



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** October 17, 2019
From: Mark Corrado **File:** 09-5350-01/2019-Vol
Senior Manager, Community Safety Policy & Programs 01
Re: **Touchstone Family Association Restorative Justice Contract Renewal & Annual Performance Outcome Evaluation Report**

Staff Recommendation

1. That Council approve an increase in annual funding and renew the contract with Touchstone Family Association for the provision of Restorative Justice for three-years (2020-2022); 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 same terms and conditions described in this report.

Mark Corrado
Senior Manager, Community Safety Policy & Programs
(604-276-8673)
Att. 1

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance RCMP Law	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS CJ	APPROVED BY CAO

Staff Report

Origin

The City first entered into a three-year agreement with Touchstone Family Association (Touchstone) in 2008 to provide restorative justice services, and has renewed the contract three times (2011, 2014 and 2017). On December 31, 2019, the contract will expire, this report focuses on renewing the three year contract with Touchstone Family Association (Touchstone) as well as assessing the effectiveness and impact of Touchstone's Restorative Justice Program. As part of this contract, Touchstone is responsible for reporting to Council through annual outcome and evaluation reports.

The City of Richmond has entered into a three year contract with Touchstone Family Association for the delivery of the Restorative Justice Program. The Touchstone Family Association is required to report to Council annually on:

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

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.

Analysis

Although Touchstone has operated in Richmond since 1983, providing a broad spectrum of children and family services, it began its partnership with the Richmond RCMP to provide restorative justice in 2004.

In Canada, the restorative justice movement began almost 40 years ago with the gradual paradigm shift away from a justice system that was primarily retributive and focused exclusively on the offender to a system that also considered the needs of the victim/community and an acknowledgement of the harm done to them.

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 measures" allows for both Crown and police officers to opt for measures to deal with offenders outside the youth court

system. In particular, police must consider extrajudicial measures for non-violent crimes where the youth offender has no prior criminal record.

Within Richmond, there are two extrajudicial/alternative measures programs:

1. The Youth Intervention Program, which is a counselling program offered by City Staff at the City Centre Community Police Office under the direction of the RCMP Detachment; and
2. The Touchstone Restorative Justice Program (RJ Program), which places an emphasis on accountability and problem solving as a way of addressing harm that takes place when a crime or incident occurs.

Restorative Justice Performance Evaluation

The Richmond RJ Program is a volunteer driven program staffed by Touchstone with a permanent full-time coordinator. To assess the effectiveness of the program, this report drew upon data provided by Touchstone in the Annual Performance Outcome Evaluation Report (see attachment 1) as well as independent police records and justice data that was provided by the Richmond RCMP Detachment.

According to Touchstone, over the past seven years there were a total of 361 offenders that entered the program. In 2018, there were a total of 43 offenders and 34 referrals that went through the program, which is comparable to 2017. Given the RJ Program’s volunteer structure, which is led by a single full-time paid coordinator, the program has the potential to expand to double the current number of annual referrals/offenders it receives from police and the private sector. The coordinator could recruit more volunteers to cover the additional work load. Touchstone has also made raising community awareness of the program as a strategic priority. Table 1 below outlines the total number of referrals and Restorative Justice processes Touchstone has managed from 2013 to 2018.

Table 1: Touchstone Performance Outcome Summary Statistics

	2013	2014	2015	2016	2017	2018
Total # of Offenders	46	56	57	74	44	43
Total # of Referrals	35	41	49	49	36	34
Total # of RJ Process	35	43	47	52	34	38
Total # of Resolution Agreements	42	47	50	67	41	39
Total # of Completed Resolution Agreements	45	46	45	67	37	38

* A referral can have more than one offender

** Restorative Justice Processes can include conferencing between victims and offenders, community justice forums (less serious cases), and healing circles (often used in schools).

The majority of offenders, shown in the table above, were referred to the program by police for alternative/extrajudicial measures resulting from offences for “Theft under \$5,000” under the *Criminal Code*. The majority of these offences took place at “Big Box Stores” including: Apple, Price Smart, Sephora, the Bay and others. In 2018, 65% of the referrals were youth between 7-17 years-of-age and 35% were adults 18 and over.

It should be noted that there were referrals for more serious offences. For example, one 2018 referral involved a high-profile assault on a City staff member at a City facility. Following the successful completion of the program both the victim and offender were satisfied with the RJ Program.

According to independent RCMP Detachment statistics, since 2004 a total of 460 youth were referred to the RJ Program. Of the 351 who successfully completed the program only 12% (43) reoffended. In contrast, 46% (50) of the 109 referrals who initially entered the program but did not complete the program reoffended. Since 2004, 234 adults were referred to the RJ Program and only nine per cent (17) reoffended.

Given that there has not been an independent and comprehensive study of recidivism rates of RJ programs at a provincial and national level, it is impossible to utilize recidivism rates as a comparative benchmark. However, Touchstone’s RJ Program rates are considerably lower than BC youth criminal rates involving similar offences where restorative justice was not administered. According to BC Corrections Operations Network (CORNET) data from 2005-2010 an average of close to 50% Youth Justice clients (ages 12-17) reoffended within five years of receiving a first community sentence.¹

Terms and Conditions

The proposed contract renewal will utilize similar terms and conditions including scope of work, funding, reporting and sections from the previous contracts. For example:

Scope of Work

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

Funding

Provided that Touchstone performs the work to the provisions of the entire agreement, the City would pay them \$25,175 on a quarterly basis upon on the receipt of an invoice. The invoice would not include employee benefits of any kind as they would be covered by Touchstone who is their employer. The agreement inclusive of all disbursements would reach an annual maximum of \$100,700.

