



COVID-19
**HELP STOP
THE SPREAD
AND STAY HEALTHY**



Roadmap

Community Corrections COVID-Safe Roadmap

July 2020

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Introduction

Community Corrections responded rapidly to COVID-19 through the implementation of operational changes focused on continuing our delivery of essential services to the community while ensuring staff safety.

Through Community Corrections' response to the pandemic, we have seen increases in workplace productivity, improved quality of service delivery and better workload management. The increased use of flexible working arrangements, including working from home, has also culminated in performance improvements across the agency.

These changed work practices and working arrangements will feature more prominently in future operations as we adapt to the 'new normal' of Community Corrections.

This *Community Corrections COVID-Safe Roadmap* will support Community Corrections through COVID-19 recovery and beyond. This is the framework for the development of local implementation plans that will detail how each office and centre will sustain improvements in service delivery and performance while ensuring staff safety and well-being.

The COVID-Safe Roadmap - where to from here?

The *Community Corrections COVID-Safe Roadmap* ('this Roadmap') has been developed to provide broad but firm parameters to guide all Community Corrections locations to:

1. Sustain enhanced service delivery and performance
2. Resume suspended activities.

This Roadmap is divided into four phases. From July 2020, Community Corrections will enter Phase 2. Movement (or regression) through the phases will be informed by government and health advice and advice from managers.

To support the implementation of this Roadmap, each office will develop a local implementation plan focused on local needs, experiences and resources. Local implementation guidelines and a template have been created (Annexure A and B) to support the development and implementation of these plans.

Five key principles will guide planning and decision making for COVID-safe operations in Community Corrections. These include:

- **Safety and wellbeing** – the safety and health of staff, offenders and the wider community continue to be our top priority
- **Responsiveness** – we will be responsive to the operating environments and adopt an iterative approach to change
- **Evidence-based** – we will continue to work with NSW Health and other experts to ensure our decisions are informed by up-to-date advice
- **Location-specific** – local needs and issues will inform our response. Local implementation plans will focus on enhanced service delivery while tailoring responses to local needs
- **Continuous learning and innovation** – we will continue to engage with staff and stakeholders to integrate our learnings. Innovation will become part of our business throughout recovery and beyond.

Sustaining enhanced service delivery and performance post COVID-19

Overview

The following service delivery arrangements will be maintained to support Community Corrections to achieve its vision of enhancing community safety by changing offending behaviour.

1. Responsive service delivery to support high quality services that engage offenders and manage risk
2. The continuation of responsive and flexible working practices (working from home and staggered working times) to support our culture of professionalism, empowerment and respect
3. Manageable workloads sustained in line with the *Guide to Workload Management*
4. Increased cleaning and hygiene protocols.

1. Responsive service delivery to support high quality services that engage offenders and manage risk

- Alternative methods of service delivery (phone and video interviews) will be incorporated into case management in cases where this provides the same or better risk management as in-person interviews
- The *COVID-19 Response Plan* will continue to guide alternative methods of service delivery during July 2020. If needed, in-person contacts may increase during August
- Service delivery standards and policy will be updated in August 2020 to support enhanced service delivery arrangements
- Live case planning will be maintained and incorporated into service delivery standards and policy in August 2020
- Managers will consult with local courts to arrange the resumption of court duty services. The need for in-person services may increase as court sittings resume, however remote service delivery may continue
- Remote reporting centres hosted at court houses will continue via alternative means until September 2020 (in line with court advice).

2. Responsive and flexible working practices

- The use of flexible working arrangements (i.e. working from home and staggered working times) will continue
- Productivity and accountability will continue to be monitored via existing tools (e.g. Workload Report)
- Work Plans will be maintained and standardised to support staff in structuring time. Further guidance will be provided in August 2020
- Human Resources will review the DCJ Working from Home Policy in July 2020, with further information provided to support the continued use of flexible working arrangements
- Existing technology (e.g. phones, laptops, remote Citrix licenses) will be maintained, following a reconciliation of need.

