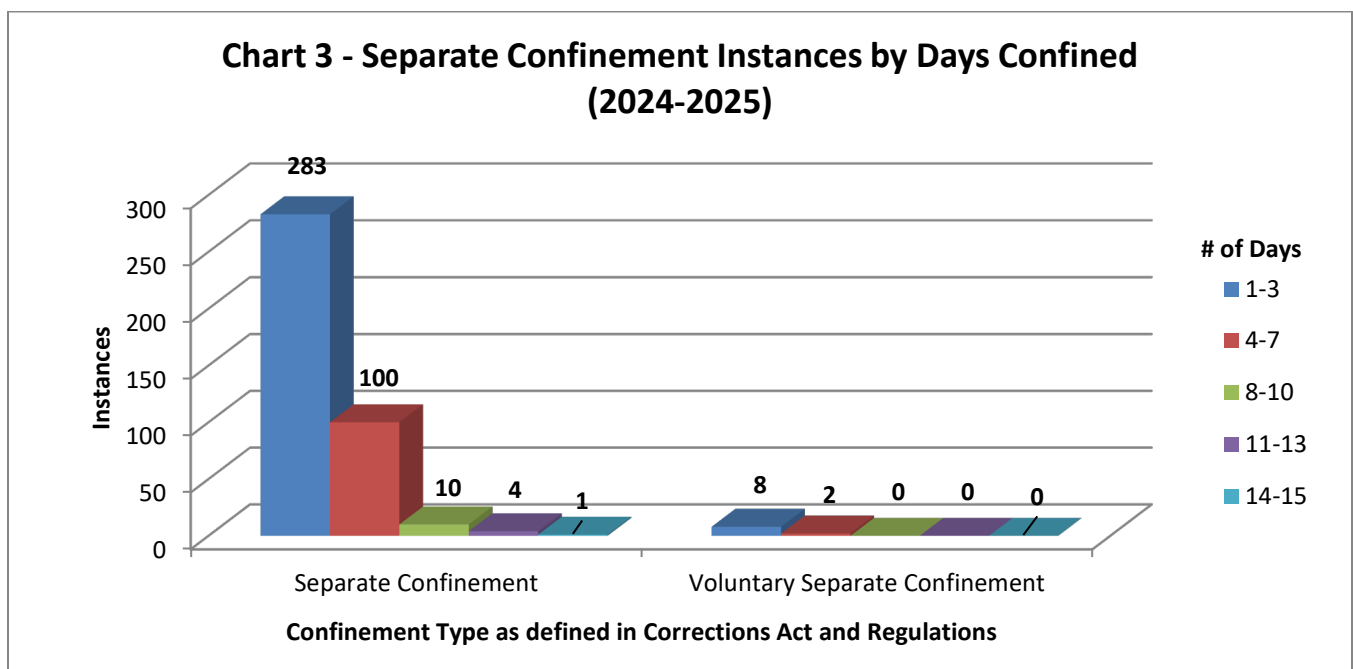


Chart 3 illustrates the number of days individuals were held in separate confinement per instance.



Disciplinary Hearings

Inmates are provided with the Rules of Conduct when they arrive at the correctional facility. These rules are reviewed with them throughout the orientation process. When an inmate has breached the rules of conduct, staff will attempt, where possible to utilize informal resolution measures.⁷

If it has been alleged that an inmate has breached a rule of conduct, the Warden may convene a disciplinary hearing. Should this occur, a hearing adjudicator who is independent from the correctional facility will be assigned to preside over a disciplinary hearing to hear the circumstances of the case. The inmate is notified of the alleged breach and provided with information pertaining to the allegation against them. The inmate is also notified of the date and time of the scheduled hearing and their right to contact legal counsel.

During the course of the hearing the inmate will have the opportunity to explain their actions and their version of events. The inmate can respond orally or in writing and present all relevant information for their defence. The inmate and any legal counsel obtained by the inmate will be given the opportunity to question witnesses, introduce evidence, and examine exhibits and documents. Disciplinary hearings are generally held by video conference.

If the inmate does not agree with the finding of guilt or the discipline or corrective measures imposed by the adjudicator at a disciplinary hearing, they may file an appeal with the Investigations and Standards Office.

