



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** April 4, 2022  
**From:** Cecilia Achiam **File:** 03-1000-05-069/Vol  
 General Manager, Community Safety 01  
**Re:** **Touchstone Family Association Restorative Justice Contract Renewal  
 2023-2025 and Annual Performance Outcome Evaluation Report**

### Staff Recommendation

1. That Council approve the contract renewal with Touchstone Family Association for the provision of Restorative Justice for three-years (2023-2025) as outlined in the staff report titled “Touchstone Family Association Restorative Justice Contract Renewal 2023-2025 and Annual Performance Outcome Evaluation Report”, dated April 4, 2022, from the General Manager, Community Safety; and
2. That the Chief Administrative Officer and the General Manager, Community Safety be authorized to execute the renewal of the contract with Touchstone Family Association under the terms and conditions described in this report.

Cecilia Achiam  
 General Manager, Community Safety  
 (604-276-4122)

Att. 1

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance Department	<input checked="" type="checkbox"/>
Purchasing	<input checked="" type="checkbox"/>
Law	<input checked="" type="checkbox"/>
RCMP	<input checked="" type="checkbox"/>
<b>SENIOR STAFF REPORT REVIEW</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</b> 	

## Staff Report

### Origin

The City first entered into a three-year agreement with Touchstone Family Association (Touchstone) in 2008 for the provision of restorative justice services in Richmond. Since then, the City has renewed the contract four times in 2011, 2014, 2017 and 2020. The current Touchstone contract will expire on December 31, 2022. Therefore, this report seeks Council approval on the renewal of the Touchstone contract for another three-year term.

As part of Touchstone's annual commitment, the following will be presented to Council:

- a) the restorative justice budget for the upcoming year;
- b) restorative justice revenues and expenditures from the previous year;
- c) performance indicators including the number of referrals, processes and completed resolution agreements;
- d) milestones and achievements; and
- e) participants' satisfaction surveys.

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

*Enhance and protect the safety and well-being of Richmond.*

*1.1 Enhance safety services and strategies to meet community needs.*

*1.4 Foster a safe, caring and resilient environment.*

### Analysis

Touchstone has operated in Richmond since 1983, providing a spectrum of children and family services to the community. The City and the Richmond RCMP has partnered with Touchstone to provide restorative justice (RJ) for offenders that are eligible for extrajudicial measures<sup>1</sup>.

There are two extrajudicial measures programs in Richmond:

1. *Youth Intervention Program (YIP)*, which is a police-based diversion and counselling program offered by municipal staff, under the direction of the Richmond RCMP; and
2. *Restorative Justice Program (RJ Program)*, which emphasises accountability and problem solving as a way of addressing the harm that takes place when a crime or incident occurs.

The principle of the RJ Program is to divert low-risk offenders outside of the judicial system – as the court process could be viewed as retributive and guilt finding. In contrast, the RJ process

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<sup>1</sup> The Criminal Code, under Section 717 "Alternative Measures" allows Crown Council to implement measures other than judicial proceedings for adults who have committed an offence. Similarly, the Youth Criminal Justice Act under Section 10 "Extrajudicial Sanctions" allows for both Crown and police officers to recommend extrajudicial measures that would divert the offender from the traditional justice system.

holds the offender accountable for their actions and allows the victim and offender to constructively come to a resolution agreement. To be eligible for the RJ Program, the offender must first accept guilt. When an offender is accepted into the RJ Program, police and Crown cannot impose further court sanctions or threat of a criminal charge against the offender. The RJ Program's objective is to have the offender acknowledge the harm done (rather than punishment) and to provide the offender opportunities to correct their behaviour, acknowledge the pain and suffering of those who they have harmed and take responsibility for their actions. The RJ process would include all those involved in the offence, such as families of the victim and offender, property owners and business owners. Touchstone staff assess each referral and determine the best RJ process to proceed, such as non-scripted comprehensive victim-offender conferencing (VOC) for complicated cases or a scripted community justice forum (CJF) for less serious cases.

### Touchstone Restorative Justice Performance

The Touchstone RJ Program is a volunteer driven program staffed by a full-time coordinator. The performance and effectiveness of the program is provided in the Restorative Justice Outcome Evaluation Report (Attachment 1).

According to Touchstone's annual report, there were a total of 175 offenders that entered the RJ Program in the last five years. In 2021, there were a total of 20 referrals and 28 offenders that went through the program. Referrals fluctuate from year to year based on the number of youth cases suitable for a referral, which is determined by the lead investigator of the file at the Richmond RCMP Detachment. Overall, the referrals for 2020 and 2021 were impacted by the global pandemic and substantially lower than in some previous years.

Touchstone staff confirmed that the RJ Program has sufficient resources and volunteers to continue to support the volume of referrals. Touchstone staff frequently provide training and information sessions at Detachment briefings to maintain relationships and to drive referrals. Building community awareness is a Touchstone strategic priority. Table 1 below highlights the statistics of the Touchstone RJ Program in the Richmond from 2017 to 2021.

**Table 1: Touchstone Performance Outcome Summary Statistics<sup>2</sup>**

<b>Total Number of:</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Total</b>
Offenders	44	43	39	21	28	175
Referrals	36	34	27	17	20	134
RJ Process	34	38	26	15	23	136
Resolution Agreements	41	39	31	15	26	152
Completed Resolution Agreement	37	38	31	13	22	141

Most of the referrals to the RJ program were from the Richmond RCMP Detachment on low-risk offences such as theft and mischief. In 2021, the RJ Program saw slightly fewer big box store

<sup>2</sup> 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).

referrals with four stores (Home Depot, the Hudson's Bay Company, Save-on-Foods, and The Real Canadian Superstore) that had referred files for the RJ Program.

The program saw a substantial improvement in the length of time for the RJ process in 2021. As noted in the annual report, 67 per cent of the cases were processed between five to 15 workdays, compared with 29 percent the year prior. This is an important aspect, as resolution should happen as quickly as possible for the participants to remain vested in the RJ process.

According to a three-year recidivism analysis conducted by the Richmond RCMP Detachment, those who completed the RJ program had a recidivism<sup>3</sup> rate of approximately 11 per cent; and for those who did not complete or canceled had a recidivism rate of approximately 35 to 50 per cent.

Other research points to a report published by the BC Justice and Public Safety Council where the recidivism rate is approximately 50 per cent for youth clients (ages 12 to 17), within five years of receiving a community sentence<sup>4</sup>, for 2005 to 2010. Research on recidivism varies widely in scope and there are limited empirical studies on alternative and extrajudicial measures. There are no updated youth recidivism statistics from the BC Justice and Public Safety Council.

#### Touchstone Restorative Justice Proposed Contract

Staff recommend renewing the contract with Touchstone with the same terms and conditions as previous contracts. The following are the pertinent details of the terms on Touchstone's RJ Program and services.

##### *Scope of Work*

Touchstone will provide a full-time coordinator and shall recruit and train all volunteers required to perform the RJ services, to the satisfaction of the City.

##### *Reporting*

Touchstone and the City will meet biannually during the term of the agreement. Each report will detail work completed during the months of the invoice covered. The City will have the ability to seek clarification if requested.