3. Manageable caseloads sustained in line with the *Guide to Workload Management*

- Maintaining manageable caseloads remains a priority
- *The Guide to Workload Management* will be updated to better support the delivery of high quality services and improve staff wellbeing
- We will use remote service delivery options to support workload management strategies when appropriate.

4. Increased cleaning and hygiene protocols

- Increased cleaning across office locations will be maintained
- Enhanced hygiene protocols for electronic monitoring equipment handling, alcohol and drug testing and home visits will continue
- COVID-19 screening questions will continue to be asked for the foreseeable future
- Changes to transitional/residential centre COVID-19 contingency protocols can be made at a local level at any time (and articulated in the centres Local Plan), guided by government and health advice.

Key actions and phases

Phase 1 – March – June 2020

1. Strict local working arrangements implemented to reduce risk of COVID-19 cross-transmission (i.e. working from home while continuing to resource offices to deliver essential services)
2. Alternative service delivery methods (i.e. phone reporting) implemented, guided by the *COVID-19 Response Plan*
3. Court duty suspended due to court closures
4. Home visits suspended (except for high risk offenders)
5. Remote reporting centres predominantly suspended (some exceptions).

Enablers

- Implementation of a detailed *COVID-19 Response Plan* specific to Community Corrections
- 800 new phones to support remote work and alternative service delivery arrangements
- Additional laptops
- 5,000 Citrix licenses to facilitate remote access to CSNSW network/systems
- Practice Unit support and training facilitated remotely
- Updated key performance indicators (*Workload Report*)
- A dedicated Community Corrections Command Post Representative.

Phase 2 – July – August 2020

1. Local working arrangements (guided by local implementation plans) updated to provide greater flexibility where needed, maintaining a focus on staff safety
2. Alternative service delivery methods maintained, guided by the *COVID-19 Response Plan* including a strong focus on live case planning

3. Court duty provided remotely
4. Remote reporting centres may progressively resume where in-person services are required and this is balanced by the effective use of resources (excluding those operating at court houses, which may continue to operate via alternative means, e.g. phone reporting, alternative reporting sites if required).

Enablers

- Additional training to support live case planning implemented in July
- *Guide to Workload Management* updated to incorporate remote service delivery and the new stages of workload management introduced in the *COVID-19 Response Plan* (Stages 4 and 5)
- Existing technology (e.g. phones, laptops, remote Citrix licenses) maintained to support flexible working arrangements
- Additional guidance to ensure the safe use of technology
- Consultation with courts to develop a Memorandum of Understanding with high-level guidelines to support a return to in-person services.

Phase 3 – Timeframe to be advised

1. Local working arrangements are monitored and reviewed, and local implementation plans updated as needed
2. In-person contacts may increase, prioritised for those for who in-person contact will be most effective (e.g. during the initial assessment period). Otherwise, alternative service delivery methods will continue. Case plans will document what is most appropriate for each offender
3. Court duty provided remotely. In-person services may resume if required (in consultation with the court)
4. Remote reporting centres progressively resume, where in-person services are required and this is balanced by an effective use of resources (excluding those at court houses which will continue to operate via alternative means, e.g. phone reporting, alternative reporting site).

Enablers

- Additional guidance on alternative methods of service delivery incorporated into existing policy, procedures and service delivery standards
- Additional training and support to enable assessment and application of alternative service delivery methods
- Technology (e.g. mobile phones, laptops and Citrix licenses) maintained and reconciled
- Communication and engagement with courts and stakeholders regarding Community Corrections' enhanced service delivery arrangements.

Phase 4 – Timeframe to be advised

1. Local staffing arrangements focus on sustaining flexible working practices and staff safety. This will be guided by an updated local implementation plan
2. In-person interviews resume, in line with updated service delivery standards and policy

3. Methods of delivering court duty balances quality service delivery and effective use of resources (e.g. in-person, remote or mixed), in consultation with local courts
4. Remote reporting centres resume, where in-person services are still required and this is balanced by effective use of resources, including those held at court houses.

