

The Toronto South Detention Centre:

The Toronto South Detention Centre is currently utilizing several options for counsel calls including:

1) **New Process:** TSDC started a pilot project June 15, 2020 where defence can contact their clients via email. The email address is DefenceMessagesTSDC@ontario.ca This is an institution specific generic inbox which will receive messages from Defense Counsel Reception Staff will have access to this box. Reception staff will check the inbox four times a day, print the emails and deliver them to the inmates (within 24 hours of receipt of the email at the latest). Staff will ensure the inmate gets the message; it is then up to the client to get back to their counsel.

Defence Counsel must ensure to:

- Include your name and your office information (so that TSDC can ensure only messages from defense counsel are actioned).
- Include the name of your client and their date of birth in the subject of the email, as well as at the top of the email.
- Clearly state the phone number where the client should contact you.
- If you have a specific date and time you would like them to call, please clearly state that for your client.
- Please ensure that you give a minimum of 24 hours' notice if you specify a specific date/time.
- There will be no two-way communication through this email address.

The email address will be monitored by staff at set times during the day. They will print emails received and give to the inmate noted within 24 hours of receiving the email. It will be up to your client to phone you based on the information you give them.

2. Defence lawyers can contact TSDC Reception (416) 354-4030 and press 0 to speak with the receptionist to let them know that they would like to pass a message to their client. (note the receptionist can not transfer a call to the living unit). The receptionist will then relay the message to the floor sergeant, who will in turn help to facilitate this call for the inmate.

3. TSDC Reception will receive phone calls daily from 9 am – 7 pm. Counsel should provide name; contact number and time and date they would like to receive the call back.
4. The TSDC is providing each client with a calling card, this card allows them to call out to any number, including cellular phones. Again, the TSDC can share your cell phone number with the client and make arrangements for them to use their calling card to call you. However please note that the TSDC cannot regulate how the clients make use of these calling cards.
5. Remote Defence Access to lawyers daily. Additional phones are available on the units to facilitate contact lawyer contact with inmates. If you have not registered for RDA feel free to do so by contacting Modernization@Ontario.ca.
6. If this is an urgent matter, please contact Sergeant Pegg by email Melody.Pegg@ontario.ca or by telephone at 416. 354. 4030 ext. 1191 and Sergeant Cole by email Sam.Cole@ontario.ca or by telephone at 416.354.030 ext. 1191.
7. Finally, the institution is open, and you are permitted to attend and meet with your client from the Renovo video unit on the first floor of the TSDC.

If you have any additional questions, please don't hesitate to contact Carlos Santos, Carlos Santos@ontario.ca, Melody Pegg, Melody.Pegg@ontario.ca and Sam Cole, Sam.Cole@ontario.ca and they will be happy to assist you.

The Toronto East Detention Centre:

The Toronto East Detention Centre is currently utilizing several options for counsel calls including:

NOTE: All visits/calls must be coordinated a day in advance by emailing both Vincent Alarcon Vincent.Alarcon@ontario.ca and Rachel Tuma Rachel.Tuma@ontario.ca. Please provide all details surrounding the visit/call re: client name, DOB, length of time required for meeting etc.

1) TEDC can provide audio meetings with your clients daily from the teleconference rooms at TEDC. There is time available daily from 3:00 pm – 5:00 pm.

2) If you send a land-line number in your email to the TEDC, they will supply the number to your client, and he can call you collect from his day area.

3) The TEDC is providing each client with a calling card, this card allows them to call out to any number, including cellular phones. Again, the TEDC can share your cell phone number with the client and make arrangements for them to use their calling card to call you. However, please note that the TEDC cannot regulate how the clients make use of these calling cards.

4) Access Defense is also available, and this service will provide a teleconference time and conference ID that your client may call. The number to set up Access Defence is 1-866-322-5422. There are specific phones in the client's day area that can call out to the Access Defense line at the specific conference time.

5) Finally, the institution is open, and you are permitted to attend and meet with your client in the visiting area through the glass/phone. These appointments must be coordinated with Security Sergeants. They can be contacted at 416-750-3513 ext. 290 or 291.

The Vanier Centre for Women:

The Vanier Centre for Women is currently utilizing several options for counsel calls including:

- 1) Defence Lawyers can contact the Vanier Centre for Women (905-876-8300) and press 0 to speak with the receptionist to let them know that they would like to pass a message to their client. (note the receptionist can not transfer a call to the living unit). The receptionist will then relay the message to the area sergeant, who will in turn help to facilitate this call for the inmate. If you provide the Vanier Centre for Women with a land-line number, Vanier will supply the number to your client, and she can call you collect from her day area.
- 2) The Vanier Centre for Women is providing each client with a calling card, this card allows them to call out to any number, including cellular phones. Again, the Vanier Centre for Women can share your cell phone number with the client and make arrangements for them to use their calling card to call you. However please note that the VCFW cannot regulate how the clients make use of these calling cards.
- 3) Remote Defence Access to Lawyers is available daily. Additional phones are available on the units to facilitate lawyer contact with inmates.
- 4) Finally, the institution is open, and you are permitted to attend and meet with your client in the Secure, Professional Visit Area.
- 5) Please Note: Vanier will take every reasonable measure possible to facilitate access/phone calls to your client(s).
Vanier's contact regarding lawyer/contact issues should be directed to the security manager 905-876-8300 Ext 8307 or the Shift Supervisor on duty. 905-876-8300 Ext 4359.