



To:	Community Safety Committee	Date:	April 16, 2026
From:	Anthony Capuccinello Iraci General Manager, Law and Community Safety	File:	09-5375-01/2026-Vol 01
Re:	Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report for 2025		

Staff Recommendation

That the report titled “Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report for 2025” from the General Manager, Law and Community Safety, dated April 16, 2026, be received for information.

Executive Summary

Touchstone Family Association’s 2025 Performance Outcome Evaluation Report indicates that the Richmond Restorative Justice program continues to provide an impactful community-based court diversion program for eligible low-risk offences and incidents. Between 2021 and 2025, the program served 109 offenders and involved 62 participants in restorative processes, including victims, offenders, officers, and supporters. The program is delivered by one full-time coordinator from Touchstone and with volunteer support.

The report also outlined that the Driver Diversion program resulted in growth in 2025. Following its pilot launch in September 2024, the Driver Diversion program expanded and served 68 participants in 2025, all of whom completed program requirements.

Touchstone’s 2026 – 2028 Strategic Plan focuses on three priorities: expanding Driver Diversion and its restorative impact, strengthening awareness and utilization in schools and the broader community, and increasing referrals from RCMP, Crown, schools and community organizations.

Staff Report

Origin

The purpose of this report is to provide information on Touchstone Family Association's (Touchstone) annual outcome evaluation report of the Richmond Restorative Justice program for 2025 (Attachment 1).

Touchstone is a non-profit organization that has been providing community and family services since 1983. Since 2008, the City has been in partnership with Touchstone to deliver restorative justice services in Richmond. This partnership is renewed every three years, and the current term will expire on December 31, 2028.

To report on the Restorative Justice program, Touchstone provides an annual report outlining:

- annual budget for the upcoming year;
- revenues and expenditures from the previous year;
- performance indicators including the number of referrals, forums and completed resolution agreements;
- milestones and achievements; and
- participants' satisfaction survey.

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

Analysis

To support community-based court diversion program for eligible low-risk offences and incidents, Richmond has established two extrajudicial measures programs¹. Both are policy-driven crime prevention initiatives delivered through contract policing, and they are:

1. *Restorative Justice Program* (RJ Program), which is a community-based diversion program that emphasizes accountability, conflict resolution, and problem-solving to address the harm caused by a crime or incident; and
2. *Youth Intervention Program*, which is a police-based diversion program offered by municipal staff, under the direction of the Richmond RCMP.

The RJ Program holds offenders accountable for their actions while enabling victims and offenders to reach a resolution. This differs from the judicial system, which is often viewed as retributive and focused on sentencing. To qualify for the RJ Program, offenders must first admit guilt. Once accepted into the program, the police and Crown cannot pursue further court sanctions or criminal charges. The objective of the RJ Program is to encourage offenders to

¹ The Criminal Code allows Crown Council to implement measures other than judicial proceedings for adults who have committed an offence. Similarly, the Youth Criminal Justice Act allows for both Crown and police officers to recommend extrajudicial measures that would divert the offender from the traditional justice system.

acknowledge the harm they have caused, rather than focus on punishment, while providing opportunities to correct their behaviour, recognize the harm done, and take responsibility for their actions. The process involves those affected by the offence, including the victim’s and offender’s families, as well as relevant property or business owners. Touchstone staff assess each referral and determine the most appropriate approach, such as a comprehensive victim-offender conference for more complex cases or a scripted community justice forum for less serious matters.

In September 2024, Touchstone’s RJ Program expanded its programming for traffic offences through a pilot Driver Diversion Program aimed at promoting accountability for unsafe driving behaviours through a restorative approach. The pilot provided eligible participants with an alternative to traditional traffic ticket consequences by emphasizing reflection on driving offences, personal accountability, and commitments to safer driving behaviours. Following successful participation and program uptake during the 2024 trial period, the initiative expanded into a full program in 2025. Participation remains voluntary and is offered at the discretion of police officers, with eligibility determined based on the nature of the offence and suitability for a restorative process. Touchstone continues to work closely with the RCMP to support program consistency, operational growth, and effective referral pathways.

Touchstone Restorative Justice Program Outcomes

The RJ Program is staffed by one full-time coordinator and by volunteers. The performance and effectiveness of the program is provided in the Restorative Justice Performance Outcome Evaluation Report 2025 (Attachment 1).

According to Touchstone’s 2025 annual report, 109 offenders participated in the Restorative Justice Program between 2021 and 2025. In 2025, the program received 19 referrals and served 24 offenders. The report also notes that 62 individuals participated in a restorative justice process that year, in various roles, including victims, offenders, officers, and supporters. Touchstone staff assess each referral and determine the most appropriate restorative approach based on participant needs and case complexity. Referral volumes vary from year to year depending on the number of cases considered suitable for restorative justice and referred to the program. Table 1 below highlights the statistics of the RJ Program in the Richmond from 2020 to 2024.

Table 1: Touchstone Performance Outcome Summary Statistics²

Total Number of:	2021	2022	2023	2024	2025	Total
Offenders	28	14	23	20	24	109
Referrals	20	10	18	16	19	83
RJ Process	23	9	15	19	22	88
Resolution Agreements	26	13	15	20	23	97

² One referral can have more than one offender. RJ Processes can include conferencing between victims and offenders, community justice forums (less serious cases), and healing circles (often used in schools).

Completed Resolution Agreement	22	15	17	14	20	88
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According to Touchstone’s 2025 annual report, its 2026 – 2028 Restorative Justice Strategic Plan is focused on the next stage of program growth by deepening impact, strengthening system integration, and supporting long-term sustainability. The plan identifies three main priorities:

1. To expand the Driver Diversion Program and strengthening its restorative impact;
2. Strengthen awareness and utilization in schools and the broader community; and
3. Increase Restorative Justice Referrals Across All Streams (RCMP, Crown, schools, and community organizations).

Key actions include strengthen collaboration with RCMP to increase appropriate driver diversion, expand workshops and training sessions for students, educators, administrators, and community, and provide targeted information sessions to referral partners outlining eligibility, process.

Driver Diversion was the main growth area in 2025. Following its pilot launch in September 2024, the Driver Diversion Program expanded significantly in 2025 and served 68 participants, all of whom completed program requirements. Most Driver Diversion referrals involved distracted driving. The report shows referral types were primarily electronic device use (at 92%), followed by speeding (at 5%).

Recidivism Rate

The RJ Program reduces reoffending by combining accountability, direct reflection on harm, and completion of restorative agreements that are intended to change behaviour and prevent future harm. According to a five-year recidivism analysis conducted by the Richmond RCMP Detachment, those who completed the RJ Program had a recidivism³ rate of approximately 15 per cent (which is the same as 85 per cent of those who were referred to RJ Program did not re-offend); and for those who did not complete or canceled the RJ Program had a recidivism rate of approximately 43 per cent.

According to data published by the Ministry of Children and Family Development⁴, approximately 25 per cent (recidivism rate) of youth aged 12 to 17 re-offend within five years of receiving formal diversion services⁵ during the 2015 to 2019 period. In addition, a recent review of RJ Programs in British Columbia⁶ found that the recidivism rate of 12 percent for those referred to RJ. The same review further found that, when individuals in the RJ group did re-offend, they did so after an average of 675 days, significantly longer than the 244 day average for the non-referred group.

³ The rate where the offender re-offended in 5 years.

⁴ Ministry of Children and Family Development, BC Justice and Public Safety Council, “Youth Justice Performance Indicators”, <https://mcf.d.gov.bc.ca/reporting/services/youth-justice/performance-indicators>

⁵ Including but not limited to just restorative justice.

⁶ *The Effects of Police Pre-Charge Restorative Justice Referrals on Future Criminal Involvement & the Use of Restorative Justice in Cases Related to Power-Based Crimes*. Cohen, I. M., Plecas, D., McCormick, A., De Jager, T., Davies, G., and Dawson, S. (January 2024)

Although research on recidivism varies widely in scope and empirical studies on alternative and extrajudicial measures remain limited, the available research suggests that RJ programs is beneficial in reducing recidivism and contribute to longer-term community safety.

Budgetary Implications

There are no budgetary implications. The annual approved budget for RJ Program in Richmond is \$110,770 per year with the term ending December 31, 2028. Over the last ten years, the City has invested over \$1 million on restorative justice to supplement the traditional Provincial judicial system.

Conclusion

The Richmond RJ Program is an extrajudicial measure that holds offenders accountable and reduces recidivism through dialogue-based approaches involving victims, offenders, and the community. It fosters community engagement and supports cost-effective solutions, providing a holistic approach to addressing non-violent offences committed by youth. Touchstone will continue to advance its strategic priorities for the RJ Program by engaging with the Richmond RCMP on the restorative justice process, increasing awareness of the RJ Program through expansion of the Driver Diversion Program, strengthening awareness and utilization in schools and the broader community, and increasing referrals from a wider range of community partners, including police, Crown counsel, schools, and community organizations.

Respectfully submitted,

Douglas Liu, Community Safety Administration

Report Contributors

This report was prepared by the Douglas Liu, Manager, Community Safety Policy and Programs and reviewed by:

- Community Safety Administration
- RCMP

Endorsed by Serena Lusk, CAO

Att. 1 Restorative Justice Performance Outcome Evaluation Report 2025, Touchstone Family Association.

Restorative Justice

Performance Outcome

Evaluation Report

2025



Touchstone Family Association acknowledges that our work takes place on the ancestral land of the Coast Salish peoples, including the Xʷməθkʷəy̍əm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), and Selíwítlh (Tseil Waututh) First Nations.

Touchstone Family Association

Empowering Families, Enriching Communities

Touchstone Family Association (TFA) is a non-profit society that has been dedicated to supporting children, youth, and families in Richmond since 1983. In 2025, we proudly continue our legacy of over four decades of service, building on the strong foundation established throughout our history.

Our work centers on preserving and strengthening family relationships while promoting the well-being and healthy development of children. Through a diverse range of programs and services, we strive to meet the unique needs of families, ensuring that every child has access to the care, guidance, and resources essential for growth and resilience.

Our Mission is to strengthen the social health and independence of families and children through effective intervention and support services. This mission drives every initiative we undertake, empowering individuals to overcome challenges and fostering resilience and self-sufficiency.

Our Vision is a community of strong, self-reliant families, youth, and children equipped with the tools and support needed to thrive and contribute to a healthier, more connected society.

Our Values of Integrity, Respect and Cooperation serve as the foundation for all that we do.

Our Objectives are to establish and operate preventative services for children, youth, and their families in the City of Richmond and surrounding municipalities, ensuring that families have access to early interventions that support long-term well-being.

As well as, to inform the residents of Richmond about the importance and availability of the services we provide, raising awareness of the vital role these services play in strengthening family bonds and enhancing the community's overall health.

Our overarching goal remains clear: to strengthen families by building community. Through collaboration, understanding, and empowerment, we work to create lasting, positive change in the lives of families across Richmond.



Touchstone has also been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 2002, thus providing accountability to our community and funders for more than 20 years.

Restorative Justice

Executive Summary

At Touchstone Family Association, we remain committed to responding to the evolving needs of the Richmond community with innovation, integrity, and a restorative approach to community safety. This 2025 Performance Outcome Evaluation Report highlights the continued impact of our **Restorative Justice (RJ) Program**, as well as the expansion of our **Driver Diversion** Initiative following its successful launch in 2024.

Grounded in Restorative Practice, a social science dedicated to repairing harm, strengthening relationships, and fostering healthier communities, our RJ program continues to focus on building social capital, reducing crime, and supporting meaningful accountability. Touchstone's long-standing partnership with the Richmond RCMP, established in 2004, remains a cornerstone of the program's success. The additional support provided by the City of Richmond in 2008 enabled the hiring of a full-time Restorative Justice Coordinator, significantly enhancing our capacity to serve the community.