Enablers

- Communication and engagement with courts and stakeholders regarding Community Corrections' enhanced service delivery arrangements
- Advice from courts regarding the resumption of remote reporting centres held at their locations
- Information on enhanced hygiene protocols adapted into existing policy and procedures
- Review of cleaning contracts undertaken to incorporate long term additional cleaning requirements.

Resuming Suspended Activities

Overview

During the COVID-19 response phase, a number of activities and services were suspended. This section outlines the stages through which services will gradually and safely resume.

Key areas to resume are:

- community service work
- alcohol and drug testing
- community programs
- home visits.

Resumption of these areas will be contingent upon sufficient Personal Protective Equipment (PPE) to support the activity. An incremental approach to resumption will allow ongoing monitoring and regression through the stages in the event of heightened risks arising from COVID-19. The delivery of services will initially return in a modified format (e.g. use of technology to deliver programs to offenders during July and August 2020).

Clear communication will be provided prior to moving through each stage, and exact timing will be guided by health and government advice.

Key actions and phases

Phase 1 – March – June 2020

1. Community work suspended
2. Alcohol and drug testing suspended
3. Community programs suspended
4. Home visits suspended (some exceptions).

Enablers

- Implementation of a detailed *COVID-19 Response Plan* specific to Community Corrections
- Release of a Standard Operating Procedure for alcohol and drug testing
- Development of fact sheets to support enhanced hygiene protocols
- Additional daily cleaning for Community Corrections offices
- Use and availability of PPE.

Phase 2 – July – August 2020

1. The Community Service Working Group will develop guidelines for the resumption of services. Work may recommence in a limited form
2. Alcohol and drug testing will resume for offenders on Extended Supervision or Drug Court orders and offenders residing in CSNSW operated residential centres
3. Preparations for programs to recommence (in a modified format) will continue. Community Corrections Officers will maintain and update case plans to ensure data reflecting program needs is appropriately reflected
4. No changes to home visits (will continue as per the *COVID-19 Response Plan*).

Enablers

- Sufficient PPE to support community service work and alcohol and drug testing
- Amendment to Commissioners Instruction 32/2020 – *Suspension of alcohol and other drug testing of inmates and offenders*
- Offender Management and Programs advice regarding resumption of community programs based on demand
- Policy updates to reflect amended process for recording program need in case plans (informally introduced in March 2020)
- Revision of policy/service delivery standard requirements to determine categories of offenders for which home visits are required.

Phase 3 – Timeframe to be advised

1. Community service work continues to progressively resume in a modified format
2. Alcohol and drug testing is available to be used for all eligible offenders. This should be guided by existing guidelines in Community Corrections Policy section *E2: Drug testing* and underpinned by sound risk management considerations
3. Programs re-commence using alternative delivery methods
4. Home visits to resume in line with updated service delivery standards and policy.

Enablers

- Offender Management and Programs advice regarding community program resumption
- Technology to facilitate program delivery in modified formats
- Communication to courts and stakeholders regarding the availability of the community serviced work scheme (e.g. a state-wide ‘work capacity’ report to highlight areas where we have been able to resume community service work)
- Sufficient PPE to support increased rates of home visits, community work and alcohol and drug testing.

Phase 4 – Timeframe to be advised

1. Community service work resumed
2. Alcohol and drug testing resumed
3. Programs re-commenced though a mix of remote delivery and in-person methods
4. Home visits continue in line with updated service delivery standards and policy.

Enablers

- Offender Management and Programs advice regarding community program facilitation
- Technology to facilitate program delivery in modified formats
- Sufficient PPE to support increased rates of community work, home visits, programs and alcohol and drug testing
- Ongoing communication to courts and stakeholders regarding the availability of the community service work scheme
- Monitoring of workload impacts and effects on performance as courts resume.

Resumption of other activities

- Resumption of Brush Farm Corrective Services Academy facilitated training (outside of primary training) will be guided by the *BFCSA Recovery Plan*
- Managers may resume face to face engagement/training days where this can be done safely and in line with physical distancing requirements.