##### *Funding*

Funding will remain unchanged (no cost increase) from the 2020 term contract, at \$100,700 per year. The contract will include all disbursements. The contract period will be the same three-year term from January 1, 2023 to December 31, 2025.

As noted in the attached report by Touchstone, sustainable funding continues to be a challenge as the Provincial and Federal government provides only a small amount of funding to restorative

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<sup>3</sup> The rate where the offender re-offended in 3 years.

<sup>4</sup> BC Justice and Public Safety Council, "Performance Measures Update for the Justice and Public Safety Sector (2016-2017)", pg. 21. <https://www.justicebc.ca/app/uploads/sites/11/2016/03/pm-2016-2017.pdf>

justice programs. Favourably, Touchstone was able to secure a new funding source from the BC Civil Forfeiture grants that supplemented Touchstone's operations which resulted in no cost increases to the City. However, the BC Civil Forfeiture grants are approved by the Province on a year-by-year basis and there is no guarantee that Touchstone will receive funding for subsequent years. City staff will work Touchstone to ensure funding sufficiency for the term of the proposed contract.

Separately, the City is a strong supporter of the program and has continually advocated for increased funding for restorative justice services. The Federal government recently announced a new Building Safer Communities Fund<sup>5</sup> (BSCF) to address the conditions that contribute to a young person falling in with crime. The City's long-established youth oriented crime prevention initiatives, such as the Restorative Justice Program, Youth Intervention Program, DARE Program and the RCMP Youth Section, certainly fits into this criteria. The City has received information from Public Safety Canada that the City of Richmond would be eligible for federal BSCF funding. The details of the funding have not been announced. Staff will advise Council when more information is available.

### **Financial Impact**

None, as the \$100,700 funding exists within the operating budget. Staff recommend a three-year term contract renewal at \$100,700 per year, with no cost increases, from January 1, 2023 to December 31, 2025. There will be no proposed material changes to the *Touchstone Fee For Services Agreement* contract.

### **Conclusion**

Restorative justice is a cost-effective way of providing a necessary service to address youth and social issues in the community. The contract with Touchstone Family Association to administer Richmond's Restorative Justice Program is a service delivery model that considers the rights and needs of victims, the community and the offender. The Touchstone contract will expire on December 31, 2022. Therefore, staff recommend the renewal of the restorative justice service contract with Touchstone Family Association for another three-year term with no change in cost, at \$100,700 per year.



Douglas Liu  
Acting Manager, Community Safety Policy and Programs  
(604-276-4004)

Att. 1: Restorative Justice Outcome Evaluation Report January 1, 2021 – December 31, 2021

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<sup>5</sup> <https://www.canada.ca/en/public-safety-canada/news/2022/03/government-takes-action-to-prevent-gun-violence-with-250-million-building-safer-communities-fund.html>





**Touchstone Family Association**  
Strengthening Family • Building Community

# Restorative Justice Outcome Evaluation Report

January 1, 2021 to December 31, 2021



## TOUCHSTONE AT A GLANCE

**Touchstone Family Association is a non-profit society that has been providing services to children, youth and families in Richmond since 1983. Our services have primarily focused on preserving and enhancing family relationships and we offer a variety of services designed to meet the needs of children to ensure their optimum development.**

Over 3000  
Children, youth and  
their families benefit  
from our services on  
an annual basis!



The Mission of the Association is:

“strengthening the social health and independence of families and children through effective intervention and support services.”

The Vision of the Association is:

“Strong, self-reliant families, youth and children.”

Our Objectives are:

- to establish and operate preventative services to children, youth and their families in the City of Richmond and surrounding Municipalities;
- to inform the residents of Richmond as to the importance of the services being provided to families.

**Our overall objective is to strengthen families by building community.**

# 2021

### Association of the Year

In 2021, Touchstone Family Association was awarded Association of the Year from the Richmond Chamber of Commerce at their Business Excellence Awards.



Touchstone has been  
CARF Accredited  
since 2002!





# Restorative Justice

## Executive Summary

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At **Touchstone Family Association**, we pride ourselves on our responsiveness to the needs and wants of the community we serve. This comprehensive **Performance Outcome Evaluation Report** examines and demonstrates the performance and quality of services provided by our **Restorative Justice (RJ) Program** throughout 2021. It will also touch upon the impact the ongoing global pandemic has had on services.

This RJ program is built upon the principle of **Restorative Practice** - a social science that studies how to improve and repair relationships between people and communities. The purpose is to build healthy communities, increase social capital, decrease crime and most importantly, repair harm and mend relationships.

In 2004, the Restorative Justice Program was launched in partnership with the **Richmond RCMP**. In 2008, the **City of Richmond** provided funding for a full-time Restorative Justice Coordinator.

It is important to note that the **core funding** for Restorative Justice comes from the **City of Richmond** through the **Community Safety** operating budget. Touchstone continues to engage other levels of government regarding not only the need, but also the responsibility in cost-sharing this program across the three levels of government.

Restorative Justice receives \$4000 from the **Community Accountability Program (CAP)** funded by the province which is an increase of \$1500 effective 2020. This provides some funds for volunteer training and recruitment.

Touchstone was also successful again this year in obtaining funding from the province's **Civil Forfeiture** fund. Eligible Restorative Justice organizations currently receiving funding from the CAP program were invited to apply for \$30,000 to complement an existing RJ program. Touchstone was successful in receiving this grant for the second year in a row and thus has been able to continue offering **1:1 mentorship service** to youth participating in the RJ Program.

Touchstone continues to raise the profile of this extremely cost-effective alternative to court and is continuously seeking out funding partners and grant opportunities. Funding continues to be an ongoing challenge; however, we are very appreciative to the **City of Richmond** for not only its financial support but also for believing in the **Restorative Philosophy** of understanding how it creates a safer and healthier community for everyone.



# What is Restorative Justice?



**Restorative Justice** is an alternative approach to our court system. Restorative Justice is a philosophy built on the cornerstone of community healing. Like community policing, it's a way of doing business differently. While our court system is adversarial and focused on punishment restorative justice encourages dialogue and responsibility for past behavior, while focusing on problem-solving and offender accountability.



Through this approach, victims and offenders are not marginalized as they are in the court system. Rather, both are invited to come together, so that the offender can be held accountable and the victim can receive reparation.



Through the restorative justice process, volunteer facilitators help offenders take responsibility for their crimes. Offenders are given the opportunity to recognize the people that they harmed and they are able to learn how others have been affected by their behavior. Furthermore, the offender can work with the victim to find ways to repair the damage that has been done.



Victims benefit greatly from a process, unlike court, where they can sit together with the offender and speak directly to him/her about the pain that they have endured. Through restorative justice, victims can get answers to their questions about the incident, and they can learn why it happened. Furthermore, they can share with the offender what needs to be addressed for healing to begin to take place.

While restorative justice provides everyone affected by crime the opportunity to gain closure from the incident, it also gives the community the chance to become closer and grow together through understanding, compassion and healing.