The RJ Program continues to be funded through the City of Richmond's Community Safety operating budget, with the City serving as the sole core funder of the program. We also receive an annual contribution of \$4,000 through the Province's Community Accountability Program (CAP), which supports volunteer recruitment and training initiatives. While this supplemental funding assists with program delivery, the City's sustained investment remains central to the operation and continued growth of restorative justice services in Richmond.

One of the most notable developments this year is the expansion of the Driver Diversion Program, launched as a pilot in fall 2024. Building on its early success, the program has grown significantly in both scope and participation. Developed in partnership with the Richmond RCMP traffic division, this initiative applies core restorative principles to minor driving offenses, emphasizing accountability, reflection, and long-term behavior change. In 2025, the program has demonstrated strong outcomes, including increased participant engagement and positive feedback from RCMP partners. Its expansion is a testament to the community's need for innovative alternatives that address harm while promoting safety and education.

Touchstone's leadership in restorative practices continues to be recognized at the provincial level. Following his pivotal role in organizing the provincial Restorative Justice Symposium in 2024 through the RJ Association of British Columbia (RJABC), our Restorative Justice Coordinator was again invited to help lead the planning and coordination of the 2025 Symposium. His ongoing leadership in this capacity resulted in another highly successful event, bringing together practitioners, community leaders, and justice partners from across the province. His continued involvement not only reinforces his expertise and respected voice within the field, but also further elevates Touchstone's profile as a provincial leader in restorative justice. This sustained momentum throughout 2025 strengthens our connections, influence, and collective capacity across British Columbia.

While financial challenges persist, particularly as demands for restorative services continue to grow, Touchstone remains deeply appreciative of the City of Richmond's ongoing commitment to restorative justice. Their sustained support ensures that community members have access to meaningful, effective alternatives to traditional justice processes, ultimately contributing to a safer and more connected Richmond.

Understanding Restorative Justice

Repairing Harm, Restoring Connection

Restorative Justice (RJ) is an alternative, community-centered approach to addressing harm; one that focuses on accountability, healing, and meaningful resolution rather than punishment. Unlike the traditional court system, which is adversarial in nature, restorative justice emphasizes dialogue, responsibility, and collaborative problem-solving.

At its core, RJ is a philosophy rooted in repairing relationships. It recognizes that when harm occurs, it affects individuals, families, and the wider community. Restorative practices bring together those involved, most often the person responsible for harm, the person impacted by the harm, and community members, to explore what happened, who was affected, and what needs to be done to make things right.

Through this process, victims are given space to share their experiences, ask questions, and express what they need for healing. Offenders are encouraged to acknowledge the impact of their actions, take responsibility, and participate in developing a plan to repair the harm. Skilled volunteer facilitators guide participants through structured, respectful dialogue to ensure a safe and meaningful process.

Restorative Justice benefits everyone involved:

- **Victims** gain a voice in the process and often receive answers, validation, and closure that are not typically available through the court system.
- **Offenders** develop greater empathy and accountability, learning firsthand how their actions affected others and taking steps to repair the damage.
- **Communities** become stronger and safer by promoting understanding, reducing reoffending, and building relationships based on trust and mutual respect.

Restorative justice not only addresses the incident itself; it supports long-term healing, learning, and growth. It reinforces the idea that communities are healthier when people are given opportunities to repair harm, rebuild connection, and contribute positively moving forward.



Principles, Processes & Resolutions

Restorative Justice is grounded in a set of core values and principles that guide how harm is addressed and repaired. Central to this approach is the commitment to meeting the unique needs of those most affected, beginning with the victim, followed by the wider community, and including the person responsible for the harm. Each case is approached with sensitivity, care, and flexibility to ensure the process selected offers the greatest opportunity for meaningful repair and successful outcomes.

Touchstone's Restorative Justice team and trained volunteers continue to deepen their knowledge and expand their skillsets, applying a variety of restorative processes tailored to the specific circumstances of each case. These approaches allow facilitators to respond thoughtfully to the diverse needs of participants while remaining aligned with restorative principles. Common restorative processes include:

- **Victim–Offender Conference (VOC):** A comprehensive, unscripted dialogue facilitated in more complex cases, allowing participants to explore the incident in depth and collaboratively identify steps toward repair.
- **Community Justice Forum (CJF):** A structured, scripted process used in less serious cases, providing a clear framework for conversation while ensuring accountability and inclusion.
- **Separate Conferences:** Used when a direct meeting between the victim and offender is not appropriate or beneficial, allowing facilitators to work with each party independently while still supporting accountability and healing.
- **Restorative Circles:** A flexible approach used in school, community, and group settings to encourage discussion, build understanding, and promote collective healing.

Because no two cases are the same, the most suitable process is determined only after facilitators have explored the needs of participants and gained an understanding of the circumstances surrounding the incident. Restorative Justice is inherently dynamic: each matter evolves through early conversations, assessment of needs, and collaborative planning. This results in a process shaped not by rigid procedure, but by the voices and experiences of those directly impacted.

A key outcome of the restorative process is the creation of a **Resolution Agreement**. Developed collaboratively by participants, the agreement outlines specific steps the offender will take to repair harm, demonstrate accountability, and support their own positive development. Resolution Agreements may include one or more of the following:

- Financial restitution
- A written or verbal apology
- Community service
- Educational essays
- Counselling or skill-building programs
- Donations to relevant community organizations
- Preparing a résumé or completing job-search activities

These outcomes reflect the restorative philosophy: repairing harm, building understanding, and strengthening communities through accountability, empathy, and engagement. The process ensures that participants feel heard, supported, and instrumental in determining what healing and justice look like for themselves and their community.

Program Features

Building Capacity Through Volunteer Leadership

Attachment 1

Touchstone's Restorative Justice Program continues to operate as a volunteer-driven initiative supported by one full-time Restorative Justice Coordinator. The program's success is grounded in the dedication, skill, and compassion of volunteer facilitators, who bring restorative principles to life through their direct work with participants. By leading community justice forums, supporting victim-offender dialogues, and facilitating restorative circles, volunteers foster dialogue, accountability, healing, and long-term positive change. In doing so, they strengthen community capacity to respond to harm in constructive and relationship-centered ways. Comprehensive training and ongoing support ensure they uphold restorative values and deliver safe, respectful, and meaningful processes.

Because high-quality facilitation directly impacts outcomes, recruitment, screening, and development remain priorities. The Coordinator oversees a thorough selection process that includes an interview, two reference checks, a Criminal Record Review Program (CRRP) check, and an assessment of suitability. Applicants are evaluated on qualities essential to restorative practice, including maturity, relevant life and work experience, commitment to restorative values, comfort with conflict, facilitation ability, sound judgment, and strong communication skills. This rigorous approach supports both participant safety and the long-term sustainability of the program.

Volunteers complete a three-day Community Justice Forum (CJF) training delivered by certified instructors, followed by an accreditation process requiring co-facilitation of at least five sessions under a certified mentor. Ongoing refresher training, case debriefings, and professional development opportunities promote reflective practice, skill enhancement, and consistency across cases. This structured pathway also supports volunteer retention by fostering confidence, connection, and a strong sense of shared purpose.

In response to Richmond's cultural and linguistic diversity, interpretation support is available to ensure equitable access. Volunteers currently provide interpretation in Arabic, Cantonese, and Mandarin, helping ensure language is not a barrier to participation. This multilingual capacity reflects both community need and the program's commitment to inclusive restorative practice.

At Touchstone's Annual General Meeting, volunteer contributions are formally recognized. In 2025, the program was supported by 10 dedicated volunteers serving in facilitation and translation roles, several of whom reached significant service milestones. Their sustained commitment reflects the strength of the volunteer model and the meaningful impact of restorative justice within the Richmond community.

"Volunteers are the heart of any community; they turn shared values into meaningful action."



Strategic Plan Review

Looking Back On Our 2023 to 2025 Initiatives

Our **Restorative Justice Strategic Plan (2023–2025)** established a focused and actionable roadmap to strengthen referral pathways, expand community awareness, and secure sustainable funding to ensure long-term program stability. Grounded in our commitment to accessible, community-based restorative practices, the plan set measurable priorities to guide organizational growth and deepen our impact.

The following summary outlines our progress under each strategic priority and demonstrates how intentional planning translated into measurable outcomes. We are proud to report that all strategic objectives were achieved, resulting in increased referrals, expanded community engagement, and continued financial sustainability for the Richmond Restorative Justice Program.

Priority #1: To increase RCMP community referrals to the Richmond Restorative Justice Program

Referrals to the Richmond Restorative Justice Program increased through strengthened collaboration with RCMP and community partners. While overall RJ referrals saw a modest increase, Driver Diversion referrals rose significantly, expanding access to restorative options for individuals who might otherwise move through the traditional justice system. The steady growth in core RJ referrals reflects continued trust in the program, and the strong gains in Driver Diversion demonstrate meaningful progress toward broadening restorative pathways. Together, these outcomes highlight growing confidence in restorative justice as an effective, community-based response to harm and affirm the impact of our sustained partnership-building efforts.

Priority #2: To increase awareness and utilization of the Richmond Restorative Justice Program in schools and in the community

We deepened our presence in schools and across the community through workshops and training sessions for staff and students. These initiatives increased understanding of restorative practices, strengthened skills for addressing conflict constructively, and supported healthier, more inclusive environments. By building capacity within educational and community settings, we contributed to a broader cultural shift toward restorative approaches to harm, accountability, and relationship-building.

Priority #3: To secure sustainable level of funding for the Richmond Restorative Justice Program from all levels of Government, including Municipal, Provincial and Federal

A major milestone this year was securing a three-year funding agreement with the City of Richmond. This commitment provides stable, predictable funding and affirms the City's confidence in the value and impact of restorative justice in our community. It also strengthens our capacity to carry out both independent and collective lobbying through the Restorative Justice Association of BC (RJABC), which represents restorative justice programs throughout British Columbia. With this foundation in place, the program is well-positioned to sustain high-quality service delivery and respond effectively to emerging community needs in the years ahead.

Strategic Plan 2026 to 2028

Strengthening Our Restorative Approach Through Strategy

Our 2026–2028 Strategic Plan sets the direction for the next stage of growth and impact. This new plan reflects both the lessons learned and the opportunities identified through our recent progress. As Restorative Justice continues to gain recognition as an effective and community-centered response to harm, the next strategic cycle will focus on deepening impact, strengthening system integration, and ensuring long-term sustainability.

The following outlines our strategic priorities for 2026–2028 and the outcomes we aim to achieve.

To Expand Driver Diversion and Strengthen its Restorative Impact.

Objective: To expand the Driver Diversion program and enhance its measurable restorative outcomes for participants and the broader community.

Rationale: The growth in driver diversion referrals demonstrated both system confidence and community need. Expansion presents an opportunity to reduce reliance on the traditional justice system while increasing meaningful accountability and harm repair.

Goals:

- Strengthen collaboration with RCMP to increase appropriate driver diversion referrals.
- Enhance program design to deepen restorative impact
- Increase facilitator training specific to driver-related harm and accountability processes.

Intended Outcomes:

- Increased number of driver diversion referrals year over year.
- Demonstrated participant growth in accountability and understanding of harm.

Strengthen Awareness and Utilization in Schools and the Broader Community

Objective: To deepen community awareness and increase active utilization of restorative practices within schools and community organizations.

Rationale: Building restorative capacity upstream reduces harm, strengthens relationships, and fosters inclusive environments. Continued education and engagement will further embed restorative principles within community culture.

Goals:

- Expand workshops and training sessions for students, educators, administrators, and community leaders.
- Increase public education efforts through community presentations, events, and digital outreach.
- Evaluate training effectiveness through participant feedback and follow-up engagement.

Intended Outcomes:

- Increased number of schools and community groups engaging in restorative training to address conflict before escalation.

Increase Restorative Justice Referrals Across All Streams

Objective: To expand overall referrals to the Richmond Restorative Justice Program through strengthened system integration and community partnerships.

Rationale: Sustained growth in referrals reflects both trust in the program and increased access to restorative options. Building on existing partnerships will ensure restorative justice remains a viable and visible pathway within local systems.