Quality Assurance

Monitoring and measuring our success

While many of the practices implemented during the COVID-19 pandemic have proven to improve productivity and performance, they are yet to be fully tested. It is critical to the success of this Roadmap that continuous learning and innovation inform and drive our approach.

The following quality assurance practices will be maintained (or implemented) to measure the impact of enhanced supervision methods on the quality of service delivery:

- Establishment of a 'continuous learning and innovation' working group to ensure quality service delivery through the transition and post-COVID-19
- The Practice Unit will continue to undertake Practice Reviews (including interview observations over the phone as part of remote service delivery)
- Executive and local monitoring of the *Workload Report* to assess compliance with amended service delivery standards
- Testing to assess the quality of modified practices (e.g. phone reporting)
- A Thematic Review by the Operational Performance and Review Branch that will focus on compliance with Community Corrections Standards in 2022 (noting that remote service delivery will be included as part of the new working arrangements).

Governance

Implementation and transition through the phases of the *COVID-Safe Roadmap* will be governed and monitored by the Community Corrections Executive, informed by government and health advice.

Community Corrections managers will develop comprehensive local implementation plans for each location to operationalise the principles of this Roadmap while focusing on local needs and resources. Implementation and monitoring the effectiveness of local plans will be the responsibility of Directors and managers.

Engagement and Communication

The Community Corrections Executive will meet on a regular basis to monitor the implementation of the *Community Corrections COVID-Safe Roadmap* and make decisions on transition through the phases. Decisions will be communicated to all staff via the Assistant Commissioner, Directors and Managers.

Community Corrections staff will continue to be engaged throughout the recovery process.



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Appendix A - Community Corrections COVID-Safe Roadmap



Communities
& Justice

Community Corrections' response	Phase 1	Phase 2	Phase 3	Phase 4			
<p>Decisions to ease restrictions will be guided by Government and health advice. Changes in risk may lead to a continuation or re-establishment of control measures. The implementation of the COVID-Safe Roadmap at your office is up to your manager and Director. They will answer any questions you may have.</p>							
Enabling projects	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> Increasing access to offenders via technology</div> <div style="text-align: center;"> Distribution of mobile phones and computers to enable remote access</div> <div style="text-align: center;"> Publication of resources and communication materials</div> <div style="text-align: center;"> Dedicated project to resume community service work</div> <div style="text-align: center;"> Updates to the Service Delivery Standards and Policy and Procedures</div> <div style="text-align: center;"> Development of new performance measures to reflect changes in service delivery</div> <div style="text-align: center;"> Practice Unit to support quality practice under the new arrangements</div> </div>						
Guiding principles of COVID-safe operations	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> Risk based The safety and health of our staff, offenders and the wider community continue to be our top priority. All decisions will consider the potential impacts on our operating environments. </div> <div style="text-align: center;"> Responsive Our approach will be flexible and respond to changes in risk levels within the community. </div> <div style="text-align: center;"> Evidence based We will continue to work with NSW Health and other experts to ensure we have up to date advice. </div> <div style="text-align: center;"> Location specific We recognise that local needs and issues must inform our response. </div> <div style="text-align: center;"> Continuous learning and innovation We will collaborate throughout the process to ensure positive learnings and innovations become part of ongoing business. </div> </div>						
Ongoing requirements							
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> Physical distancing</div> <div style="text-align: center;"> Hand and respiratory hygiene</div> <div style="text-align: center;"> Personal Protective Equipment</div> <div style="text-align: center;"> Stay home if you are sick</div> <div style="text-align: center;"> Enhanced cleaning regime in all workplaces</div> <div style="text-align: center;"> Temperature screening for staff.</div> </div>							

Appendix B – Local implementation plan guidance

Managers are to complete a local implementation plan (in consultation with staff) and review with their Director. Alternative templates may be used provided the key areas and considerations are still addressed. Managers will need to continue to update their plans as restrictions and advice change, and as we progress through the phases of the Community Corrections COVID-Safe Roadmap.

The list of considerations provided is not exhaustive and are meant as a general guide to support a staged return to office activities. Each office will need to apply their individual considerations when developing their local plan. Ensure you refer to the Community Corrections COVID-Safe Roadmap when developing your local plan.