***Communities become healthier and safer as a result.***



# Program Features

“One of the greatest gifts you can give is your time. ”

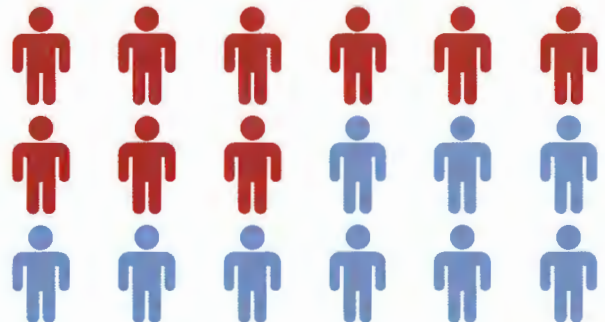


Touchstone Family Association's Restorative Justice program is a **volunteer-driven program**, staffed by one permanent, full-time coordinator.

**Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program.**

The Restorative Justice coordinator engages all volunteer applicants in a formal interview process which includes a criminal record check and two reference checks and also takes into account several key criteria that may include, but are not limited to:

- Life experience
- Professional employment history
- Education
- Commitment to the program
- Experience / Confidence in leading a group discussion
- Flexibility
- Knowledge of Restorative Justice
- Experience/comfort level with conflict
- Oral and written skills



Given the intensity of the training and the role of the facilitator, it is important to recruit solid, committed individuals. Once the intensive interview process and reference checks are complete, volunteer applicants must successfully train in various restorative justice processes or applications. This includes community justice forums, where the volunteer applicants attend an intense 3-day training program. Once the volunteer applicant has achieved a certificate of training, he or she must earn accreditation by co-facilitating a minimum of five forums alongside and under the supervision of a certified mentor/facilitator. This is an approach that increases the volunteer's level of confidence and competency and enhances the program's commitment to quality assurance.

**In 2021, the Restorative Justice program was supported by 7 volunteers, in both facilitator and translation roles.**

Touchstone recognizes the commitments and contributions of its Restorative Justice Volunteers on a yearly basis, at our Annual General Meeting!

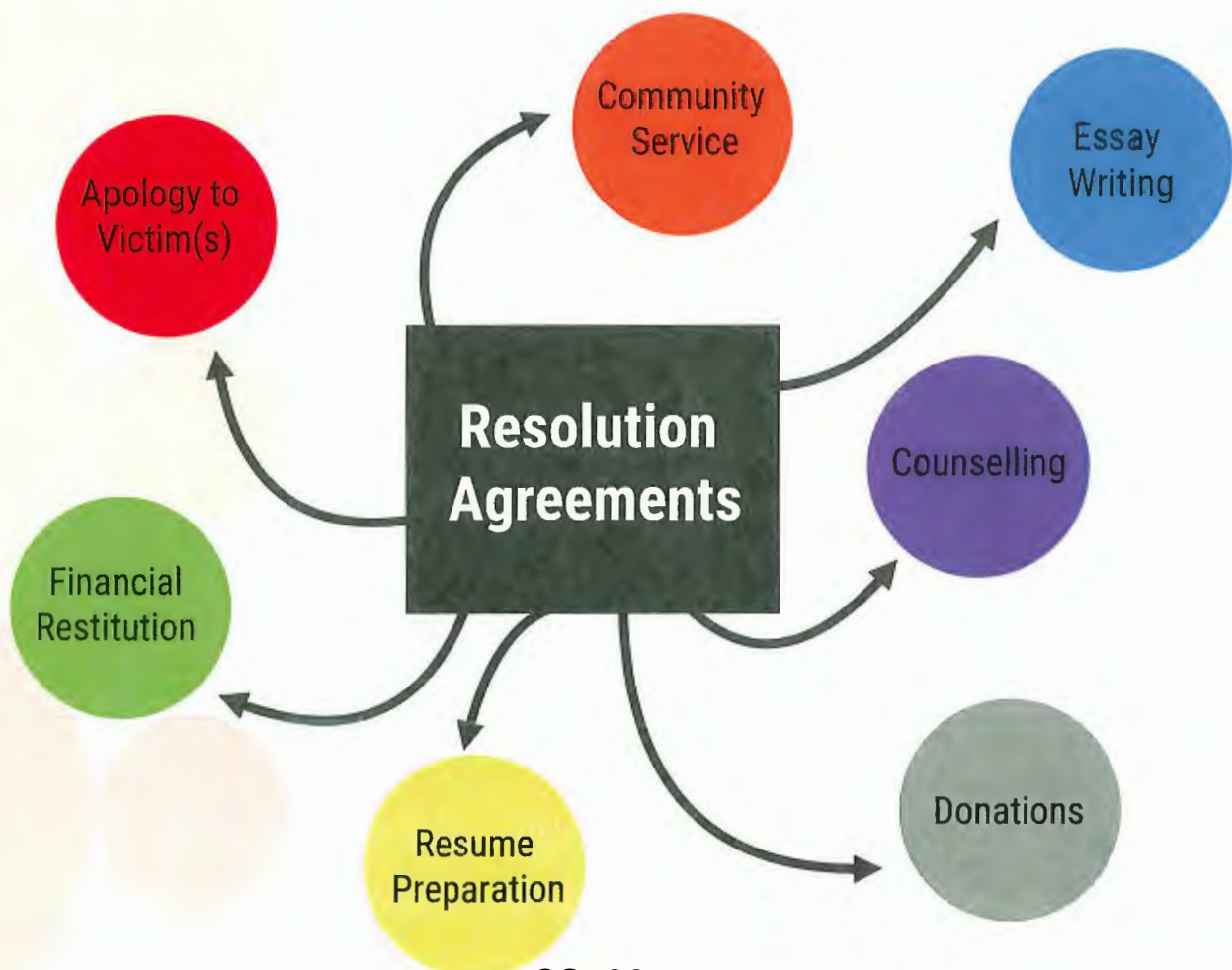
## Restorative Approaches & Outcomes

At the heart of **Restorative Justice** are its underlying values and principles, which propagate a variety of processes designed to meet the unique needs and circumstances of victims, first and foremost, followed by the rest of the community and, of course, the offender. This recognition requires that we carefully consider the process that will have the most benefit and the greatest chance of success.

Volunteers will continue to expand their knowledge and skills by applying different applications of restorative justice dictated by the specified needs of the affected parties and/or community. A few examples include: a **non-scripted, comprehensive victim-offender conferencing (VOC)** process in complicated cases; a **scripted community justice forum (CJF)** process in less serious cases; a separate conference (Conference) process in cases where a direct victim and offender encounter proves less beneficial; as well as numerous types of Circles in community and school settings.

In each case assigned to restorative justice facilitators, the most suitable type of process can only be determined after exploring the needs of the participants and investigating the circumstances surrounding each case. It is important to understand that restorative justice is a process, where each case evolves from the first point of examination, takes shape through exploratory discussions with the affected parties, and involves everyone's consideration of an appropriate process to address what happened.

**Resolutions Agreements** are a direct result of this process, where the participants work together to determine reparations. These agreements can include one or more of the following:





# Case Example

- Below is a case example involving a real case from the our Restorative Justice Program in 2021, which illustrates the benefits of a restorative circle process.
- This story illuminates the power of dialogue when facilitated with care inside a safe and respectful process suited to the participants.