Goals:

- Deepen relationships with RCMP, Crown, schools, and community organizations to reinforce referral pathways.
- Provide targeted information sessions to referral partners outlining eligibility, process, and outcomes.
- Develop communication materials highlighting program impact and success stories

Intended Outcomes:

- Sustained annual growth in total referrals.
- Increased diversity in referral sources.

2025 Program Highlights

January

- RJ Quarterly Meeting with the RCMP youth section
- Youth Network Meeting (City of Richmond)
- Restorative Justice Association of BC Committee Meeting
- Bi-Weekly, Restorative Practice Group (Gr. 4-7): McNeely Elem.
- Bi-Weekly, Restorative Practice Group (Gr. 4-7): Grauer Elem.
- Joint Health & Safety Committee Meeting

March

- Lower Mainland RJ Coordinators Network Meeting
- Touchstone's Cultural Competency, Diversity and Inclusion Training (VAST)
- UWBC Social & Emotional Learning Huddle Training
- Joint Health & Safety Committee Meeting

May

- Restorative Justice Quarterly Meeting (RCMP Liaison & TFA)
- Community of Practice Meeting (UWBC)
- Planning Committee Meeting: Restorative Practice Training for MacNeil Secondary Staff.
- RJABC Annual General Meeting (AGM)
- Bi-Weekly, Restorative Practice Group (Gr.4-7): Garden City Elementary
- Bi-Weekly, Restorative Practice Group (Gr.4-7): McKay Elementary
- Sub-Committee Meeting: Restorative Justice Symposium

February

- Bi-Weekly, Restorative Practice Group (Gr.4-7): McNeely Elem.
- Bi-Weekly, Restorative Practice Group (Gr.4-7): Grauer Elem.
- Community of Practice Meeting (UWBC)
- RJABC Confidentiality and Privilege Information Trainings (Part 1 & 2)
- Response Based Training with Allen Wade
- Joint Health & Safety Committee Meeting

April

- Bi-Weekly, Restorative Practice Group (Gr.4-7): Mitchell Elementary
- Joint Health & Safety Committee Meeting

June

- PJ Presentation (Francis House Staff)
- Joint Health & Safety Committee Meeting
- Sub-Committee Meeting: Restorative Justice Symposium
- Richmond School District Appreciation Lunch
- Annual General Meeting (TFA)
- Lower Mainland Restorative Justice Coordinators Meeting
- Restorative Justice Quarterly Meeting (RCMP Youth Section & TFA)
- Trauma Informed and Restorative Practice Training

October

- Restorative Practice Presentation: Grade 8 Students – Cambie Secondary School
- Sub-Committee Meeting: Planning - Restorative Justice Symposium
- Restorative Justice Symposium – Oct.22, 23 (RJABC)
- Bi-weekly, Restorative Practice Group (Gr. 4-7); Thomas Kidd Elementary

December

- Joint Health and Safety Committee Meeting (TFA)

September

- Richmond RCMP Fundraiser: Cops for Cancer
- Sub-Committee Meeting: Planning - Restorative Justice Symposium
- Planning Committee Meeting: Restorative Practice Training for Staff (MacNeil Secondary)
- Restorative Practice Presentation: Staff – MacNeil Secondary
- Lower Mainland Restorative Justice Coordinators Meeting

November

- Restorative Justice Quarterly Meeting (RCMP Youth Section & TFA)
- Joint Health and Safety Committee Meeting (TFA)
- Bi-weekly, Restorative Practice Group (Gr. 4-7): Woodward Elementary

Case Example

This case study, drawn from our 2025 Restorative Justice Program, demonstrates how restorative justice principles are put into practice to address harm and support accountability.

In late 2025, the Restorative Justice Program received a referral from the RCMP involving a thirteen-year-old high school student, who was caught stealing a purse belonging to a teacher. The school investigated their video footage and was able to identify “Sam” entering the boys’ washroom with the purse and then exiting without the purse. Police were contacted.

The investigating officer spoke with everyone affected by the incident, particularly Sam and the teacher, “Ms. Maple.” Everyone agreed to participate in restorative justice as an alternative to seeing Sam charged. Ms. Maple felt restorative justice aligned better with her values and would better meet her needs while holding Sam accountable for the harm that he caused. Because Sam was willing to accept responsibility for the crime and engage in a process with Ms. Maple, the Officer found it suitable to divert the case away from the court system.

The restorative justice facilitator first met with the affected parties, separately, and prepared everyone for the pending restorative justice circle.

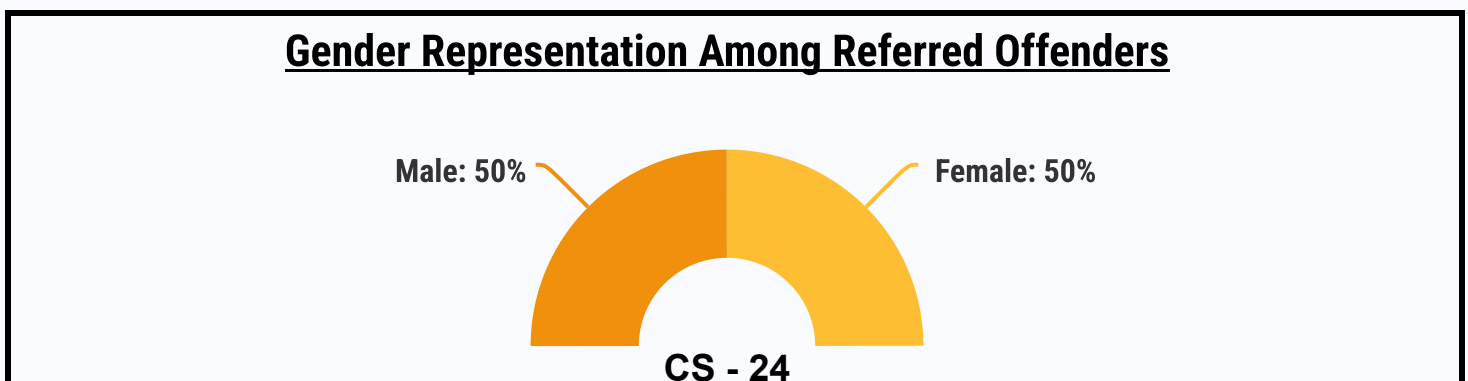
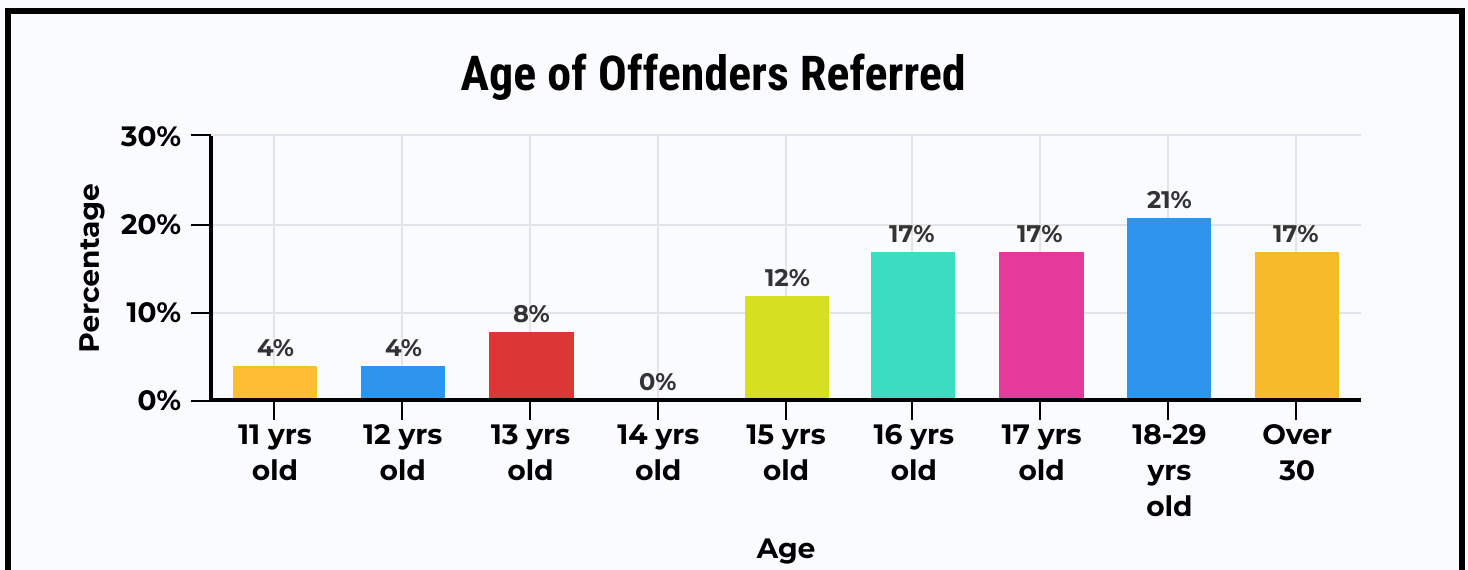
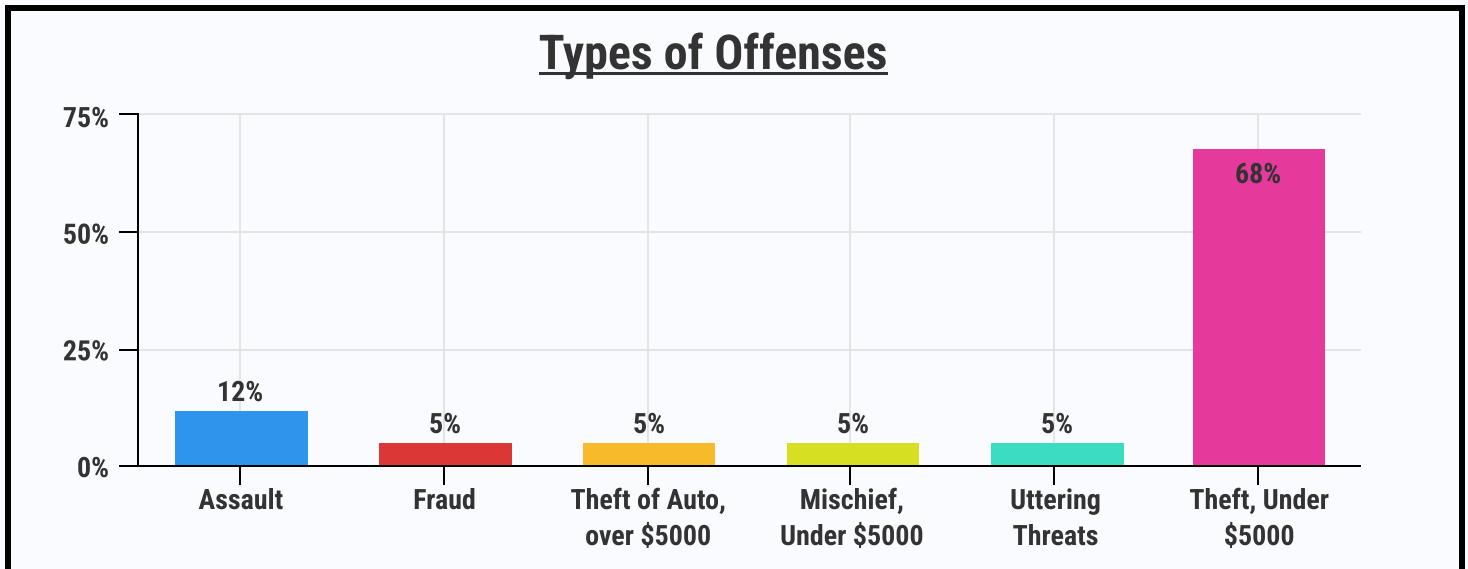
Seated in a circle of chairs, Sam and his foster parent, “Tony,” sat across from Ms. Maple and her supporter and friend, “Marcy.” Seated between both sides and across from one another were the facilitator and the referring officer.