On appeal, the Director of the Investigations and Standards Office may:

- a) confirm the finding of guilt and any disciplinary or corrective measures imposed;
- b) confirm the finding of guilt and reduce any disciplinary or corrective measures imposed; or
- c) quash the finding of guilt and any disciplinary or corrective measures imposed and either adjust the inmate's record accordingly or order a new disciplinary hearing.

In 2024-2025, there were 301 disciplinary hearings presided over by adjudicators. Out of the 301 disciplinary hearings that were concluded in 2024-2025, 286 hearings resulted in the inmate being found guilty of one or more offences from the Inmate Rules of Conduct as

⁷ Informal resolution is an alternate method of addressing a violation of the correctional facility rules and regulations without going through a formal disciplinary process. In such a case, all participants involved must agree to the resolution.

outlined in the Corrections Regulations. 23 of these cases submitted an appeal to the Investigations and Standards Office. 19 of the appeals resulted in the confirmation of the findings, 2 of the appeals resulted in the findings being quashed and 2 appeals were classified as other and not accepted by the Investigations and Standards Office.

Disciplinary Segregation

Disciplinary segregation is distinct from separate confinement, as it is only available as a sanction from an adjudicator at a disciplinary hearing as result of the inmate having committed a serious misconduct. Similar monitoring provisions are in place consistent with the *Corrections Act* as those required for separate confinement, namely the requirement of meaningful contact, limitations on confinement for no more than 20 hours in a 24 hour period, multiple levels of review, transparent timeframes, and safeguards for any period of disciplinary segregation sanctioned from an adjudicator that would be in excess of 13 days.

There were 37,588 bed days used in 2024-2025. Of the 37,588 bed days, 745 (1.98%) were served in Disciplinary Segregation by 67 unique individuals as a result of 136 incidents.⁸

As outlined in subsection 42(2) of the *Corrections Act*, the objectives of inmate disciplinary or corrective measures include:

- a) the maintenance of law
- b) the protection, personal safety and security of inmates, staff members and other persons at correctional centres;
- c) the maintenance of security at correctional centres;
- d) the promotion of the orderly operation and effective delivery of programs and services at correctional centres; and
- e) the protection of personal property and the property of correctional centres

Disciplinary hearings where the inmates were found guilty included the following incident types:

Violence to others: Any assault or attempted assault on inmates or staff as well as fighting
Contraband: Possession of illegal or dangerous contraband such as drugs or weapons

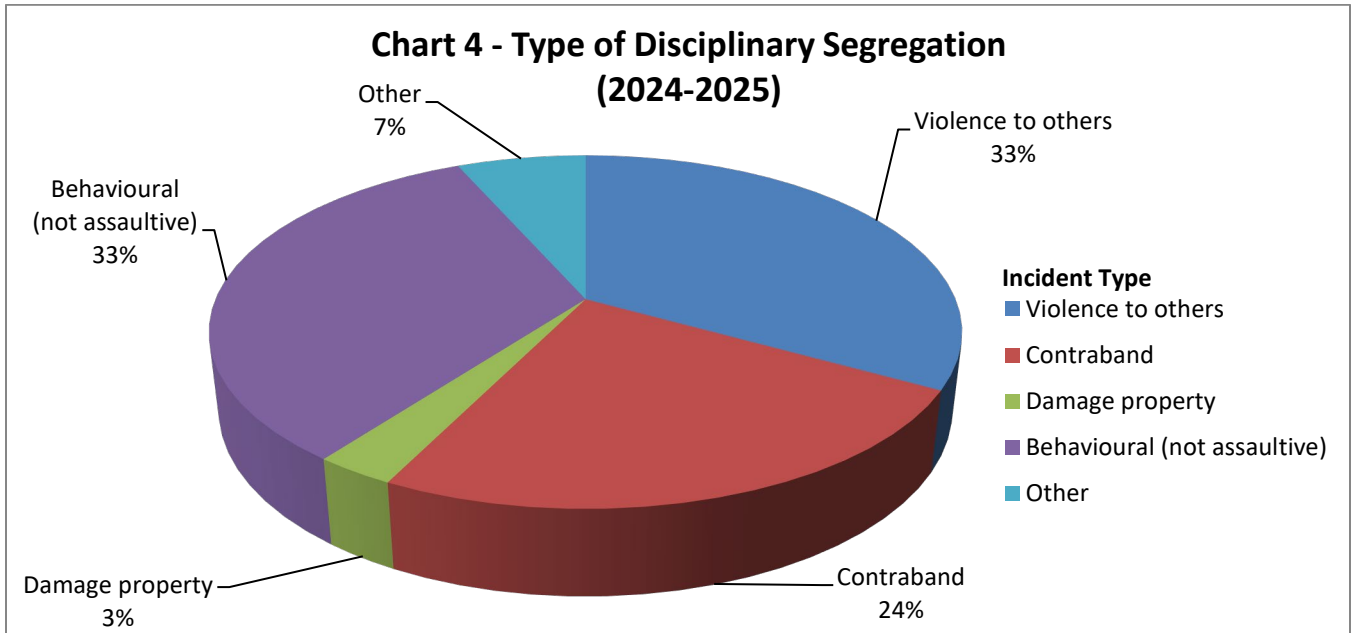
⁸ Disciplinary segregation, as defined in subsection 42(1) of the *Corrections Act* means the separation of an inmate from the general population of the correctional centre as a disciplinary or corrective measure imposed on the inmate and does not mean separate confinement.