In October of 2021 an Elementary School was the target of hateful graffiti. The walls and doors were covered with anti-LGBTQ2 markings. Two High School girls were identified and arrested for the crime of mischief. The school and the offenders, along with their parents, agreed to participate in restorative justice to address the harm that was done.

The two teens, Wilma (15) and Lina (14), attended separate meetings, each having her own restorative justice circle with the school, which was represented by the Vice Principal, Mandy, and Sexual Orientation and Gender Identity (SOGI) Lead, Deborah. Wilma and Lina were both supported by their fathers in their respective meetings.

On the day of their meeting, Wilma and her father Steve sat down with Mandy and Deborah for their restorative justice circle inside the elementary school's library. Each of the participants had their own preliminary meetings with the restorative justice facilitator leading up to this day.

The facilitator began the meeting by introducing everyone to one another and then informed the participants that each of them would have a chance to share their perspective on the incident. The facilitator emphasized the importance of having a respectful and safe space for dialogue.

Wilma apologized to Mandy and Deborah for what she did that day. She admitted to using markers to draw the homophobic images on the school's property. She explained how she and Lina were bored and had come to hang out on the school property. She claimed they had no intent on vandalizing the school; rather it was a spontaneous response to their boredom. She admitted that she became agitated when a parent approached them and asked them to stop and she continued to mark up the school, ignoring the parent, who had her children in the school's playground. Wilma shared how she became filled with regret soon after leaving, recognizing what she and Lina did was wrong. She was also nervous that she would be caught. She told Mandy and Deborah that she understood how her actions had probably affected the school, especially its young students, as well as the parent that confronted them that day. She also wanted them to know that she had a friend in the LGBTQ2 community and was not acting out of hate. She read out a letter of apology that she had prepared and expressed her remorse.

Mandy accepted Wilma's apology. She wanted Wilma to know that she spoke to both the police and the parent who had confronted the girls. Mandy explained how upsetting the experience was for the parent to witness the school vandalized, and to be defied when protesting the girls' wrongful actions that day. The parent, she said, was forced to explain to her own children what had happened and how to make sense of it. Mandy further explained that maintenance had to come in the next day to clean up the graffiti and how difficult it was to remove. Wilma admitted that she didn't realize how overwhelming the level of graffiti was and acknowledged the difficulty she had caused to the maintenance crew.

Deborah questioned Wilma about the type of graffiti she decided to draw on the school. She explained to Wilma that hateful messages, intentional or not, can have a traumatic affect on members of the LGBTQ2 community. She explained how members of the LGBTQ2 community already feel very vulnerable and events like this exacerbate matters for them. Wilma expressed her deep remorse at having unintentionally caused harm and she acknowledged the pain it must have caused.

Steve, Wilma's father, explained how he did not want to make any excuses for Wilma, but wanted the school to know the context under which his daughter may have become involved. He informed them that she had recently undergone medical testing and was diagnosed with a neurological deficit. In addition, she suffers from severe anxiety. He stated that this was not an excuse for Wilma to do what she did; rather, he was only sharing this information to provide some context around the time of the incident. He apologized for his daughter's behaviour and said he would support her in taking responsibility and repairing the harm she did.

Finally, all of the participants discussed what Wilma could do to repair the harm that she did. They all, including Wilma, decided that she would meet with Deborah, exclusively, to receive information on Sexual Orientation and Gender Identity (SOGI). Wilma also agreed to do an art project for the school, which captures the importance of diversity. She agreed to have her anonymous apology letter accompany the art project to help educate students. Everyone was satisfied with these Agreement obligations, which were reached through consensus.

Lina would later have her restorative justice circle with Mandy and Deborah. She admitted to her mistake and took responsibility for her role in writing a lot of the hateful messages. She admitted that the first names in some of those comments belonged to real people that were at one time friends. None of those people belonged to the LGBTQ2 community. Nevertheless, Deborah wanted Lina to understand that it was still not right to use homophobic language to express her anger or disappointment. Lina's father, Michael, expressed his shock as he thought he had instilled the right values in Lina and as immigrants to this country, nothing was more important to him than respecting the law. He was grateful that Lina was being given an opportunity to participate in restorative justice, something she would not have had the chance to experience in their former homeland. Lina agreed to SOGI orientation with Deborah, writing a reflection letter that could be used as a teaching tool for intermediate students and volunteer work with the school's maintenance crew, so she can see first hand the work involved in removing graffiti.



# 2021 Program Highlights

## April



**April 6th** - Restorative Justice Presentation #1: McRoberts Secondary School  
Carried out a Mock Circle with class

**April 7th** - Restorative Justice Presentation #2: McRoberts Secondary School  
Carried out a Mock Circle with class

## May



**May 26th** - Envisioning Anti-Racism Strategy in Restorative Justice Conference

## June



**June 15th** - Touchstone Family Association's Annual General Meeting  
Restorative Justice Volunteer Recognition

**September 16th** - Restorative Action Coordinators Network Meeting regarding Restorative Practices in Schools

## September



**September 21st** - Community Dialogue with RJ Practitioners: Policy & Standards for Potential Memorandum of Understanding with BC Prosecution Service