Sam was invited to speak, first. He explained how he was desperate to pay a friend a sum of money. He went on to say that he had not planned to steal the purse; rather, he saw an opportunity. He was visibly emotional as he spoke, expressing his regret and his remorse for what he had done. He got rid of the purse in the washroom bin, once he discovered there wasn’t any cash. He took the wallet out and was disappointed, again, when he found there wasn’t any money. He threw out the wallet in a trash bin on his school’s field. Ms. Maple thanked Sam for his honesty and helped him understand how devastating the experience was for her. She had trusted the students in her school up until the theft happened. She was also terribly inconvenienced, since the wallet and the cards inside it, which she relied on, couldn’t be recovered. She was greatly inconvenienced by what he did. Marcy applauded Sam’s honesty and accountability. Tony was relieved to see Sam tell the truth and do the right thing, like he had always preached to him.

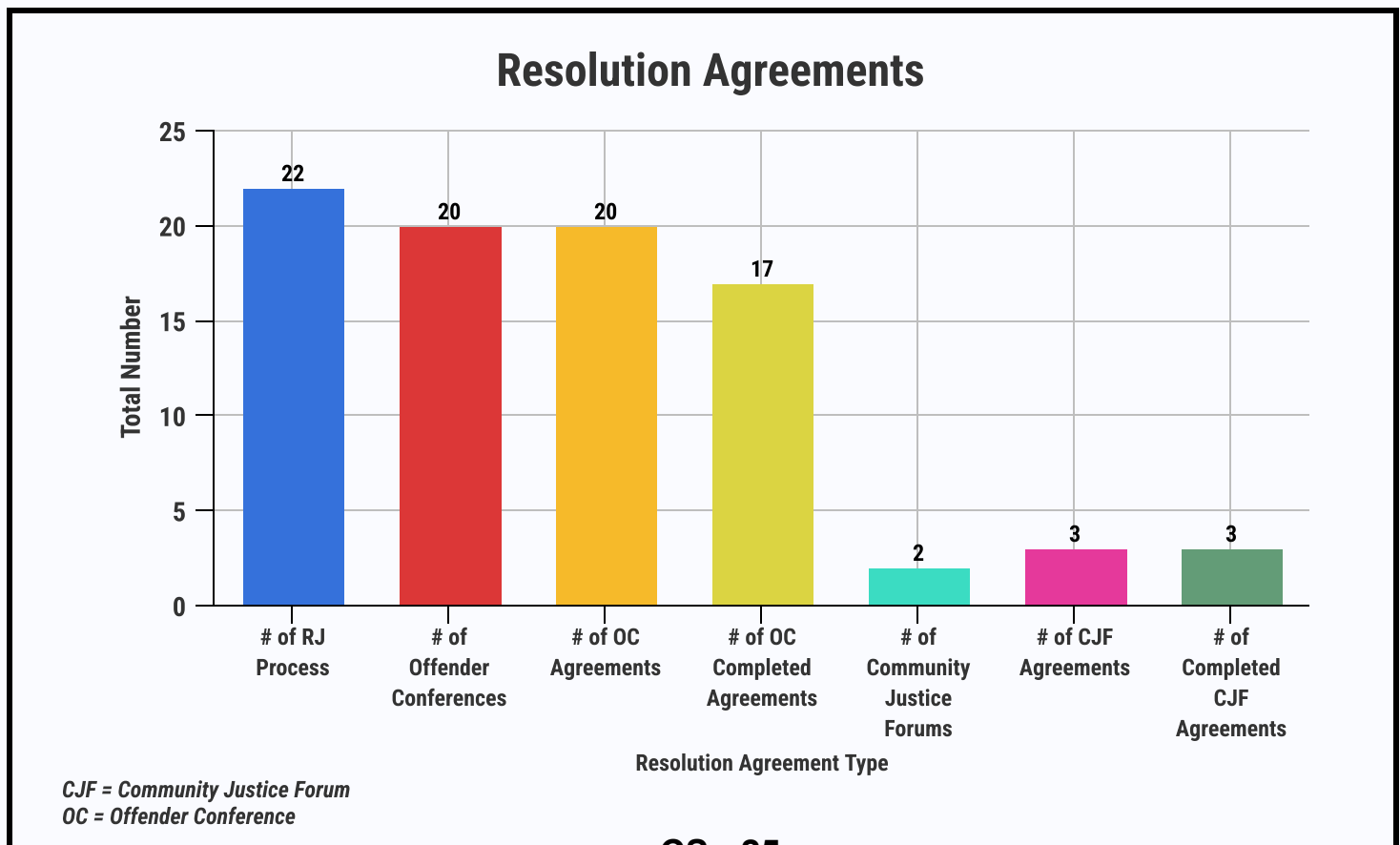
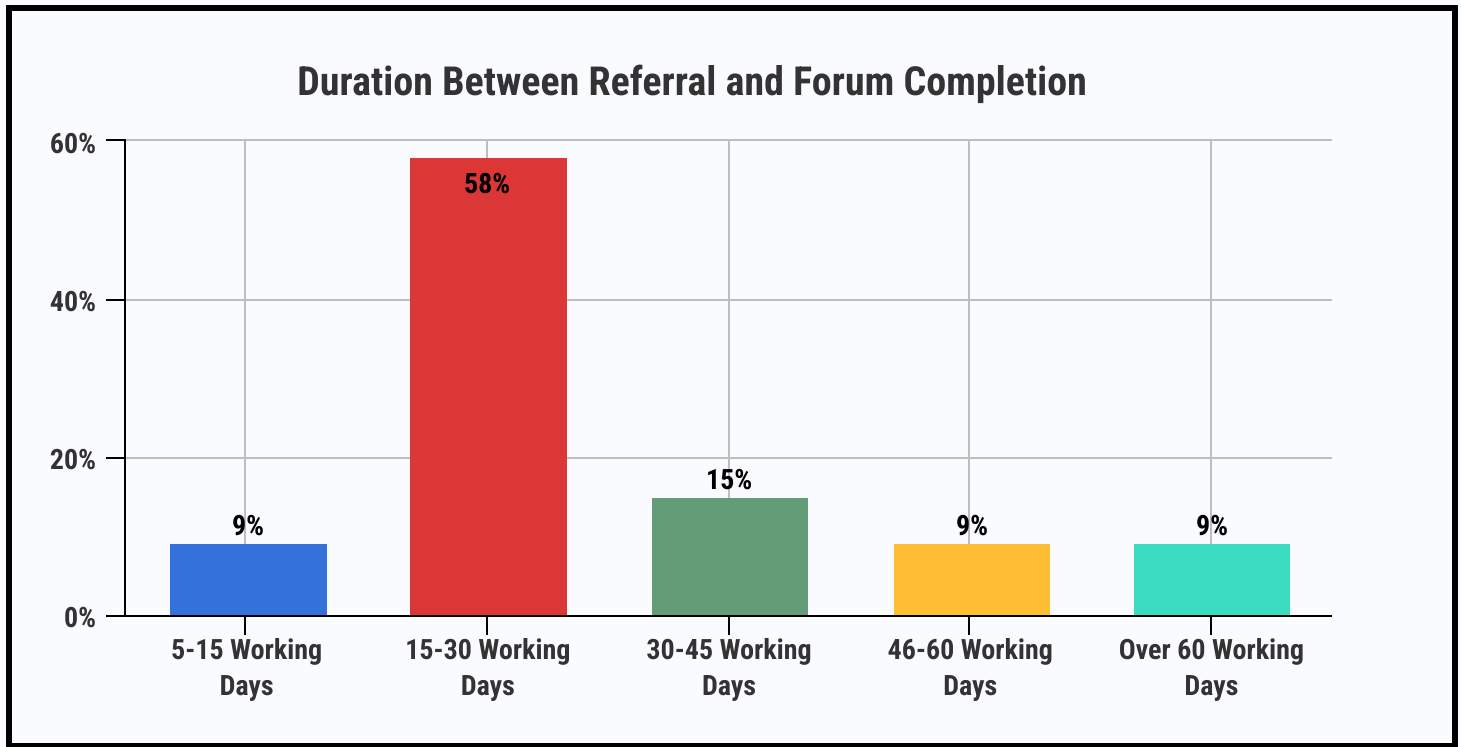
Ms. Maple and Sam, supported by the rest of the participants, developed a resolution agreement, together. Sam agreed to help Ms. Maple with clean-up in her classroom for a few minutes after school a couple of times per week and carry out an art project based on the topic of trust, which would be overseen by Ms. Maple. They agreed to meet regularly over the remainder of the school year until the project’s completion. Ms. Maple had always wanted to nurture Sam’s talent for poetry and music. She also felt the resolution would help Sam make up for his mistake and repair their relationship in the process.

Program Statistics

The following graphs present demographic data for participants in Touchstone's Restorative Justice Program from January 1 to December 31, 2025.



Program Statistics



Participant Feedback

Feedback-Informed Practice

Evaluating Quality and Impact Through Feedback

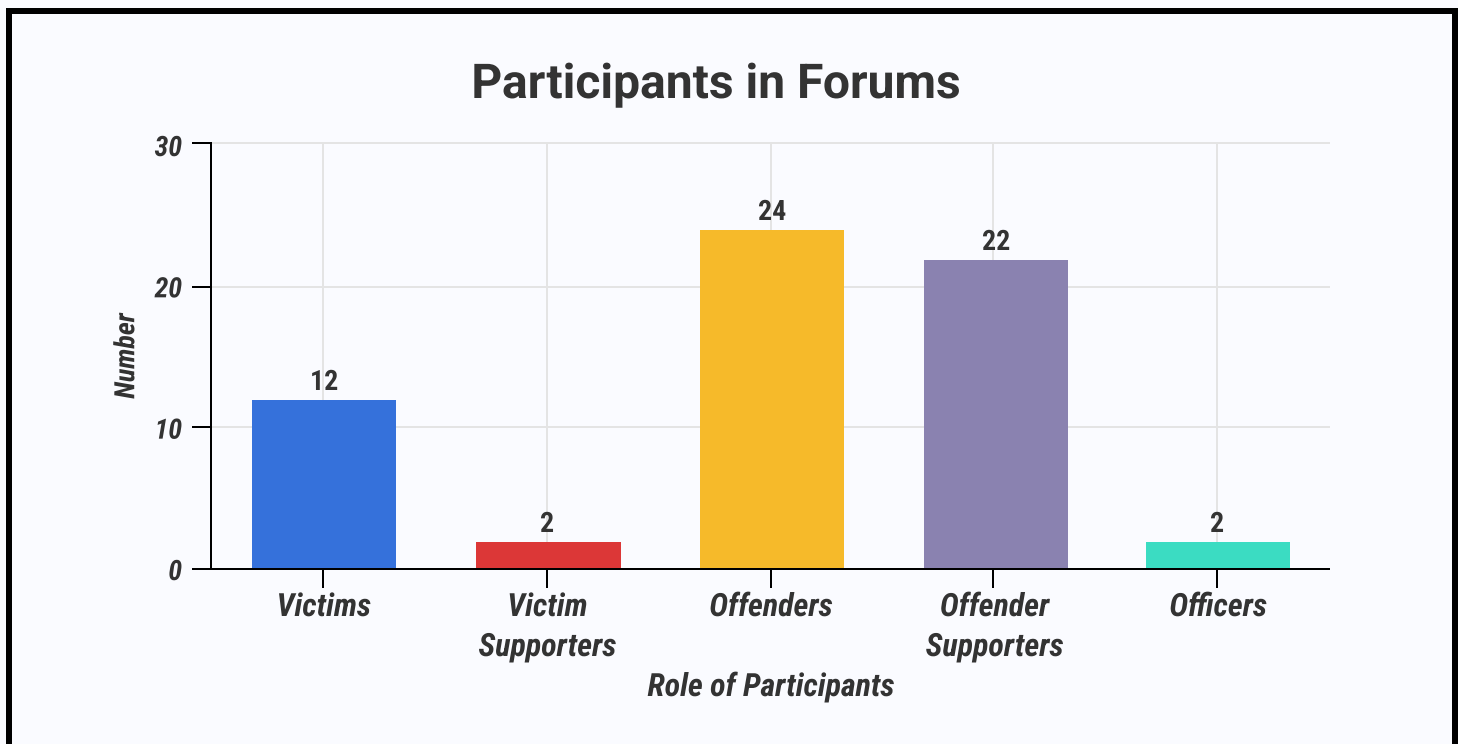
Touchstone is committed to utilizing participant, client, and service partner feedback to support the delivery of high-quality, responsive services. Staff actively seek input throughout service delivery to ensure continuous improvement and to better understand both the strengths and emerging needs within our programs.