OFFICE: Review date:		
Key area	Guiding principles	Considerations
Local staffing arrangements	Flexible working arrangements will remain, with an aim of progressively increasing staff presence in the office (where it can be done safely).	<p>Working arrangements</p> <ul style="list-style-type: none"> • Have you considered what the new working arrangements could be for your office and how you can progressively work towards this? • Have you considered the staff who should be prioritised for returning to the office (e.g. trainees on their primary placement) in the first phases of the Roadmap? • Have you considered continuing working from home arrangements for vulnerable staff or staff that work productively from home? • Have you considered how flexible working times/arrangements can be implemented (e.g. staggered start/finish times)? • Have you set up ways to communicate with staff working from home (such as Teams or email)? • Have you considered leave arrangements for staff, in particular staff with excess leave? <p>Physical distancing</p> <ul style="list-style-type: none"> • Have you put up posters and reminded staff of physical distancing and hygiene guidelines? • How can you ensure your workplace environment/layout complies with physical distancing guidelines (e.g. square metre rules)? • Have you considered implementing floor stickers to denote distancing requirements as a reminder about physical distancing? • Once calculated, have you considered displaying signs at entrances with the maximum safe capacity of the room to comply with the square metre rule? <p>Visitors</p> <ul style="list-style-type: none"> • Have arrangements been made for non-operational staff (e.g. psychologists, practice

OFFICE: Review date:		
Key area	Guiding principles	Considerations
		<p>managers)?</p> <ul style="list-style-type: none"> • Have visitor and office appointment books been implemented to assist with contact tracing if required? <p>PPE and hygiene</p> <ul style="list-style-type: none"> • Do you have sufficient PPE to support an increase of staff in the office? • Are staff aware of the need to ensure they are cleaning frequently touched surfaces throughout the day?
Community service work	Community service work will resume incrementally in line with the Community Service Work guidelines.	<p>Community Service Work Guidelines</p> <ul style="list-style-type: none"> • Have you aligned activities with the Community Service Work guidelines? • Have you consulted with partner agencies? • What is the response if an offender/field officer presents with COVID symptoms/positive test results? • Have you considered merging with neighbouring ComCor offices for community service work? <p>PPE and hygiene</p> <ul style="list-style-type: none"> • Have you considered what the cleaning and hygiene needs and protocols are? • Do you have the additional PPE required for field officers and offenders? • Is specific cleaning of vehicles required?
Alcohol and drug testing	Alcohol and drug testing will return in line with the Community Corrections COVID-safe Roadmap and must only occur where the required PPE is available.	<p>For Phase 2: only for Extended Supervision Order offenders, Drug Court offenders and offenders residing in CSNSW operated residential centres.</p> <p>For Phase 3 and 4: all eligible offenders.</p> <ul style="list-style-type: none"> • Have the risk/needs principles been applied prior to testing? • Have you informed staff about the required cleaning and hygiene needs and protocols? • Have you considered implementing a local register of offenders tested to support contact tracing? • Have you ensured PPE is available? • Would a PPE kit specific to AOD testing be useful? • Has refresher training been considered to ensure staff meet WHS obligations and understand correct PPE usage?
Group programs	The return of group programs will be guided by OM&P.	<ul style="list-style-type: none"> • What advice has OM&P provided? • Are there alternative program delivery methods available (e.g. Livit)? • When will programs be delivered (weekdays/ weekends)?