**September 23rd** - Restorative Justice Coordinators of British Columbia Network Meeting

**September 27th** - Exploratory Meeting with McMath Secondary regarding Restorative Practices in Schools

## October



**October 7th** - Meeting with the RCMP Youth Section regarding Referrals, Collaboration and Coordination

**October 7th** - Restorative Justice Coordinators Lower Mainland Network Meeting

**October 14, 19, 21 & 25th** - Delivered Restorative Justice Orientation/Training to RCMP Watches

## November



**November 7th** - Restorative Justice Orientation/Training to Security at Richmond Centre Mall

**November 17th** - Restorative Action Presentation to McMath Secondary administrative and teaching staff

**November 22-23rd** - National Restorative Justice Symposium – RJ Week

**November 29th** - Restorative Justice Association of British Columbia Annual General Meeting

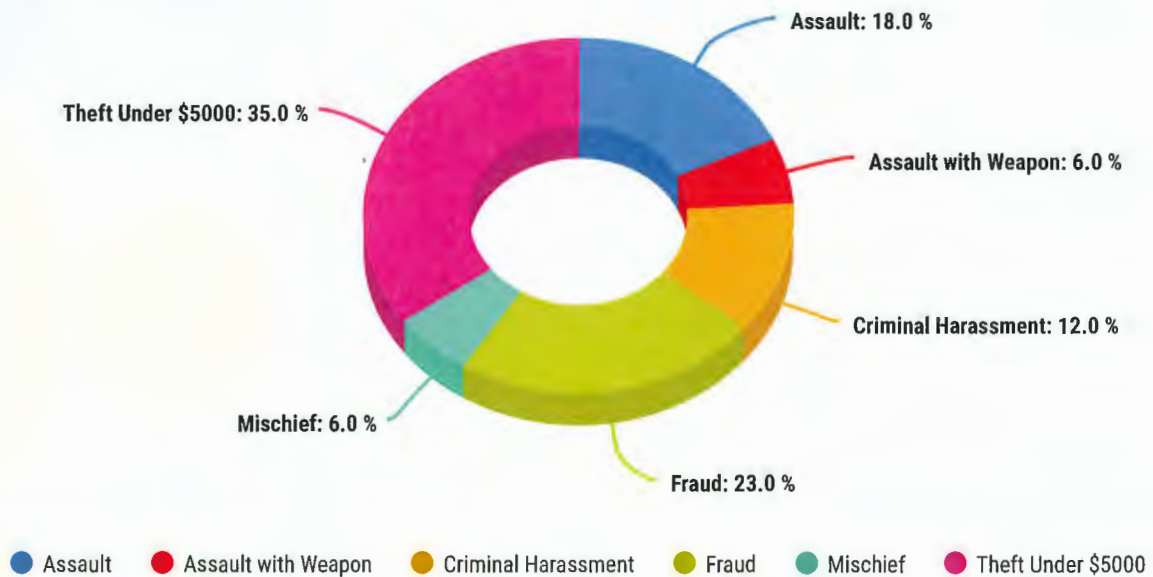
# Program Statistics

In 2021, there were **20** referrals to Touchstone's *Restorative Justice Program*, which is a slight increase from the 17 referrals in 2020. Both 2020 and 2021 were substantially impacted by the global pandemic. There were **23** restorative processes held this year, compared to 15 the year prior. Each year brings a slight fluctuation in referrals based often on youth crime and new members to the RCMP.

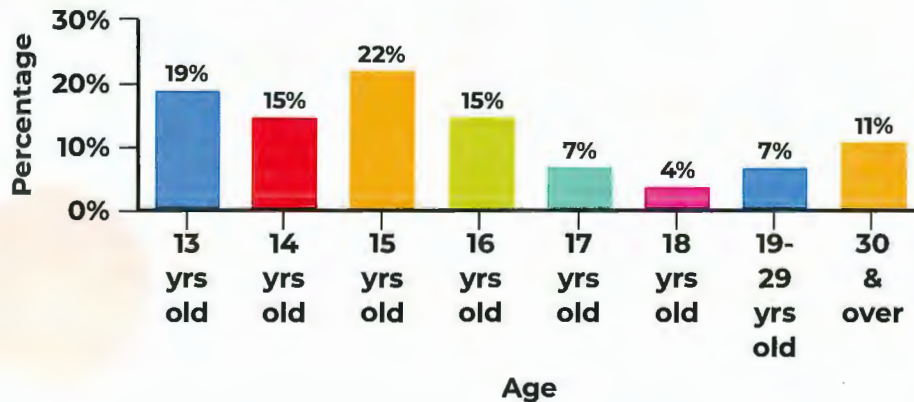


The following are graphic representations of Touchstone's Restorative Justice Program's demographics gathered from January 1, 2021 to December 31st 2021.

## Types Of Offenses



## Age of Offenders Referred





# Program Statistics

As in previous years, the percentage of referrals with an identified male offender, outnumbers the referrals received for identified female offenders.

## Gender of Offenders Referred

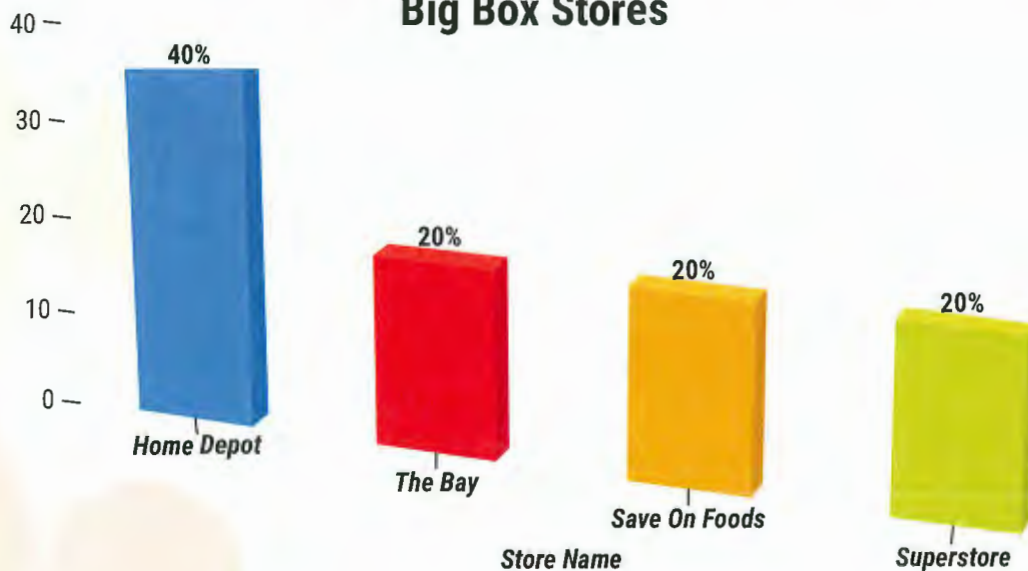


**82 Percent** of the Offenders referred identified as **Male**.

**18 Percent** of the Offenders referred identified as **Female**.

In 2021, the program saw slightly fewer big box stores referring cases to the Restorative Justice Program. **Four** stores, as indicated below referred to the program, whereas 2020 saw Six different big box referral sources.