Our evaluation process incorporates both quantitative and qualitative feedback tools, providing a balanced understanding of program effectiveness and impact. Surveys and other feedback mechanisms help identify trends, assess service quality, and highlight opportunities to address referral considerations or service gaps.

We regularly review and analyze this information to inform program planning and service adjustments. By integrating feedback into ongoing decision-making, we ensure our services remain client-centered, responsive, and aligned with participant goals and community needs. Continuous engagement with feedback is central to strengthening program quality and outcomes.

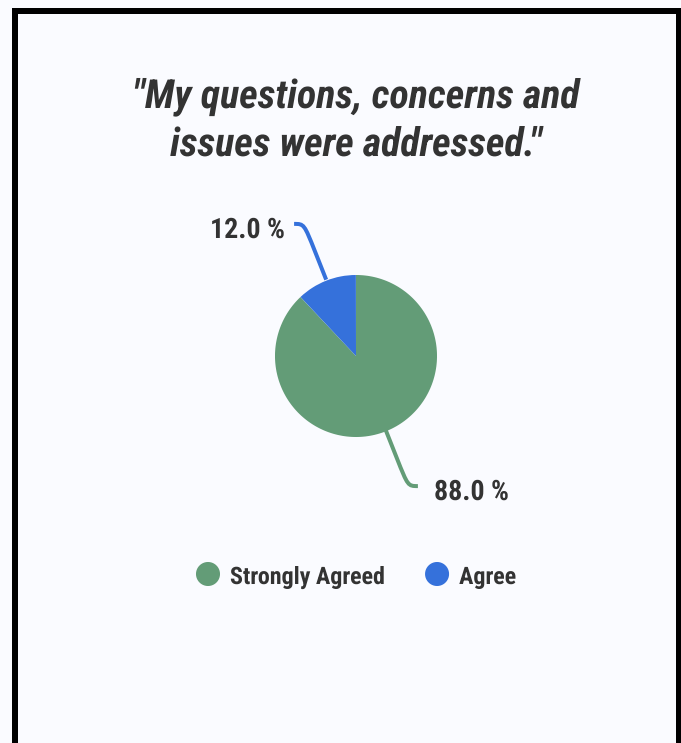
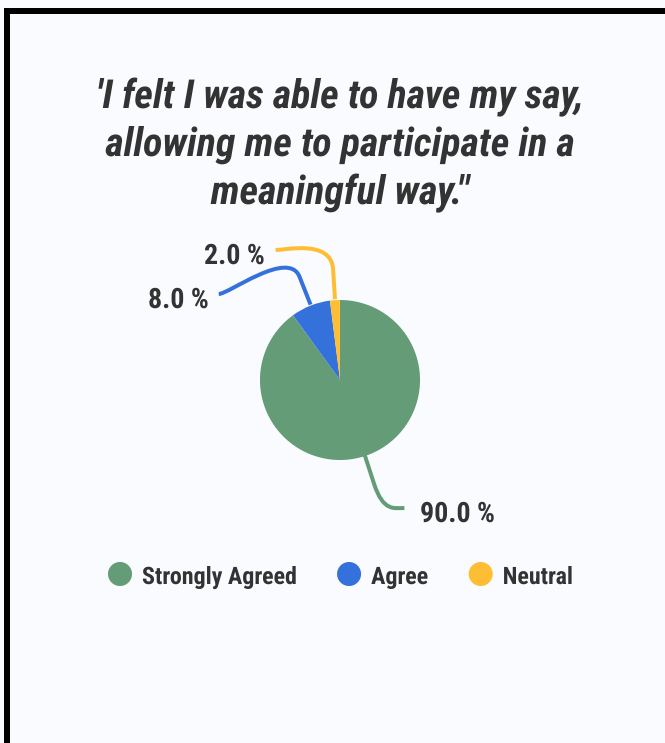
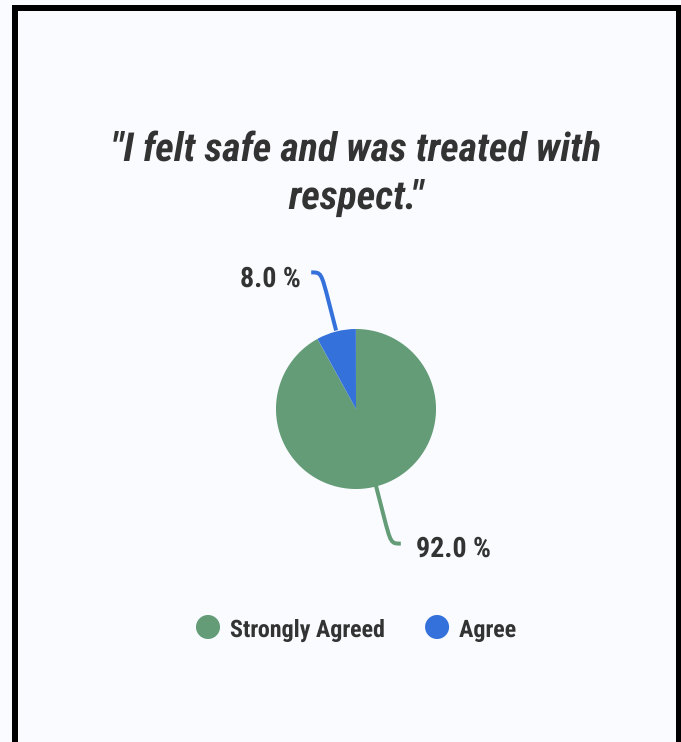
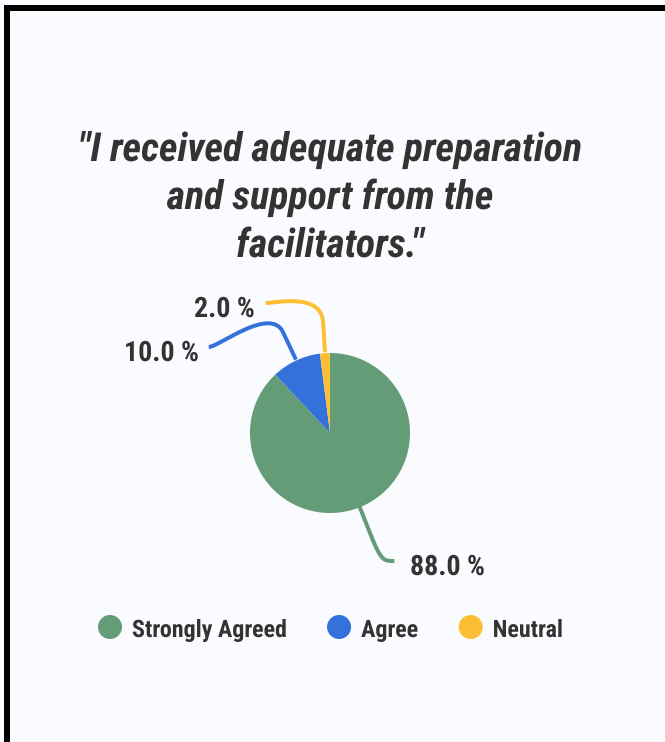
Restorative Justice Participant Feedback

Touchstone invites all participants involved in the Restorative Justice process to provide feedback and evaluate their experience. Participant input is collected through structured surveys designed to measure satisfaction, fairness, understanding, and overall impact. In 2025, **62** individuals participated in a Restorative Justice process. The following sections graphically summarize the data captured through these surveys and reflect participant perspectives on program effectiveness.



Participant Feedback

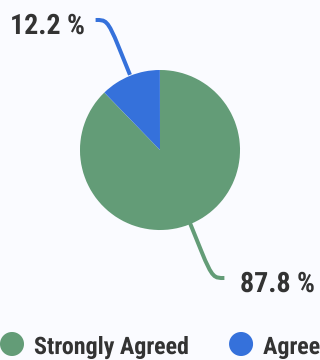
The following are graphic depictions of participant feedback, based off of questions in the **Restorative Justice Participant Survey**.



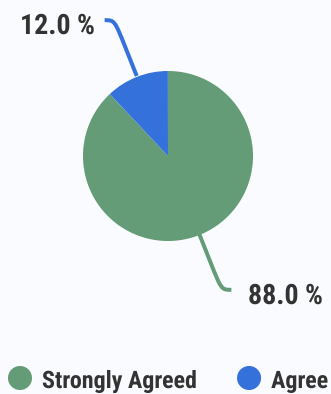
Participant Feedback

The following are graphic depictions of participant feedback, based off of questions in the **Restorative Justice participant Survey**.

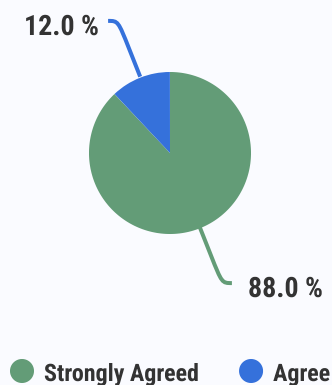
"Listening to everyone helped me gain a better understanding of what happened."



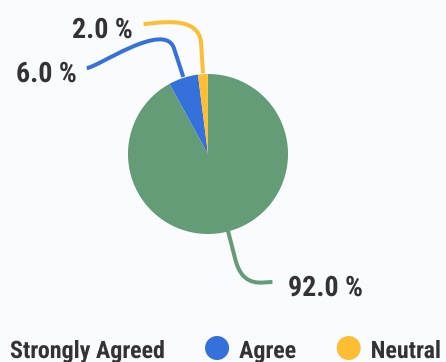
"I am satisfied with the resolution agreement."



"I believe the process has helped me find closure."



"I would recommend Restorative Justice to others facing similar situations"



Participant Feedback

The role of the individual making the response is in parenthesis.

In addition to the rating questions, each survey provides space for participants to share written comments on any of the topics addressed. The responses below are presented verbatim.

- Professional and especially appreciate Amy's translation services. *(Victim)*
- I felt kind and know what my fault is. I also feel bad of how I affected others. *(Offender)*
- The staff is really professional and supportive. He makes things clear and easy. *(Offender supporter)*
- I was thankful for this process in terms of taking accountability and having a safe place to really be able to express my side of the story and proving an opportunity to make things right. *(Offender)*
- Once the whole process is finished it will give me full closure. *(Offender Supporter)*
- Great dialogue, the outcome was positive on all fronts. *(Offender supporter)*
- This was an excellent opportunity to get to the truth of what occurred. *(Victim)*
- I think this meeting was very well moderated and all participants had a chance to participate. *(Officer)*
- The entire experience was good. *(Offender)*
- I was comfortable and I felt supported by the facilitators of this program, and I felt safe and I think that this is a very good alternative for situations like mine. *(Offender)*
- Very good Support. *(Offender)*
- This is a great program for youth as they make mistakes they regret later. *(Offender Supporter)*
- This was the appropriate way to handle the situation with respect to the morals and values. *(Offender)*

Participants are then asked to share their comments on Accessibility. Below are their comments verbatim to the question: "How can Touchstone make it easier for you to access our services?"