Damage to Property: Damage to government property

Behavioural (not assaultive): Behaviour that is abusive, disrespectful and/or indecent

Others: Gambling, Stealing, Unauthorized areas, Refuse search, Gang activity

As **chart 4** indicates below, when combined both violence to others and behavioural (non assaultive) make up the majority of the disciplinary segregation cases (66%).



As noted in **chart 5**, the majority of inmates (51%) held in disciplinary segregation only did so as a result of one instance.

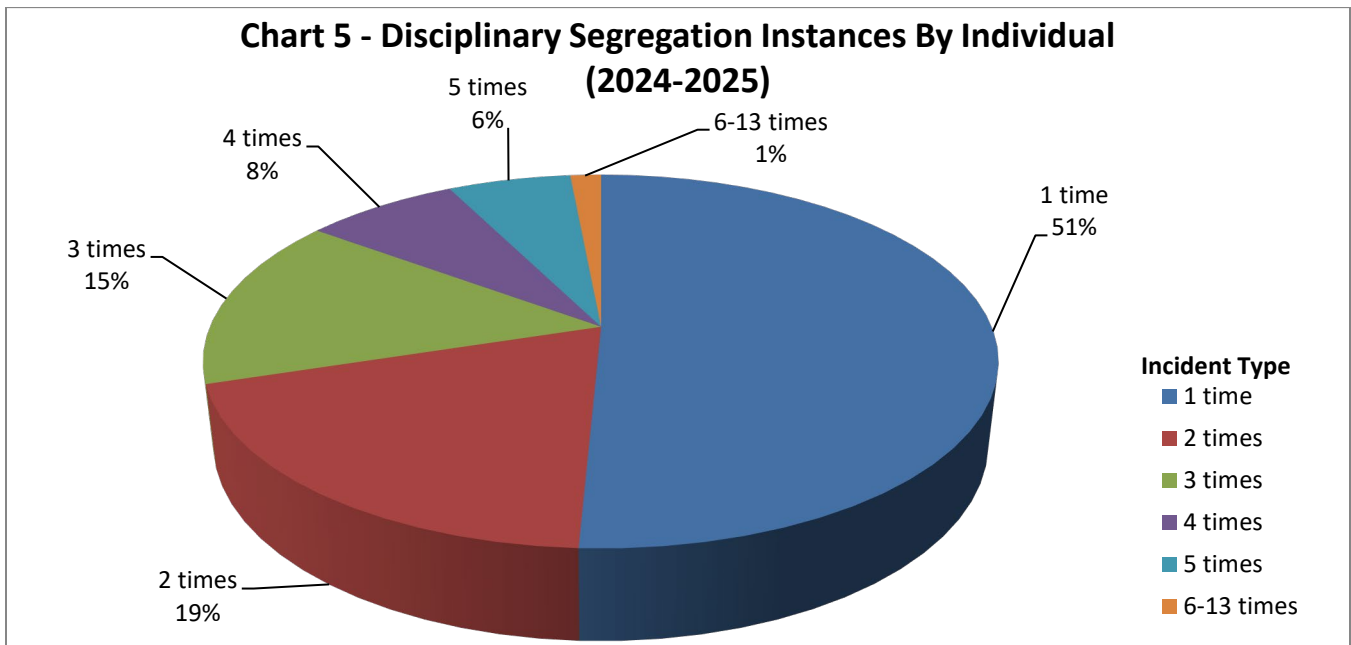
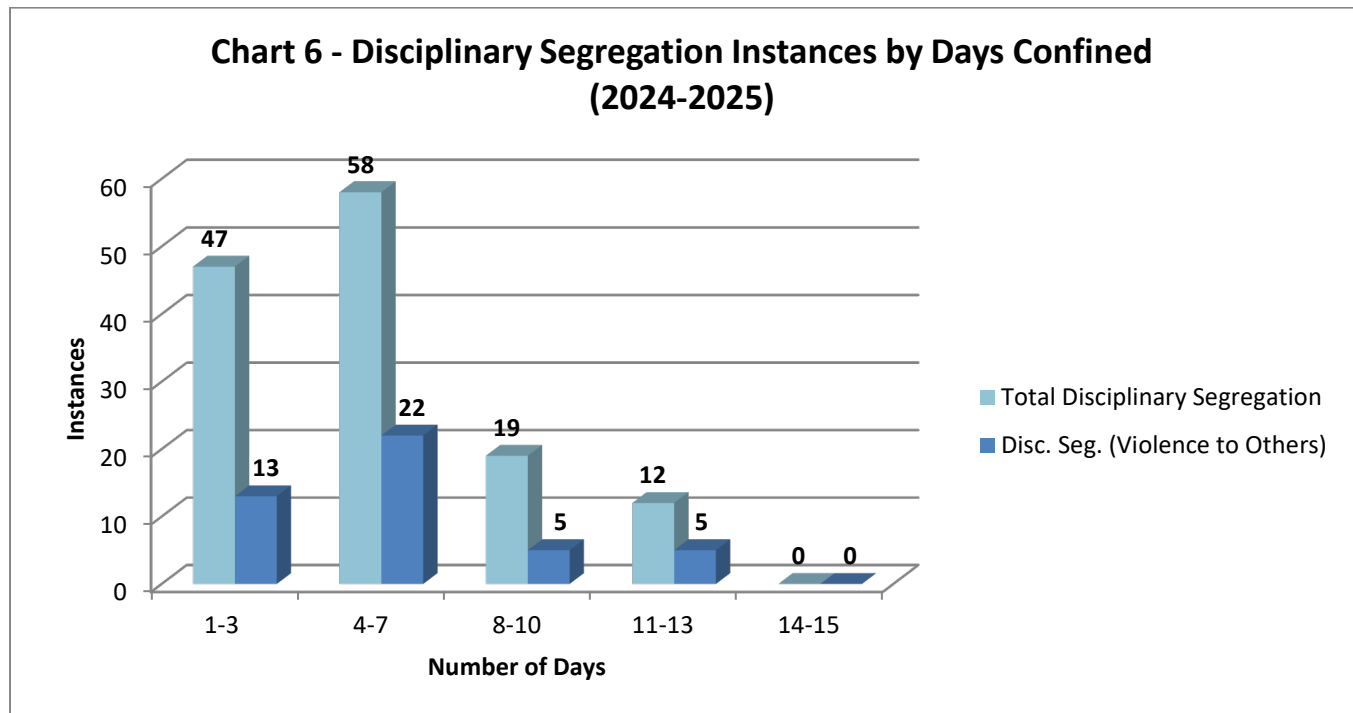


Chart 6 illustrates the number of days individuals were held in disciplinary segregation per instance. The average disciplinary segregation length in 2024-2025 was approximately 5 days. The average length of time for inmates which were found guilty of violence to others was approximately 6 days.