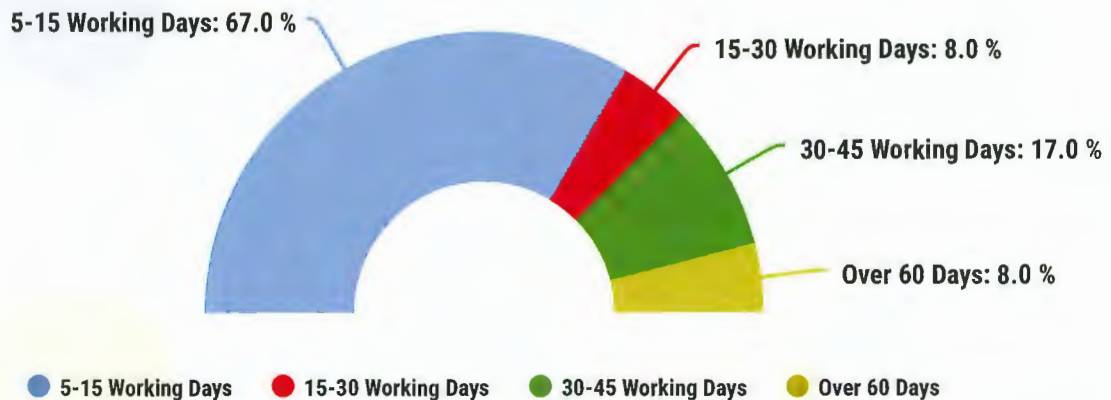
## Big Box Stores



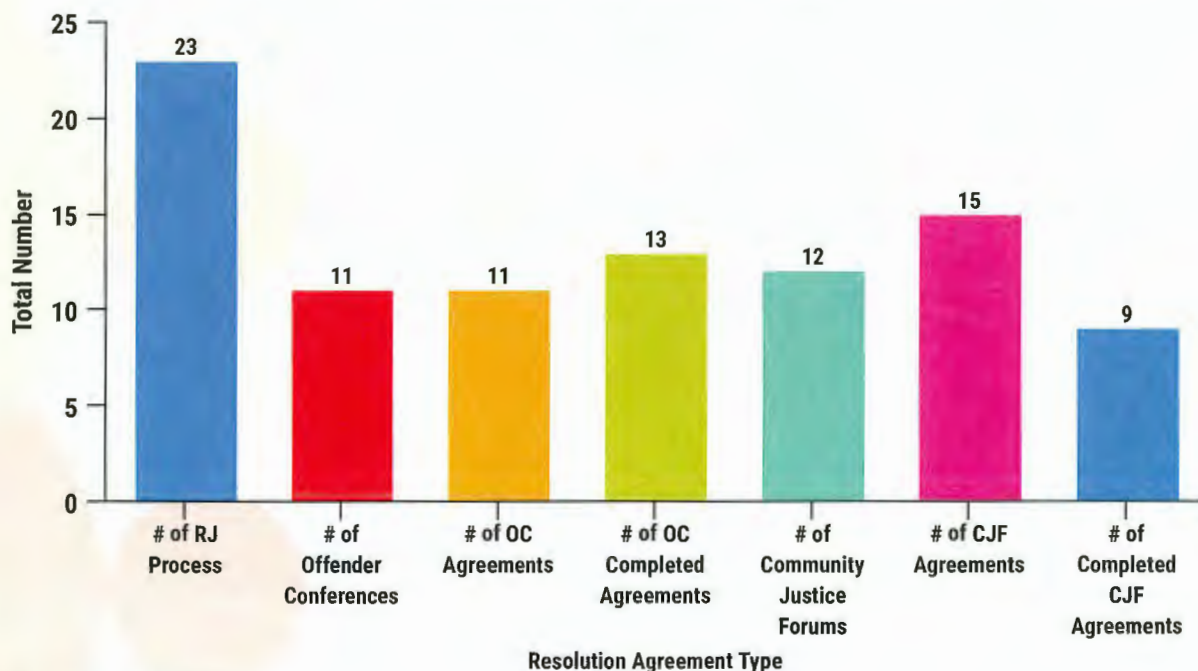
# Program Statistics

In 2021 the program saw a substantial improvement from 2020 in the length of time it took to have a matter brought forward for a community process. As indicated below **67%** of the cases were processed between **5 to 15 work days**, compared with 29% the year prior. This is important as resolution should happen as quickly as possible for the greatest amount of impact and for the participants to remain invested in the process.

## Length of Time Between Referral and Forum



## Resolution Agreements



CJF = Community Justice Forum  
OC = Offender Conference



# Participant Feedback

## Consumer Feedback Evaluation

Touchstone is committed to utilizing consumer feedback to contribute to the development of high quality and responsive services. Our staff seek feedback from clients and other service providers as the services are being provided to continuously develop and enhance services to address any special needs and referral issues of the clients served.

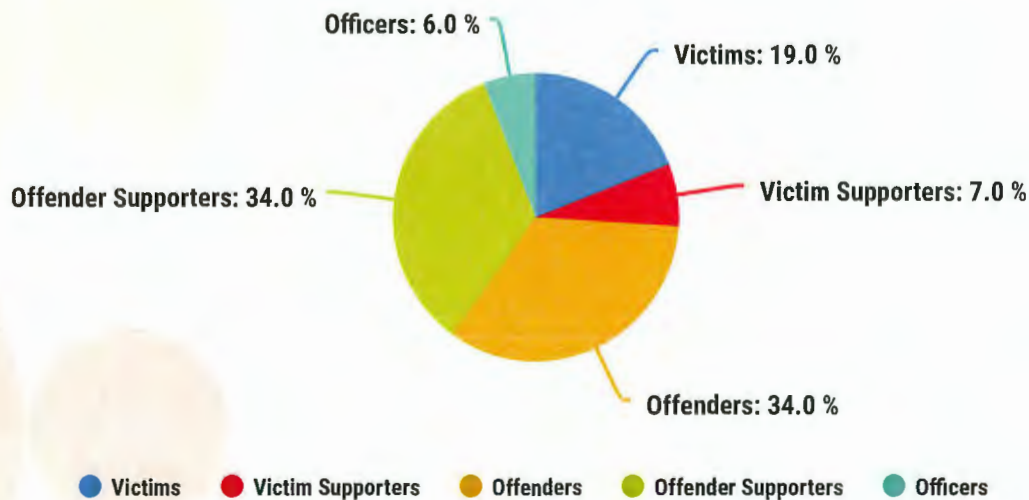
## Evaluating Quality of Impact

Touchstone's Consumer Feedback evaluation process is intended to help us see what kind and quality of impact we are having on the population we serve. Surveys are designed to measure both quantitative and qualitative factors, giving the Association a balanced set of statistical responses. We then use this data to analyze and identify trends and consider the implications of these findings to plan adjustments and improvements in our programs. At Touchstone, we strive to deliver client-centered services, making participants own experiences and goals our top priority. Ongoing consumer feedback is essential to this process.

## Restorative Justice Participant Feedback

Touchstone Family Association invites all participants involved in the Restorative Justice process to evaluate their experience. In 2021, **67** people participated in a Restorative Justice process. The next sections will graphically summarize the data captured from the participant surveys.

## Roles of Participants in Forums

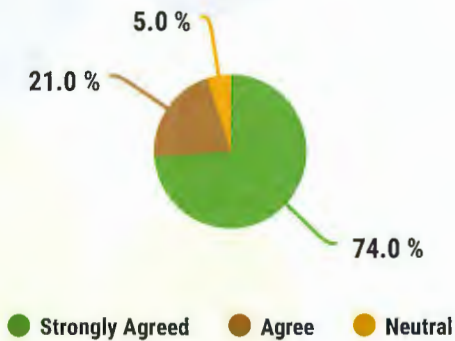




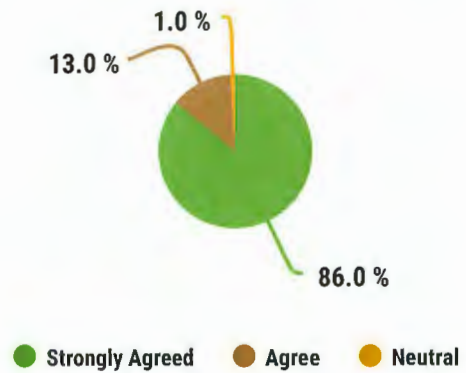
# Participant Feedback

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

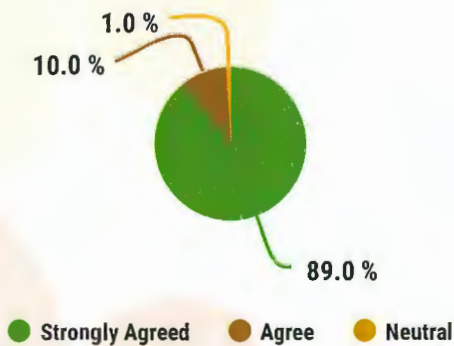
*"I received adequate preparation and support from the facilitators."*



