

**25TH COUNCIL OF EUROPE CONFERENCE
OF DIRECTORS OF PRISON AND
PROBATION SERVICE**

**„COVID-19: CHALLENGES, LESSONS AND
STRATEGIES FOR THE FUTURE”**

WORKSHOP II:

**Probation Services: COVID 19 challenges, lessons
and strategies for the future**

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COUNCIL OF EUROPE



CONSEIL DE L'EUROPE

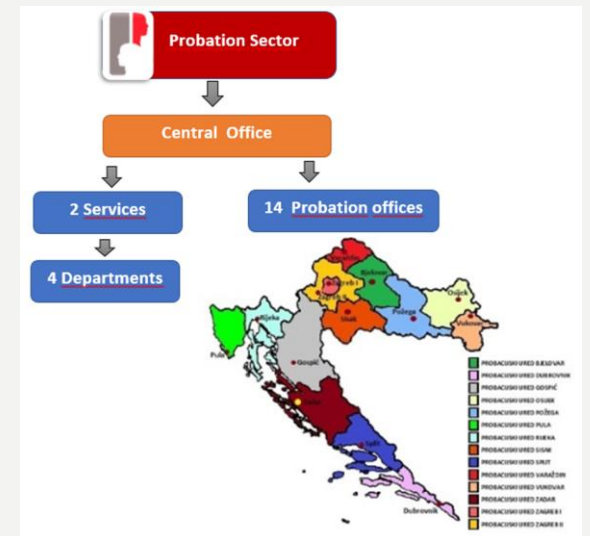
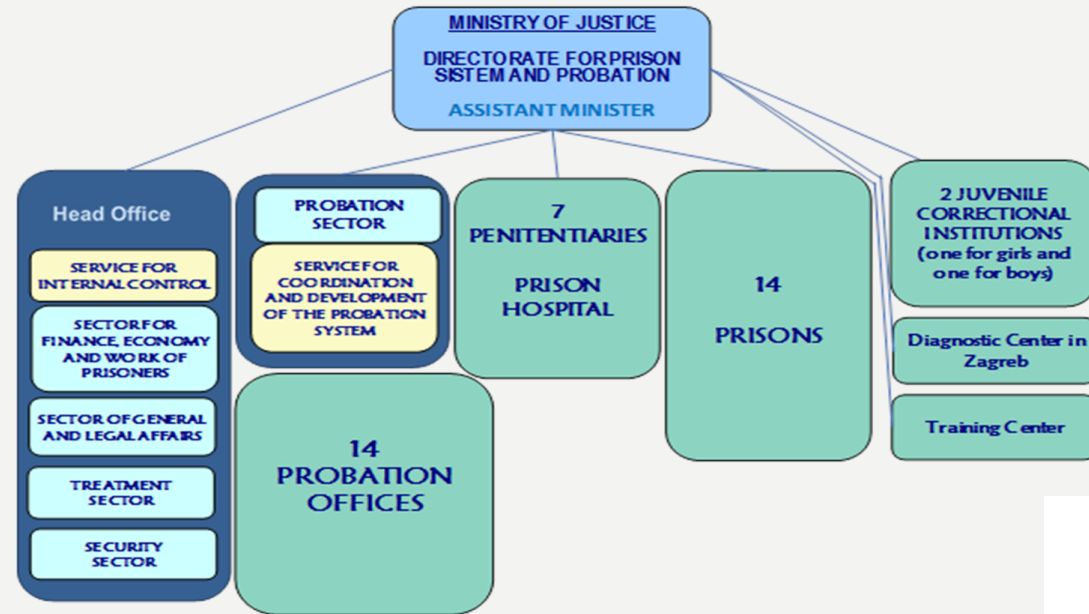


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Ministarstvo pravosuđa i
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Probation Services: COVID 19 challenges, lessons and strategies for the future

CROATIA



NEWS
(ORGANISATIONAL)

NUMBER OF OFFENDERS

NUMBER OF STAFF

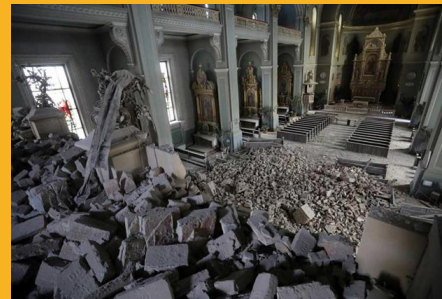
Probation Services: COVID 19 challenges, lessons and strategies for the future CROATIA

2020: DOUBLE TROUBLE

COVID-19



EARTHQUAKE



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COVID-19 IN THE WORK OF THE PROBATION SERVICE

1st phase: **complete lockdown**

2nd phase: **progressively oppening**

3rd phase: **back to normal**

4th phase: **new normal**

1ST PHASE: COMPLETE LOCKDOWN

- ✓ staff into two teams – 14 days
- ✓ contacts with offenders only by phone or mail
- ✓ more frequent contacts with offenders by phone
- ✓ postpone the enforcement of community work
- ✓ all group treatments postponed
- ✓ reports made from the office



2ND PHASE: PROGRESSIVELY OPPENING

- ✓ return of all probation officers to the office
- ✓ seeing offenders in the probation office
- ✓ laptops with installed Prison and Probation Information System for office ZG1
- ✓ contact with beneficiaries - continue enforcing community work
- ✓ probation officers didn't go to offenders' homes
- ✓ online meeting via Microsoft Teams platform



3RD PHASE: **BACK TO NORMAL**

- ✓ started with home visits again
- ✓ mandatory wearing of a mask, social distancing from the offender or family members, avoiding handshakes or any other physical contact
- ✓ back in the field to gather relevant information for reports
- ✓ arrange community work with other beneficiaries



4TH PHASE: **NEW NORMAL**

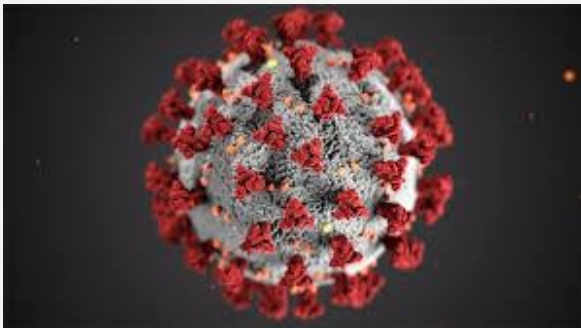
- enforce all probation task respecting all epidemiological measures
- live educations financed through the European Social Fund
- an alternative office at the Centre for Education for prison and probation staff



? NEW PHASE: **WINTER CHALLENGE ?**

4/11/2020

2.480 new Covid-19 cases in the last 24 hours, 1.221 people hospitalized, with 118 patients on ventilators



Governmental instructions regarding the prevention of COVID-19 and safe work of public administration

LESSONS FOR FUTURE

SERVICE MUST BE:

- Prepared
- Flexible
- Modern

OFFENDERS MUST:

- Understand new „communication plan” from day 1
- Have mobile phones/smart phones/Internet...
(plan budget/project for financing in case of need)



THANK YOU FOR YOUR ATTENTION!

TAKE CARE