- Communication is effective and hours is flexible. *(Offender supporter)*
- Everything felt good. *(Offender)*
- A more central location to meet would be good. *(Victim supporter)*
- We facilitated transportation so no issue. *(Offender supporter)*
- Maybe transportation covered. *(Offender supporter)*
- Location and parking are very good. There is plenty of space in the office. *(Officer)*
- It's a bit far from home but nothing else to say – parking was good and easily accessible. *(Offender)*
- Touchstone can improve their services by having more locations open around in Burnaby and the lower mainland because some people live very far from Richmond and have many things to do so more locations will make it more accessible because I had to do my meeting over zoom. *(Offender)*
- I'm okay everything was good. *(Offender)*
- Maintaining current service as is. *(Offender)*

Participants were asked if they had any Additional Comments to share.

The following are verbatim of those comments, from the final section of the feedback survey.

- Good service for teenagers. *(Offender supporter)*
- The experience was great. Thank you for the service. *(Victim supporter)*
- Everything was good. *(Offender supporter)*
- This process has truly been one that has helped me understand the impact of my behaviors and the harm it causes to others. It was helpful to be in a safe environment where I could unpack everything I was carrying internally and find a resolution in a respectable manner. I was also able to learn more about myself and areas I need to work on to prevent making the wrong choices. *(Offender)*
- I felt we covered what needed to be said. *(Offender supporter)*
- Excellent facilitation. *(Offender supporter)*
- Thank you for creating such a safe and welcoming space for this conversation. I really appreciate the care, compassion, and effort you all bring to work that you do! *(Offender)*
- Everything is organized and responsible. *(Offender)*

Summarized below is a comparison of data from 2014 through 2025

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Total # of Offenders	56	57	74	44	43	39	21	28	14	23	20	24
Total # of Referrals	41	49	49	36	34	27	17	20	10	18	16	19
Total # of RJ Process	43	47	52	34	38	26	15	23	9	15	19	22
Total # of Resolution Agreements	47	50	67	41	39	31	15	26	13	15	20	23
Total # of Completed Resolution Agreements	46	45	67	37	38	31	13	22	15	17	14	20

Program Participation & Trends

Program participation data offers important insight into the reach, depth, and evolving impact of restorative justice in our community.

As illustrated in the chart above, **443** offenders have participated in the Restorative Justice Program over the past **12** years, averaging approximately **37** individuals per year who have been supported through a restorative process. These figures reflect consistent engagement and sustained program delivery over time.

It is important to note that these statistics represent offenders only and do not capture the total number of individuals involved in restorative justice processes. Each case typically includes multiple participants, such as victims, RCMP officers, and support persons, whose involvement is essential to meaningful dialogue and resolution.

In 2025 alone, **62** individuals participated in a restorative justice process in various roles, including harmed parties, responsible parties, officers, and supporters. As participation increases, so does the preparation required. Facilitators invest significant time in individually meeting with each participant to ensure they fully understand the process, feel prepared to engage, and are supported in working toward meaningful outcomes. This thorough preparation is foundational to the program’s success.

While referral numbers were higher prior to the pandemic, we have seen steady rebuilding over the past several years, with increasing consistency each year. This upward trend reflects renewed engagement and strengthened referral pathways developed through ongoing collaboration between the RJ Coordinator and the RCMP. Continued relationship-building has reinforced confidence in restorative justice as an effective response to harm.

In addition, the introduction of our *Driver Diversion Program* has had a significant impact on engagement and referrals in 2025. As this program tracks participation and outcomes separately from our core restorative justice statistics, its numbers are reported independently. The strong uptake and expanded reach of Driver Diversion will be outlined in greater detail in the following section.

Driver Diversion

Supporting Driver Accountability Through Restorative Action

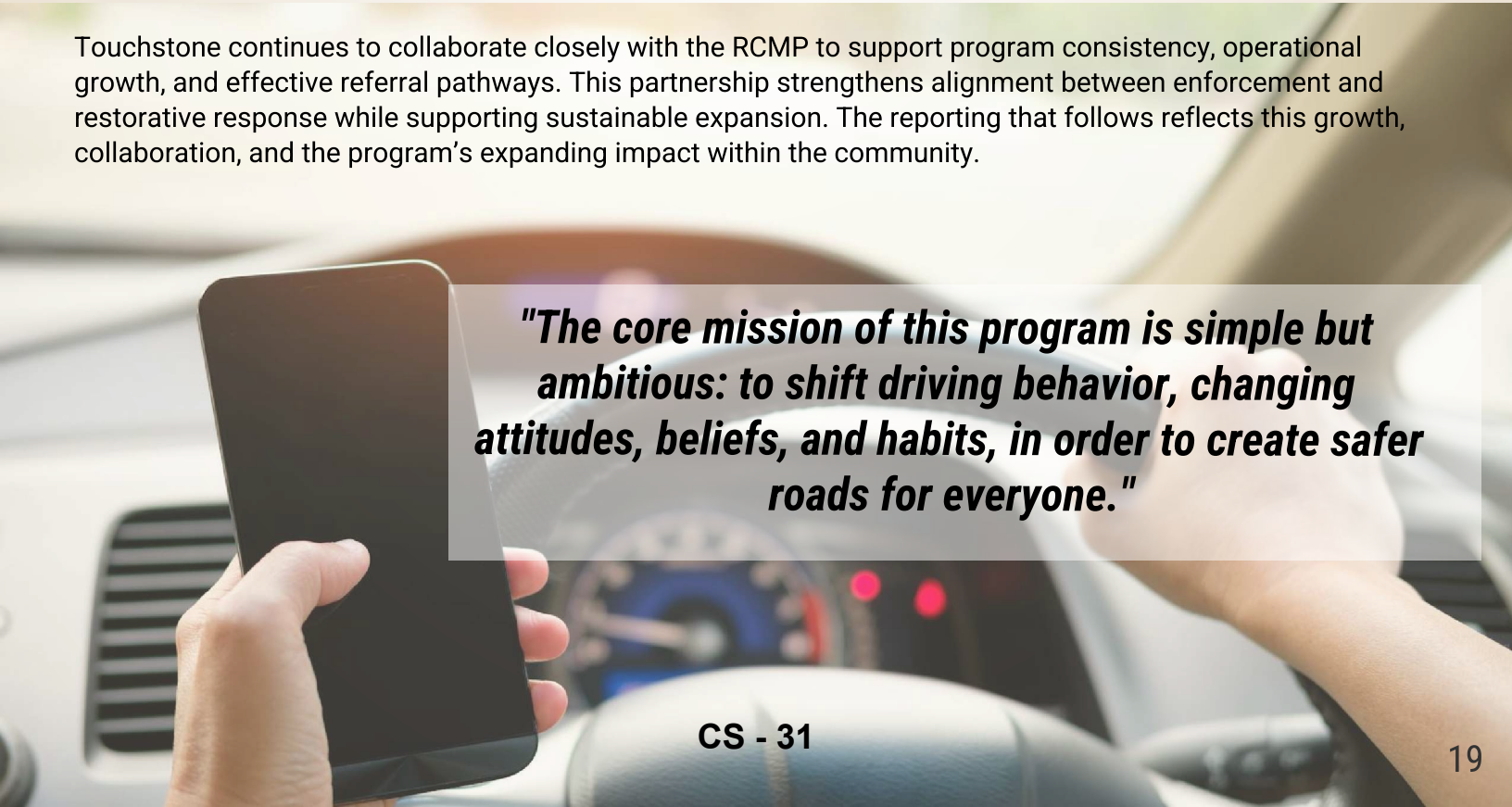
In September 2024, Touchstone's Restorative Justice Program expanded to include a pilot **Driver Diversion Program** aimed at promoting accountability for unsafe driving behaviours through a restorative approach. The program offers an alternative to traditional traffic ticket consequences such as fines, penalty points, and other sanctions. Drivers may choose to accept the standard penalties or voluntarily participate in a restorative process that emphasizes accountability, reflection on harm, and meaningful engagement.

Grounded in restorative principles, the program recognizes traffic offences as actions that can impact individuals, families, and the broader community. Rather than focusing solely on punishment, the process encourages reflection on the harm caused, accountability for actions, and opportunities to restore trust and strengthen community safety. Participation is offered at the discretion of police and is currently available to drivers up to the age of 45, with exceptions made for older drivers at the referring officer's discretion. While most referrals continue to relate to distracted driving, the program supports a broader range of traffic-related behaviours as appropriate.

As referrals have increased, so too has the need for accessible and inclusive service delivery that reflects Richmond's linguistic and cultural diversity. Touchstone is creatively exploring and leveraging existing capacity to support interpretation needs and ensure meaningful participation. These efforts aim to strengthen equitable access to the program, recognizing that effective restorative processes depend on clear communication and shared understanding.

Participants engage in a structured restorative process that includes a Pre-Assessment Meeting, a Group Dialogue Circle, and a Post-Assessment Meeting. These stages create space for reflection, dialogue with community perspectives, accountability, and forward-looking commitments to safer driving behaviours. The program is delivered primarily online to ensure accessibility and flexibility, with in-person delivery available when required to support engagement and participation.

Touchstone continues to collaborate closely with the RCMP to support program consistency, operational growth, and effective referral pathways. This partnership strengthens alignment between enforcement and restorative response while supporting sustainable expansion. The reporting that follows reflects this growth, collaboration, and the program's expanding impact within the community.

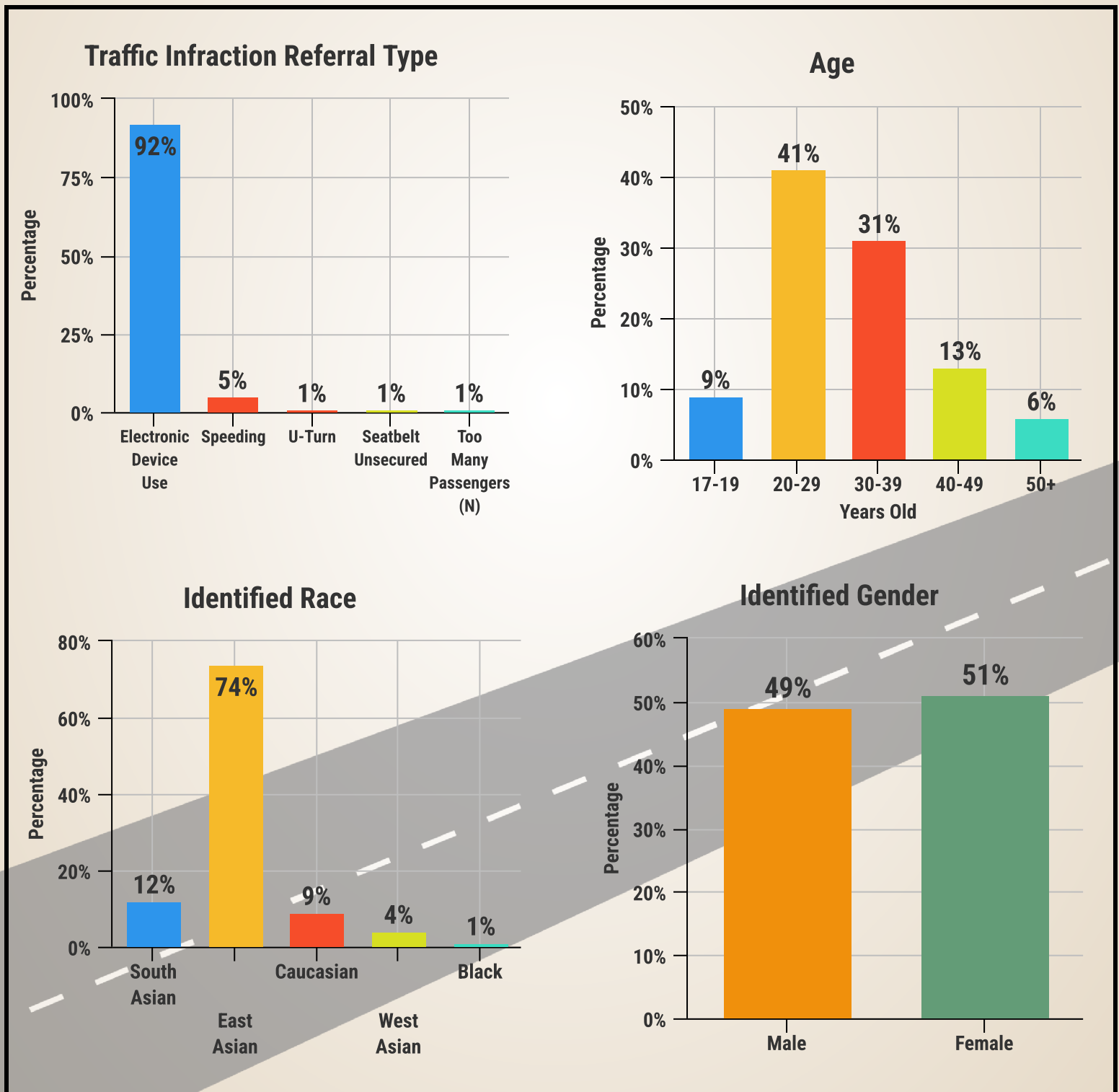
A photograph of a person's hands holding a smartphone in a car. The background shows the steering wheel and dashboard. A semi-transparent white box with a dark border contains a quote in bold, italicized black text.