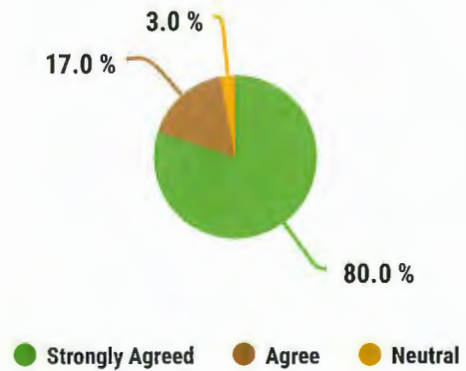
*"I felt safe and was treated with respect."*



*"I felt I was able to have my say, allowing me to participate in a meaningful way."*



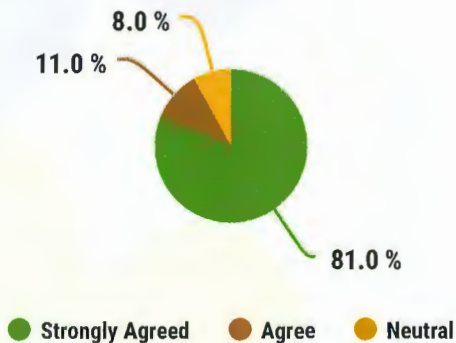
*"My questions, concerns and issues were addressed."*



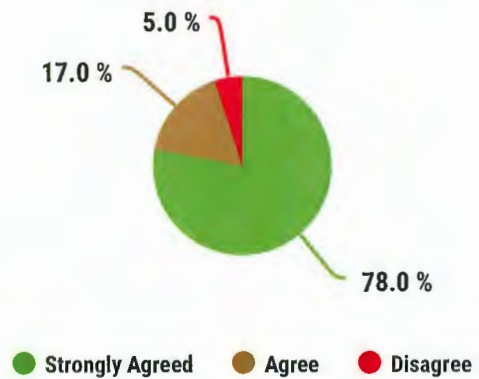
# Participant Feedback

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

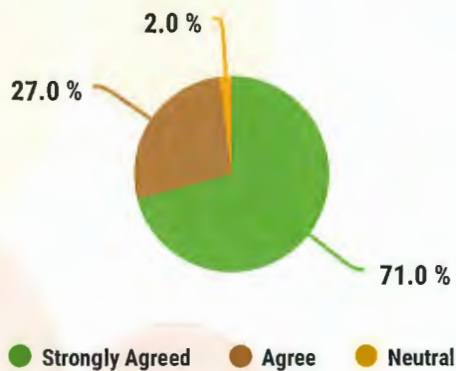
***"Listening to everyone helped me gain a better understanding of what happened."***



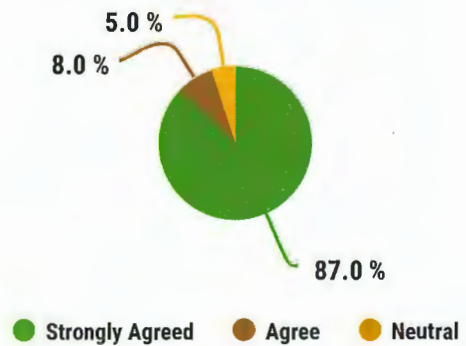
***"I am satisfied with the resolution agreement."***



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



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





# Participant Feedback

**In addition to the previous rating questions, each survey has room for comments regarding any of the aforementioned questions. The following are the responses (verbatim). The role of the individual making the response is in parenthesis.**

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- "This Restorative Justice program session was well organized and well run by facilitator, allowing all an opportunity to speak to their lived experience during this process." (*officer*)
- "Haroon and his team were very kind and respectful. They've helped us prepare for the meeting." (*offender supporter*)
- "Thank you for providing this as an alternative to a more severe consequence and allowing youth to recognize and correct the mistakes they make." (*offender supporter*)
- "The service was nice and helpful. It showed me who and how many people were actually affected. It showed me how supportive the community was and let me tell them my part of the story." (*offender*)
- "Haroon was very good at leading the conversation and getting to a resolution." (*offender supporter*)
- "I felt respected when I spoke and understood." (*offender*)
- "I feel neutral for the statements provided because it is my first time doing the meetings and I don't know how I feel about them yet." (*offender*)
- "I have deep appreciation for this process." (*victim*)
- "Excellent process. Thank you." (*victim*)
- "The staff at Touchstone consistently treated me with respect, compassion, and kindness. The Restorative Justice process was explained thoroughly to me, and I was allowed the time I needed to process information. There are many resources available through the staff there, allowing me to get the support I need. The only reason this process has not helped me find closure is because it is ongoing due to the fact the person who harmed me was my son. We are continuing to work at Touchstone to achieve this goal though." (*victim*)
- "This is a very important program to our community and the information we have learned." (*offender supporter*)
- "Haroon was respectful and managed the whole process. Having the police officer present was very informative and helped our son and ourselves understand more fully the consequence of his behavior." (*victim*)
- "I believe this program is really good by giving another opportunity to the accused to understand how it affected everyone else." (*officer*)
- "Took too long (translation). Not sure if sufficient remorse was shown." (*victim*)
- "Haroon, Thank you for your professional demeanor during this process. You showed such kindness and support to everyone involved. Thank you for facilitating." (*victim*)
- "A great process for students to experience with the focus on positive growth and learning for all involved." (*victim*)
- "Haroon did a great job. He has been working hard and very supportive when I had communication difficulties with other participants that he used very clear English to explain to me with patience." (*offender supporter*)



# Participant Feedback

Participants are asked to share their comments on **Accessibility**. Below are their comments verbatim.

**How can Touchstone make it easier for you to access our services?**

"We did not have difficulty accessing the services."  
(Victim)

"Thank you for allowing the meeting to take place here at my school."  
(Victim)

"It's been good. I could not have foreseen a much better genuine resolution as the one today. Only thing I can suggest is nothing. It was perfect."  
(Officer)

"The services were very helpful and easy to follow. Nothing seemed to hard, only for the parking, it was confusing on which parking we were able to use."  
(Officer)

"Touchstone is working hard to accommodate us to this program, we are luck here in Richmond that we have this kind of program"  
(Offender Supporter)

"It was pretty easy to find, but I feel like some people will not want to meet face to face. So maybe if you had an app where you could have some type of way to communicate from home that would help"  
(Offender)

"The meeting was a bit long and far away."  
(Offender)

"We had no problems getting here."  
(Offender)

"All easy, thank you."  
(Offender Supporter)

"Maybe more parking."  
(Officer)



"Haroon gave us very good directions. Thank you."  
(Offender supporter)

"Directions given were very detailed."  
(Victim)

"Time and location were made easy."  
(Offender)



# Participant Feedback

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.

"Keep doing good work." (*Offender Supporter*)

"No, thank you!" (*Offender*)

"I am sincerely sorry for my actions and I just want to say thanks to all for helping us through this and a special thank you to The Bay for not pressing any charges that really helped me and my future." (*Offender*)

"Thank you for organizing. We appreciate the opportunity to learn and connect with all people involved today." (*Offender Supporter*)

"Haroon did an amazing job facilitating the RJ forum." (*Offender*)

"Thank you for all the help and support." (*Victim*)

"This process made it possible for both sides to meet and discover or reveal the positives in each other's lives to allow for healing to take place. I am grateful to have been given the opportunity to participate in this process and it has a very positive effect on me. This was an opportunity for people to speak from the heart in a safe environment." (*Offender*)

"First time attending this meeting. Great to have a conversation with all the parties and to know how everybody felt during and after." (*Officer*)

"We greatly appreciate having the service available to us." (*Victim*)

"Thank you for helping us resolve this situation. It feels better after everyone has learned or have done something to solve this act." (*Victim*)

"Thank you for inviting me to be part of this process!" (*Victim*)

Example of a  
Feedback Survey!