OFFICE: Review date:		
Key area	Guiding principles	Considerations
	Programs will return incrementally, starting with a modified format, and supported by PPE and hygiene protocols.	<ul style="list-style-type: none"> • Is technology appropriate and available (for staff and offenders)? • What are the required cleaning and hygiene needs and protocols? • How will you maintain COVID-safe practices? • Have you reminded staff to maintain and update case plans to ensure data reflecting program needs is appropriately reflected?
Home visits	Home visits will increase incrementally in line with the COVID-Safe Roadmap.	<p>No action required for phase 2. For phases 3 and 4:</p> <ul style="list-style-type: none"> • Have you consulted the updated SDS and Policy (to be released in August 2020)? • Have you implemented a system for risk assessments and briefing staff on COVID-safe practices? • What are the required cleaning and hygiene needs and protocols? • How will staff travel where two staff are required to attend a home? • Have you reminded staff about physical distancing practices and the screening questions?
Court duty	In-person court duty services will be incrementally resumed and delivered in the way that provides the most effective balance of quality service and use of resources (e.g. in-person, remote or a mix).	<p>For phase 2:</p> <ul style="list-style-type: none"> • Can you continue to deliver services remotely? • Have Managers commenced consultation with the courts to discuss an incremental resumption of services and local protocols for COVID-safe practices? <p>For phases 3 and 4:</p> <ul style="list-style-type: none"> • Is there sufficient cleaning and hygiene protocols and resources to support progressive resumption of in-person services? • Have you discussed with the court whether quality services could continue to be delivered remotely, whilst also being resource efficient or whether a mix of in-person and remote services could be used?
Remote reporting centres	Remote reporting centres may progressively resume (where in-person services are required and this is balanced by an effective use of resources).	<p>For phase 2:</p> <ul style="list-style-type: none"> • Have Managers commenced consultation with the centres to discuss an incremental resumption of services and local protocols for COVID-safe practices, including responsibility for cleaning? <p>For phases 3 and 4:</p> <ul style="list-style-type: none"> • What are the required cleaning and hygiene needs and protocols? • Have you confirmed any local protocols and the consistency with overarching CSNSW requirements?

OFFICE: Review date:		
Key area	Guiding principles	Considerations
		<ul style="list-style-type: none"> • Has engagement with local centres been made to determine whether space is available?
In-person interviews	In-person interviews may progressively increase to ensure a high quality service that engages offenders, manages risk and targets the right offenders, in the right way.	<ul style="list-style-type: none"> • Have you considered the responsivity needs of the offenders when prioritising who will return to in-person contact first (e.g. offenders in the initial assessment period)? • Have you considered maintaining phone/AVL contact where it has been effective? • Have you reminded staff to make sure the case plan reflects the rationale for why that method of delivery is most appropriate for the offender? • Is training for staff required (e.g. conducting PGIs over the phone)? • Have you considered how additional training and support can be provided to support appropriate assessment and application of alternative service delivery methods? • Is there appropriate PPE to support increasing in-person contact?
Training and engagement	Managers may resume face to face engagement/ training days, where this can be done safely and in line with physical distancing requirements.	<ul style="list-style-type: none"> • Can staff engagement days be held outside of the office environment or through technology? • Can you deliver this training or engagement session remotely and still be effective? • What communication methods would be most appropriate for staff working in the office and offsite? • Can you maintain 1.5ms between participants physically in the room? • Do you have enough PPE to support increases in in-person contact? • What is the impact upon the public transport system of a potential increase in persons (staff/presenters etc) travelling to one location to attend a training/engagement session? • How would I ensure participants maintain 1.5ms distance during breaks?
Resources available	Community Corrections COVID-Safe Roadmap Community Service Work Guidelines – to be provided http://intranet.internal.justice.nsw.gov.au/Divisions/Pages/divisions/corrective-services-nsw/COVID-19/COVID-19.aspx https://www.nsw.gov.au/covid-19 https://www.health.nsw.gov.au/Infectious/covid-19/Pages/default.aspx https://www.safeworkaustralia.gov.au/covid-19-information-workplaces https://www.coronavirus.dcj.nsw.gov.au/coronavirus-information-for-staff/resources https://www.comcare.gov.au/safe-healthy-work/prevent-harm/coronavirus	