"The core mission of this program is simple but ambitious: to shift driving behavior, changing attitudes, beliefs, and habits, in order to create safer roads for everyone."

Driver Diversion Demographics

In 2025, the Driver Diversion Program supported **68** participants, all of whom successfully completed the program requirements, including reflective exercises and educational components.

The following section provides a breakdown of participant demographics, offering insight into the age, gender, and background of those served through the initiative this year.



Driver Diversion Participant Reflections

Restorative Impact: Post-Assessment Reflections

After completing the Driver Diversion curriculum, all 68 participants responded to a series of Post-Assessment questions. In previous reports, we have included every individual comment in full; however, given the volume and richness of feedback received this year, including all verbatim responses would be overly lengthy for this section.

Instead, we have summarized the key themes that emerged for each reflective question and paired those themes with selected verbatim comments that best illustrate participant perspectives. This approach maintains the integrity of participant voices while presenting the findings in a more accessible and meaningful way.

How do you compare your initial rating of your driving skills and behaviour versus now?

Participant reflections demonstrate a clear increase in road safety awareness and accountability following completion of the Driver Diversion Program. While many participants reported that their technical driving skills remained similar, most noted a significant shift in their understanding of risk, responsibility, and the impact of small behaviours, particularly distracted driving.

Several participants described recalibrating their self-rating after reflection and dialogue, often recognizing areas for improvement they had previously overlooked. Concrete behavioural changes were frequently reported, including eliminating phone use while driving, pre-setting navigation, increasing patience, and becoming more mindful of surroundings.

Key themes include: *Increased Awareness of Responsibility, Reduced Distracted Driving and Behaviour Change and Greater Self-Awareness and Reflection*

"Before I did not realize how much responsibility I have as a driver, every decision I make will impact everyone else around me."

"I honestly did not spend time prior to this course about my driving skills and behavior/habits. I now recognize that I was taking for granted the safety of my family and everyone on the road."

"I now recognize that I was taking for granted the safety of my family and everyone on the road."

"At first, I thought I was a better driver than I was. Now I know my actions impact others."

"After the program, I feel like my road safety awareness has significantly increased."

"After the driver diversion dialogue circle on zoom I'm more aware of the road safety now, and I've learned a lot from others' sharing, our discussion and the videos"

"At the beginning, I thought I was a safe driver but through the program I realized there were areas I needed to improve. Now, I feel more confident, aware and responsible about my driving behavior."

Driver Diversion Participant Reflections

What Was the Most Powerful Part of the Dialogue Circle?

Participants overwhelmingly identified the videos, documentary footage, and personal storytelling within the Dialogue Circle as the most powerful components of the session. The visual depiction of real-life collisions and testimonies from individuals and families impacted by distracted driving created strong emotional responses and deep reflection.

Many participants emphasized how hearing directly from those affected shifted their perspective from viewing traffic violations as minor mistakes to understanding the broader and lasting impact on families and communities. The experience prompted increased empathy, accountability, and awareness of how small distractions can lead to life-altering consequences.

Key Themes Include: *Impact of Videos and Real-Life Stories, Perspective Shift & Emotional Impact and Learning Through Others' Experiences*

"The last video really made me think about just focusing on the road because my actions can have a huge impact."

"Seeing the child's mother's pain really hit me and reminded me that every decision I make on the road affects others."

"This shifted my motivation from avoiding tickets to ensuring the safety of those around me."

"Hearing everyone's personal experiences and being vulnerable was powerful."

"It was interesting that many of us downplayed what we did wrong until reflecting together."

Have Your Beliefs Changed About Driving? How?

Participants overwhelmingly reported a significant shift in their beliefs about driving after completing the Dialogue Circle. Many described moving from viewing driving as a routine task or convenience to recognizing it as a serious responsibility that requires full attention, patience, and accountability.

A dominant theme was the realization that even brief distractions, particularly mobile phone use, can have severe and irreversible consequences. The videos, statistics, and personal testimonies were frequently cited as catalysts for perspective change. Participants reflected on how small actions can impact not only themselves, but passengers, other road users, and entire families.

Key Themes Include: *Shift Toward Accountability and Responsibility, Stronger Opposition to Distracted Driving, Perspective Change Through Videos & Stories, and Recognition That Driving Is a Privilege*

"I now see driving not just as personal responsibility, but something that directly affects the safety of others."

"Seeing the consequences made me realize how fast an accident can happen and how avoidable it is."

"It shifted my belief from just getting from A to B to protecting the lives of others."

"I am more conscious of the rules. Driving is a privilege."

Driver Diversion Participant Reflections

How Will What You Have Learned Affect Your Driving in the Future?

Participants consistently reported strong commitments to behavioural change and safer driving practices moving forward. The Dialogue Circle reinforced the importance of proactive preparation, eliminating distractions, and prioritizing safety over convenience or urgency.

A major theme was intentional removal of distractions through practical strategies. Participants also reflected on becoming more patient, calmer, and more mindful of how external factors such as stress, urgency, fatigue, and impatience influence driving decisions. Several expressed a shift toward viewing safe driving as a responsibility and a habit rather than simply compliance with rules.

Overall, responses indicate that the program prompted concrete safety commitments and actionable changes in future driving behaviour.

Key Themes Include: *Eliminating Distractions & Phone Use, Proactive Preparation & Planning, Increased Awareness & Responsibility, and Greater Patience & Safer Mindset*

"I'd rather be late or lost than break the law and risk hurting someone."

"What I've learned has given me a whole new understanding of driving in the future. I've reflected on my previous inappropriate behaviours and am making changes."

"This knowledge has improved my driving and is something I plan to carry forward."

"I will be more patient, avoid distractions, and make safer decisions."

Did the Driver Diversion Program Meet Your Expectations?

Participant responses overwhelmingly indicate that the Driver Diversion Program met or exceeded expectations. Many participants initially expected a simple review of traffic laws or a brief informational session. However, they described the dialogue-based format, personal testimonies, and video components as significantly more impactful than anticipated.

A strong theme across responses was surprise at the depth of reflection and emotional impact generated through shared discussion rather than traditional instruction. Participants highlighted the value of hearing lived experiences from others in similar situations, which enhanced understanding of accountability and real-world consequences. Many noted that the program shifted their perspective beyond compliance with rules toward deeper awareness of responsibility, safety, and behavioural change. Several participants specifically stated that the experience had a stronger and more lasting impact than receiving a financial penalty alone.

Key Themes Include: *Exceeded Expectations / Greater Impact Than Anticipated, Value of Dialogue & Shared Experiences, Emotional Impact of Videos & Testimonies, and Learning, Reflection & Practical Application*

"It exceeded my expectations. I thought it would mainly cover rules, but it actually made me think deeply about responsibility, the impact of my decisions on others, and how to drive more safely in real-life situations."

"More than that, it had so much more impact on me than the financial impact would have. Only having a ticket would make me think for a day or two, but having to participate in the discussions, see the videos, listening to other people, had a way stronger impact on my life."

Driver Diversion Participant Reflections

The final question in the Driver Diversion Self-Reflection invited participants to share any additional thoughts, insights, or feedback they wished to contribute beyond the structured survey questions.

Participant feedback for this question was overwhelmingly positive and largely expressed gratitude for the opportunity to participate in the program. Many respondents emphasized appreciation for the restorative format, the supportive facilitation, and the safe space created for open dialogue.

A recurring theme was recognition that the program offered deeper reflection and greater impact than simply receiving a financial penalty. Participants valued the opportunity to share experiences, connect with others who had similar situations, and gain perspective on their driving behaviours.

Several participants highlighted the effectiveness of the facilitator and translation support, noting that respectful communication and accessibility enhanced their understanding and engagement. Others suggested program enhancements, such as incorporating updated videos/statistics or adding a follow-up component to reinforce behavioural change.

Overall, responses reflect strong appreciation for the program and recognition of its meaningful impact on accountability and learning.

Key Themes Include: *Gratitude & Positive Experience, Value of Restorative Format Over Fines, Appreciation for Facilitation & Support, and Future Growth*

"I just want to express how grateful I was to have the opportunity to participate in this dialogue circle. I truly think this is more helpful for the violation drivers to correct their mistakes. Thank you!"

"Just to keep going with this initiative that I think it can help way more people to understand the consequences of their acts"

" This was a truly enjoyable learning experience. It was the first time I realized that learning can be warm, interactive, and even heartening."

"I would like to add that my facilitator, Haroon was arguable the most trauma-informed facilitator I've ever had in my life and I literally work in a similar, parallel field to his own. I think this program is the most effective approach to restorative justice I've ever seen and/or experienced."

"I would also like to sincerely thank Haroon and the translator for providing support in my native language. Having access to translation in my native language during the program allowed me to follow the discussions more easily and fully understand the content."

" I honestly think that we should do a follow up component to this where we have to check in three months later and maybe write a letter about how we have implemented new safety precautions or how we have helped others to do the same."

" I'm thankful for this opportunity to share in a dialogue circle, it made me realize the amount of responsibility I carry as a driver to myself and everyone around me, I will do my best to ensure and prioritize safety over everything from now on. "

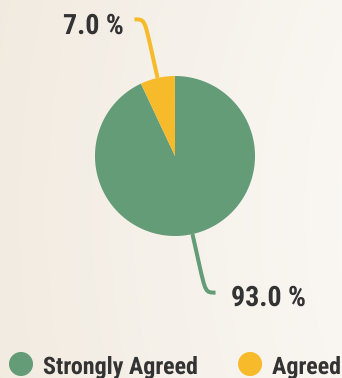
Participant Feedback

Driver Diversion Participant Feedback

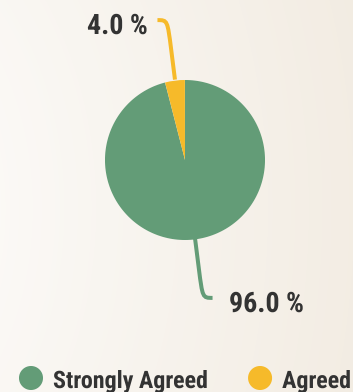
Touchstone Family Association invites all participants involved in the Driver Diversion process to evaluate their experience and provide feedback through a post-program survey. In 2025, a total of 68 participants completed the Driver Diversion Program.

The following sections present graphical summaries of participant feedback, based on responses to questions from the Driver Diversion Participant Survey. These visuals reflect participant experiences, perceptions, and self-reported learning outcomes following completion of the program.

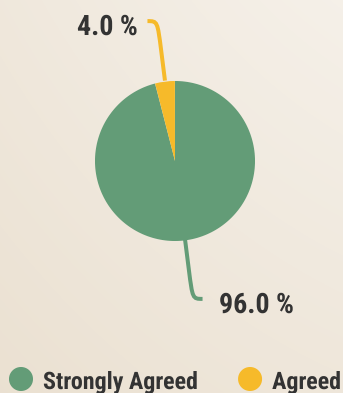
"I received adequate preparation and support from the facilitator about the program's requirements."