TRIBAL FAMILY ASSOCIATION  
PARTICIPANT FOLLOW UP SURVEY

Dear Participant:

1. How did you find the meeting? (Please circle the number 1-5)

2. How helpful was the information you received? (Please circle the number 1-5)



# Referral Trends

Summarized below is a comparison of data from 2014 through 2021.

	2014	2105	2016	2017	2018	2019	2020	2021
Total # of Offenders	56	57	74	44	43	39	21	28
Total # of Referrals	41	49	49	36	34	27	17	20
Total # of RJ Process	43	47	52	34	38	26	15	23
Total # of Resolution Agreements	47	50	67	41	39	31	15	26
Total # of Completed Resolution Agreements	46	45	67	37	38	31	13	22

As indicated by the chart above, the Restorative Justice Program has had **362** offenders participate in the program over the past 8 years. This averages **45** offenders per year who have been supported by restorative practice.

It is important to note that the above statistics are only talking about offenders; it is not capturing the total number of people participating in the program.

In 2021, **67** individuals participated in a restorative justice process either as a victim, an offender, an officer, a victim supporter, or an offender supporter. The more participants involved, the more groundwork that needs to be done by the facilitator before undergoing the RJ process with all involved parties. This translates to more time for interviewing all participants involved. It is important that everyone participating understands the process and what the expected outcomes may be.

It is evident when comparing the data from 2020 and 2021 to years prior that the ongoing global pandemic has had an impact on services. The year 2020 saw the program's lowest amount of referrals as the world dealt with the many unknowns of Covid-19. 2021 saw a slight increase in referrals and we look forward to the program picking up again in 2022, as systems learn to adapt and function within this new normal.

# Strategic Plan

Touchstone's Restorative Justice Program 2020 to 2022 Strategic Plan is outlined below.

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## **Strategic Priority 1:**

*To secure a sustainable level of funding for the restorative justice program from all levels of government, including municipal, provincial and federal*

1. To carry out both independent and collective lobbying through the newly formed Restorative Justice Association of British Columbia (RJABC), representing restorative justice programs throughout British Columbia
2. To continue to apply for relevant Civil Forfeiture or National Crime Prevention funding that may become available

## **Strategic Priority 2:**

*To maintain and strengthen a partnership between RCMP and the Richmond Restorative Justice Program*

1. To collaborate with RCMP representatives on issues related to police referrals and service delivery of the restorative justice program
2. To provide restorative justice orientation to new RCMP members whenever opportunities arise, including potential member testimonies for education purposes
3. To collaborate with RCMP Youth Section on potential school-based referrals

## **Strategic Priority 3:**

*To promote and/or implement restorative practices inside schools*

1. To deliver restorative practices education to schools
2. To partner with one or more schools in running a pilot project in restorative practices
3. To service referrals for restorative action upon request from schools

## **Strategic Priority 4:**

*To provide education and promotion of the Richmond Restorative Justice Program in the community*

1. To deliver presentations and/or information to community members, groups and organizations when opportunities arise



# Summary

## ***The Pandemic's Impact on Service Delivery:***

In March 2020, the *global pandemic* forced the Restorative Justice Program to become more innovative and creative in how it provides services. Staff and volunteers rose to the occasion and have done an exemplary job over the past almost two years of meeting participant need; whether it is hosting interviews and forums online or putting in enhanced safety features for in-person gatherings. New protocols and procedures were put in place and have been continually updated as Provincial Health directives change over time. The safety of our staff and clients is paramount and Touchstone and the Restorative Justice Program will continue to meet Work Safe standards and monitor and adapt our processes as required.

The impact of the global pandemic continues to challenge the Restorative Justice Program in all areas of operations. Although slightly up from 2020, the number of new referrals for the program in 2021 was still significantly lower than pre-pandemic years. Nevertheless, the program has continued to engage with the RCMP and community partners to strengthen the program's foundation and reach.

It is important to note that when given the choice of holding a Circle, victims and offenders have elected to meet in person, satisfied that the Program has taken the necessary precautions and has addressed any concerns they may have in regards to safety. The philosophy of care, welfare, safety and security for all continues to guide our practice as we navigate the many unknowns of Covid-19.

## ***Concluding Thoughts***

**Restorative Justice** is about giving all parties involved in a conflict the opportunity to take an active role in a safe and respectful process that allows open dialogue between the victim, offender and the community. For the **offenders**, it is about taking responsibility and being held accountable for the harm caused. For the **victims**, it provides an opportunity to talk about the harm caused and ask questions that may be necessary as a part of the healing process. For **communities** surrounding the victim and offender, it provides an understanding of the root causes of conflict.



Community involvement in **Restorative Justice** is one of the core components of the approach thus the feedback is an integral part of understanding the effectiveness of the overall restorative experience.

As evident in this outcome report, program participants indicated a high satisfaction rating. The **Restorative Justice Program** responds to the needs of young people and the community by repairing harm, restoring the moral bond of the community and teaching responsibility and accountability to the young person.

***We look forward to continuing our restorative practice programming into 2022.***



# Statement of Income

## Restorative Justice Statement of Income for 2021:

	Jan to Mar 2021	Apr to Jun 2021	Jul to Sept 2021	Oct to Dec 2021	Total 2021	YTD Budget 2021	Variance	Annual Budget
<b>Revenue</b>								
Grant from City of Richmond	25,175	25,175	25,175	25,175	100,700	100,700	0	100,700
Community Accountability Grant	1,000	1,000	1,000	1,000	4,000	4,000	0	4,000
<b>Expenses</b>								
Wages & Benefits	20,636	20,636	20,636	20,636	82,544	82,544	0	82,544
Rent	4,155	4,155	4,155	4,155	16,620	16,620	0	16,620
Mileage	34	34	34	34	136	136	0	136
Telephone	0	0	0	0	0	0	0	0
Office Supplies	0	0	0	0	0	0	0	0
Supervision	1,350	1,350	1,350	1,350	5,400	5,400	0	5,400
	26,175	26,175	26,175	26,175	104,700	104,700		104,700
<b>Net Surplus (Deficit)</b>	0	0	0	0	0	0		

## Restorative Justice Budget for \$100,700 Contract to cover 2022:

January 1 - December 31, 2022			
	Annual	Monthly	Quarterly
Wages & Benefits	\$84,246	\$7,020.50	\$21,061.50
Rent	\$12,000	\$1,000.00	\$3,000.00
Mileage	0	0	0
Cell Phones	0	0	0
Office Expense	0	0	0
Supervision	\$4,454	\$371.17	\$1,113.50
	\$100,700.00	\$8,391.67	\$25,175.00