Appendix C – Local implementation plan template

OFFICE: Review date:		
Key area	Guiding principles	How will the considerations look in my workplace?
Local staffing arrangements	Flexible working arrangements will remain, with an aim of progressively increasing staff presence in the office (where it can be done safely).	<p><i>After taking into account the list of considerations and any other information that would be relevant for your workplace, insert information here about how local staffing arrangements will look in your workplace.</i></p> <ul style="list-style-type: none"> • <i>What do you need to do?</i> • <i>How will you do this?</i> • <i>When will it happen?</i> • <i>What supplies do you need?</i>
Community service work	Community service work will resume incrementally in line with the Community Service Work guidelines.	<p><i>After taking into account the list of considerations and any other information that would be relevant for your workplace, insert information here about how a return to community service work will operate for your office.</i></p> <ul style="list-style-type: none"> • <i>What do you need to do?</i> • <i>How will you do this?</i> • <i>When will it happen?</i> • <i>What supplies do you need?</i>
Alcohol and drug testing	Alcohol and drug testing will return in line with the Community Corrections COVID-safe Roadmap and must only occur where the required PPE is available.	<p><i>After taking into account the list of considerations and any other information that would be relevant for your workplace, insert information here about how alcohol and drug testing will look in your workplace.</i></p> <ul style="list-style-type: none"> • <i>What do you need to do?</i> • <i>How will you do this?</i> • <i>When will it happen?</i> • <i>What supplies do you need?</i>
Group programs	<p>The return of group programs will be guided by OM&P.</p> <p>Programs will return incrementally, starting with a modified format, and supported by PPE and hygiene protocols.</p>	<p><i>After taking into account the list of considerations and any other information that would be relevant for your workplace, insert information here about how group programs will look in your workplace.</i></p> <ul style="list-style-type: none"> • <i>What do you need to do?</i> • <i>How will you do this?</i> • <i>When will it happen?</i> • <i>What supplies do you need?</i>

OFFICE: Review date:		
Key area	Guiding principles	How will the considerations look in my workplace?
Home visits	Home visits will increase incrementally in line with the COVID-Safe Roadmap.	<p><i>After taking into account the list of considerations and any other information that would be relevant for your workplace, insert information here about how home visits will operate for your office.</i></p> <ul style="list-style-type: none"> • <i>What do you need to do?</i> • <i>How will you do this?</i> • <i>When will it happen?</i> • <i>What supplies do you need?</i>
Court duty	In-person court duty services will be incrementally resumed and delivered in the way that provides the most effective balance of quality service and use of resources (e.g. in-person, remote or a mix).	<p><i>After taking into account the list of considerations and any other information that would be relevant for your workplace, insert information here about how court duty will operate for your office.</i></p> <ul style="list-style-type: none"> • <i>What do you need to do?</i> • <i>How will you do this?</i> • <i>When will it happen?</i> • <i>What supplies do you need?</i>
Remote reporting centres	Remote reporting centres may progressively resume (where in-person services are required and this is balanced by an effective use of resources).	<p><i>After taking into account the list of considerations and any other information that would be relevant for your workplace, insert information here about how remote reporting centres will operate for your office.</i></p> <ul style="list-style-type: none"> • <i>What do you need to do?</i> • <i>How will you do this?</i> • <i>When will it happen?</i> • <i>What supplies do you need?</i>
In-person interviews	In-person interviews may progressively increase to ensure a high quality service that engages offenders, manages risk and targets the right offenders, in the right way.	<p><i>After taking into account the list of considerations and any other information that would be relevant for your workplace, insert information here about how in-person interviews will operate in your workplace.</i></p> <ul style="list-style-type: none"> • <i>What do you need to do?</i> • <i>How will you do this?</i> • <i>When will it happen?</i> • <i>What supplies do you need?</i>
Training and engagement	Managers may resume face to face	<p><i>After taking into account the list of considerations and any other information that would be relevant for your workplace, insert information here about how training and engagement</i></p>

OFFICE: Review date:		
Key area	Guiding principles	How will the considerations look in my workplace?
	engagement/training days, where this can be done safely and in line with physical distancing requirements.	<p><i>activities will look in your workplace.</i></p> <ul style="list-style-type: none"> • <i>What do you need to do?</i> • <i>How will you do this?</i> • <i>When will it happen?</i> • <i>What supplies do you need?</i>