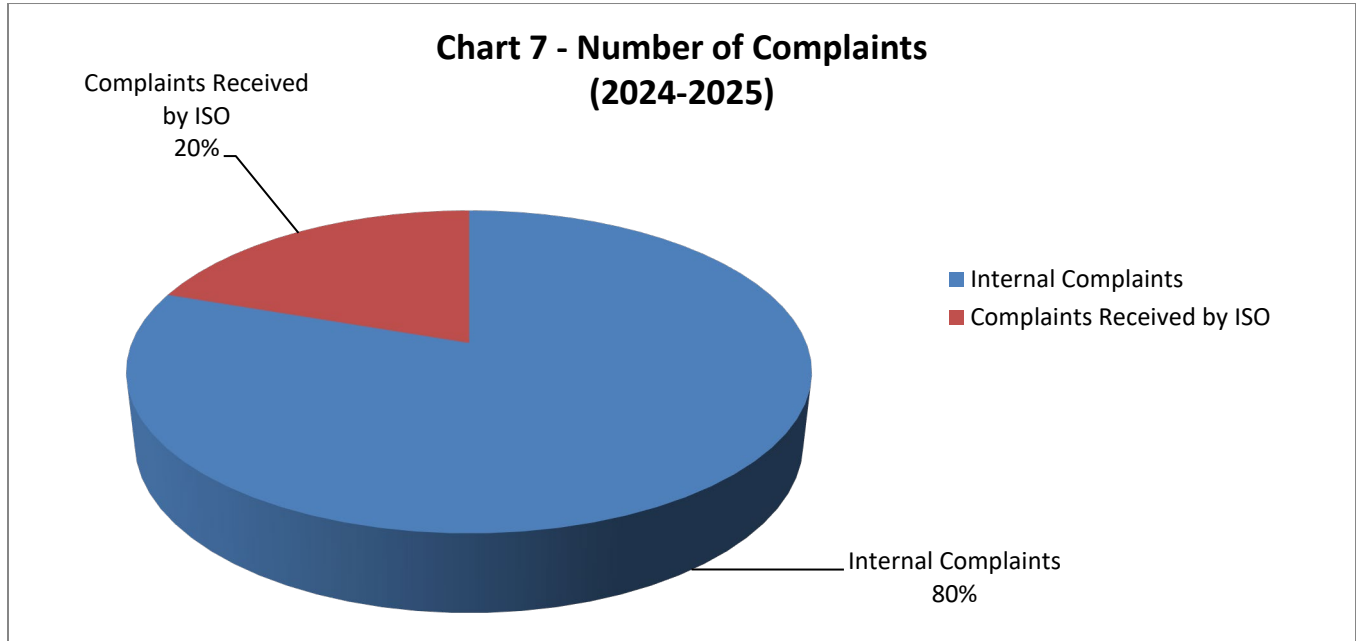
Complaints

The Corrections Service provides inmates and offenders access to a complaints and grievance process which is designed to provide resolution to their concerns surrounding any aspect of conditions of confinement, facility-based living, Community Corrections interactions, and/or involvement with the Corrections Service.

Complainants are encouraged to seek resolution with staff at the correctional facilities and probation offices where possible; however, they may elevate the level of their complaint to the Director of Corrections at any time. The complainant may also provide their complaint directly to the Investigations and Standards Office or request that this Office review Correction's response to their complaint. Those who wish may also submit complaints directly to other independent review organizations (e.g. Office of the Northwest Territories Ombud, NWT Human Rights Commission).

In 2024-2025, the division received 57 complaints addressed through the internal complaint process⁹. During this period of time, the Investigation and Standards Office received 14 complaints.

As detailed in **chart 7**, a majority of the complaints 80% were addressed to the internal complaint process.



Out of the 57 internal complaints; 28 were addressed to the Warden of the North Slave Correctional Complex, seven were addressed to the Warden of the Fort Smith Correctional Complex, zero were addressed to the Warden of the South Mackenzie Correctional Centre, zero were addressed to Community Corrections and 22 were addressed to the Director of Corrections.

Out of the 14 complaints received by the Investigations and Standards Office, all were from inmates at the North Slave Correctional Complex.

Judicial Review

The Corrections Service has not had any judicial reviews during this reporting period.

⁹ Internal complaints are addressed to wardens, managers and the Director of Corrections.