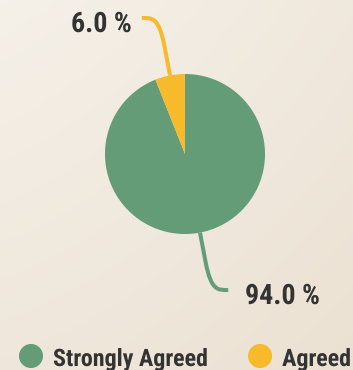
"I felt safe and was treated with respect."



"I found the course content easy to understand and follow."

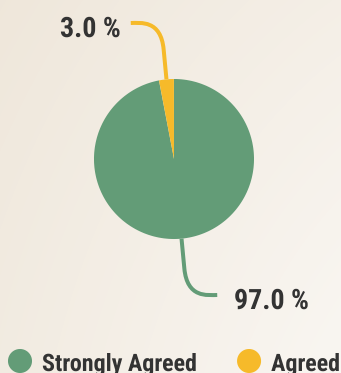


"Listening to everyone helped me gain a better understanding about driver responsibility."

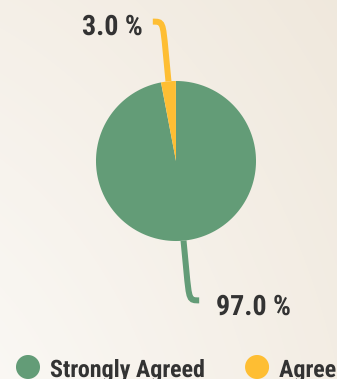


Participant Feedback

"Participating in this program has helped me re-examine my driving behaviour."



"I would recommend the Driver Diversion Program to others in similar situations."



In addition to the survey ratings, participants were invited to provide **written comments** about their experience in the Driver Diversion Program. Similar to the Self-Reflection activity, the volume of feedback received in 2025 was substantial.

Given the number of responses, not all written comments are included in this report. Instead, the following section presents a representative selection of participant comments that reflect the overall feedback and experiences shared. This approach ensures participant voices remain central while maintaining clarity and readability.

Additional Comments on the Rating Questions:

"Overall, I thought the diversion program was conducted very well. I felt very safe to share my personal stories without being judged. I understand that a lot of people do this for just the sake of not paying the ticket or getting points deducted on their license but it really does get you to think about the consequences. Every time I see my phone in the car now, I always think of the diversion program."

"The course content was arranged very well. Through the film sharing in the course, I felt very touched and only then truly realized how dangerous things like being distracted while driving, speeding, or drunk driving are. After finishing the course, I reflected on my past driving habits, and in the future, I will drive more carefully, putting my own and others' safety first."

"I gave 5s for all questions because the facilitator provided clear guidance and support throughout the program. The environment was safe and respectful. I especially appreciated being able to use my native language with the help of the translator, which made me feel more comfortable and confident to express myself and fully

Participant Feedback

Similar to the Restorative Justice surveys, participants are invited to provide feedback on Touchstone's **Accessibility** to ensure services remain inclusive, responsive, and easy to access for all participants. Gathering input on accessibility helps identify potential barriers related to scheduling, technology, language, and service delivery.

Below is a selection of participant responses.

"The whole thing is done online and with Zoom so in terms of accessibility, I don't think there's much to improve. Also, the fact that it's held from 6pm–9pm which is outside of standard working hours, it's really easy to attend."

"It was extremely easy to access as it was online using the Zoom platform."

"The meeting was hosted on Zoom, so no commute was needed. Haroon made it easy by sending friendly reminder emails one day before the scheduled date and making phone calls if necessary."

"The facilitator went out of his way to offer digital/tech support if I required extra help. The fact that he offered this assistance made me feel strongly cared for and supported, which made me feel more confident in the program."

"The course provided a Chinese interpreter. This removed communication barriers and made it easier to understand the course content."

"The hours were a bit later in my opinion. I was in a different time zone, 3 hours ahead, so we didn't finish until closer to midnight. Maybe a weekend afternoon might be ideal."

"This program was very convenient. The online Zoom meeting saved transportation time, protected our privacy, and allowed us to speak freely."

"One suggestion to make services more accessible is having a stronger online presence. When I initially received the recommendation, I tried to find relevant information regarding the program online but was unable to find a webpage. I believe a stronger online presence can raise awareness and help the organization be more transparent."

Participant Feedback

As a final question, participants are invited to share any **additional comments, reflections, or feedback** regarding their experience in the Driver Diversion Program. This open-ended question provides an opportunity for participants to raise perspectives that may not have been captured in previous questions and helps inform ongoing program improvement.

Below is a selection of participant responses.

"I found the driver diversion program very helpful. It made me reflect on my driving habits and understand the serious consequences of distracted driving. I believe this program will help me become a safer and more responsible driver. Thank you for the opportunity to participate."

"I really appreciated how the facilitator created an open and respectful chance for discussion. But after attending, I realized the program has a much deeper meaning than I expected. The session helped me deeply reflect on my driving habits, emotional state, and sense of responsibility on the road. It offered meaningful insights that I believe will stay with me and help me become a safer and more mindful driver. I'm grateful for the chance to reflect and learn in such an open and respectful environment."

"I appreciate the Touchstone organization and it's impacts on the community."

"I appreciate that this program focuses on education, accountability, and personal growth rather than punishment alone. The Dialogue Circle format created a meaningful and respectful space for learning, and I believe the approach has lasting value. Thank you to the facilitators and organizers for providing a program that genuinely supports safer driving and community wellbeing."

"I mentioned this in my comments at the session. I felt this was very valuable information and wondered if there was an easy way it could be shared with the broader public."

"Just an idea, I think it might be even more helpful, if the participants were asked to look for a video regarding traffic accidents on themselves to show everyone during the meeting, so everyone is more involved in and unexpected contents can interest the host as well."

"I believe that Touchstone should lobby and publicly advocate to policy makers for more justice system alternatives, such as this Driver Diversion" Program."

" Thank you for this opportunity. Than you for the time and resources it took to make this course possible. Thank you for educating the community and making our roads safer. "

Driver Diversion Year End Summary

Transforming Traffic Offences Through Restorative Accountability

In 2025, the **Driver Diversion Program** continued to expand and demonstrate strong impact within the community. With significant growth in participation, the program supported 68 participants, all of whom engaged in a restorative process focused on accountability, reflection, and behavioural change.

Participant feedback consistently indicates that the program fosters deep reflection on driving behaviours and promotes a clearer understanding of the broader impact of unsafe driving. Through structured dialogue, educational content, and shared perspectives, participants reported increased awareness of how small distracted actions can lead to serious and life-altering consequences. The restorative framework of the program creates a space where participants feel safe, heard, and respected while being guided to take meaningful responsibility for their actions.

The effectiveness of the program is strongly rooted in its restorative approach. By prioritizing education over punishment and dialogue over fines alone, the Driver Diversion Program reinforces accountability while supporting personal growth. Participants frequently highlighted the value of the facilitator, group discussion, lived experiences shared by others, and the emotional impact of the documentary components as key drivers of behavioural change. This alignment between restorative justice principles and practical learning has proven to be a powerful mechanism for encouraging safer driving habits.

In 2025, continued collaboration with the RCMP strengthened referral pathways and supported program stability and growth. Looking ahead, there is opportunity to further expand the types of files referred to the program – including failure to obey traffic signs, tailgating, rolling stops, and other minor traffic infractions that would benefit from restorative education and reflection. The expansion of referral eligibility in this way allows the program to address a broader range of behaviours that impact road safety while maintaining its educational and accountability-based foundation.

Touchstone remains committed to strengthening this partnership and supporting program growth in alignment with community needs. As the contracted restorative justice service provider for the City of Richmond, we take pride in delivering a program that demonstrates how restorative justice principles can extend beyond traditional offence categories and be applied to real-world safety concerns. The Driver Diversion Program continues to serve as a meaningful example of how accountability, education, and community collaboration can create lasting positive change on Richmond roadways.

Report Summary

Performance Review and Forward Planning

Restorative Justice remains rooted in creating safe, respectful spaces where all parties involved in harm or conflict have the opportunity to participate meaningfully in the process. Rather than centering punishment, the approach emphasizes dialogue, accountability, understanding, and repair. Through open communication between participants, facilitators, and community stakeholders, restorative practices support healing while strengthening collective responsibility.

For participants who engage in Restorative Justice processes, the focus is on accountability and reflection, understanding the impact of their actions and actively contributing to repairing harm. For those who have been harmed, the process provides space to express impact, ask questions, and participate in shaping outcomes that support their healing. For the broader community, restorative practices reinforce shared responsibility in preventing future harm and building stronger relationships.

In 2025, Touchstone continued to see strong engagement and positive outcomes across both traditional Restorative Justice programming and the expanding Driver Diversion Program. Participant feedback consistently reflects high levels of satisfaction, meaningful reflection, and increased awareness of personal responsibility. The successful growth of the Driver Diversion Program to 68 participants demonstrates increasing confidence from law enforcement partners and the community in restorative alternatives for addressing minor traffic offences and unsafe driving behaviours.

The Driver Diversion Program further illustrates how restorative principles can be applied beyond traditional offence categories. By integrating education, facilitated dialogue, and structured reflection into traffic-related accountability, the program provides individuals with an opportunity to repair harm through learning rather than solely through financial penalties. Participants consistently report shifts in perspective, stronger commitment to safer driving practices, and a deeper understanding of how small behaviours can have significant consequences.

Touchstone remains proud to serve as the contracted restorative justice provider for the City of Richmond and to continue strengthening collaboration with the RCMP in support of program growth and referral expansion. Guided by our **2026–2028 Strategic Plan**, priorities moving forward include:

- *Continuing to strengthen and deepen partnerships with law enforcement to support consistent and appropriate referrals, while expanding overall referral pathways across system partners*
- *Expanding Driver Diversion eligibility to include additional minor traffic infractions that would benefit from restorative education and reflection*
- *Strengthening restorative impact through enhanced program design, facilitator training, and improved evaluation measures to better capture behavioural change and community outcomes*
- *Enhancing accessibility through improved scheduling flexibility, language support, and increased program visibility within the community*
- *Expanding public awareness and utilization of restorative justice practices through targeted outreach, education, and engagement with schools and community organizations*

As we move forward, our commitment remains focused on expanding restorative solutions that promote accountability, learning, and community safety. By investing in dialogue and education rather than punishment alone, we contribute to lasting change, supporting individuals in growth while strengthening the overall wellbeing of the community.

Statement of Income

Restorative Justice Statement of Income for 2025:

	Jan to Mar 2025	Apr to Jun 2025	Jul to Sept 2025	Oct to Dec 2025	Total 2025	YTD Budget 2025	Variance	Annual Budget
Revenue								
Grant from City of Richmond	25,175	25,175	25,175	25,175	100,700	100,700	0	100,700
Expenses								
Wages & Benefits	22,800	22,800	22,800	22,800	91,200	91,200	0	91,200
Rent	2,375	2,375	2,375	2,375	9,500	9,500	0	9,500
Mileage	0	0	0	0	0	0	0	0
Telephone	0	0	0	0	0	0	0	0
Office Supplies	0	0	0	0	0	0	0	0
Supervision	0	0	0	0	0	0	0	
	25,175	25,175	25,175	25,175	100,700	100,700		100,700
Net Surplus (Deficit)	0	0	0	0	0	0		

Restorative Justice Budget for \$110,770.00 Contract to cover 2026:

January 1 - December 31, 2026	Annual	Monthly	Quarterly
Wages & Benefits	\$92,800.00	\$7,733.33	\$23,200.00
Rent	\$16,620.00	\$1,385.00	\$4,155.00
Mileage	\$90.00	\$7.50	\$22.50
Cell Phones	\$780.00	\$65.00	\$195.00
Office Expense	\$480.00	\$40.00	\$120.00
Supervision	0	0	0
	\$110,770.00	\$9,230.83	\$27,692.50