¹ BC Justice and Public Safety Council, “Performance Measures Update for the Justice and Public Safety Sector (2017-2017)”, pg 21. <https://www.justicebc.ca/app/uploads/sites/11/2016/03/pm-2016-2017.pdf>

Reporting

Touchstone would submit an invoice within five days of the end of each quarter. 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 regarding invoices.

Financial Analysis

As noted in the attached report by Touchstone, funding continues to be a challenge as the provincial and federal government provides only a small amount of funding to restorative justice programs. The City has long advocated for increased funding for restorative justice services, but the Province maintains it will not advance additional funding. The Province's position has resulted in the City funding the RJ Program.

Inflationary costs as well as wage increases due to a recent collective agreement settlement have placed further strain on the RJ Program and, as a result, Touchstone is seeking a six per cent annual increase to their contract.

Financial Impact

Touchstone is seeking an annual increase of \$5,700 over the current contract of \$95,000 and that this will be included in the 2020 Budget process

Conclusion

The City's Restorative Justice Program is a cost-effective way of providing a much needed service to address social issues within the community. The contract with Touchstone Family Association to administer Richmond's Restorative Justice Program is a service delivery model that also considers the rights and needs of victims and the community.



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MC:mc

Att. 1: Restorative Justice: Performance Evaluation Report January 1, 2018 – December 31, 2018 by Touchstone Family Association.



RESTORATIVE JUSTICE

PERFORMANCE OUTCOME

EVALUATION REPORT

January 1, 2018 - December 31, 2018



EXECUTIVE SUMMARY

Touchstone Family Association is a non-profit society that has been providing services to children and their 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, youth and families to ensure their optimum development. Over 2000 children, youth and families benefit from our services on an annual basis.

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. This annual report will focus on the successes and challenges of the past year.

It is important to note that the core funding for Restorative Justice comes from the City of Richmond through the Law and Community operating budget. Touchstone Family Association continues to engage other levels of government regarding not only the need but the responsibility in cost sharing this program across the three levels of government. Restorative Justice receives \$2500.00 from the Community Actualization Program funded by the province which provides some funds for volunteer training and recruitment. 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 for believing in the Restorative Philosophy of understanding how it creates a safer and healthier community for everyone.

Restorative Justice

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 behaviour, 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 restorative justice, volunteer facilitators help offenders take responsibility for their crimes. Offenders are given the opportunity to recognize the people that they harmed and are able to learn how others have been affected by their behaviour. 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 affords 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.

Resolution Agreements can include:

- Financial Restitution
- Apology to Victim(s)
- Community Service Work
- Essay
- Counselling
- Donation
- Resume Preparation
- Job Search



Restorative Justice is a volunteer driven program that has a permanent full time coordinator. Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program. The RJ 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 is not limited to:

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

Restorative Justice Embodies Different Processes

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 check are complete, volunteer applicants are eligible for, and must successfully complete over time, training in various restorative justice processes or applications, including 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 quality assurance. Of course, community justice forums are only one example of the kind of processes inspired by a restorative justice philosophy. There are other processes that are also utilized by the Restorative Justice Program.

At the heart of restorative justice are its underlying values and principles, which give birth to 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 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.

The Richmond Restorative Justice Program dealt with a variety of types of offences in 2018, including Assault, Possession of Stolen Property, Theft Under \$5000 and Mischief

Two stories involving cases from the Richmond Restorative Justice Program are highlighted in this year's report to illustrate the benefits of a restorative approach. These stories illuminate the power of dialogue when facilitated with care inside a safe and respectful process suited to the participants.

Regaining Dignity

Names of the participants have been changed to protect their identity.

In early 2018, a young man of Asian origin committed an assault in a public venue against an older Caucasian, female, City worker. The incident took place in front of many onlookers and came as a complete surprise to the victim. The case generated a lot of publicity and strong reactions from the public as a result of the images that were shared by the media. The Victim elected to participate in a restorative justice process after an investigation was conducted with the RCMP; the Offender and his family agreed to do so, as well.

Prior to agreeing to participate in Restorative Justice, the victim had received some information from the police regarding "Dave": she learned that he may be on the spectrum for autism. While sympathetic to his condition, "Laura" wanted to help Dave understand the harm that he had done through his actions and to accept responsibility. She believed the restorative justice process would be beneficial in addressing her needs.

After much preparation, including interviews, a victim-offender-conference (VOC) was held that included Laura and Dave, as well as their supporters. Laura was accompanied by her closest friend and also by a work associate. Dave was accompanied by both of his parents. The meeting was facilitated by a restorative justice facilitator.

Inside the process, Dave, using a translator, shared his regret at what he had done to Laura. He understood that what he had done was wrong and unacceptable. Dave explained to Laura that he routinely visited the venue where the incident occurred. It was clear that he didn't know her, personally, and did not, specifically, target her. He explained how he had received a call on his cell with some sad and disturbing news about a family member's health. His sadness gave way to frustration and anger. Unable to cope with his emotions, he tried to cross a barricade that was established for a lineup of people that the venue was hosting. When he was approached by Laura, who was trying to help him, he acted out a violent scene that he had playing inside his head from a war film that he had watched. In doing so, he assaulted Laura.

Dave stood up from his chair inside the restorative justice meeting and delivered a tearful apology to Laura for hurting her that day. Laura, without hesitation, got up from her chair. To everyone's surprise, they unexpectedly hugged one another for a few moments.

After sitting back down, Laura described the impact of the assault on herself to Dave and his family. She explained to him that what was worse than the assault was the overwhelming and unwanted attention that the incident brought upon her. She was deeply disappointed by peoples rush to judgement about what they had perceived to have taken place, as well as the well intentioned, but far too quick, reaction by some in the community to try to make her feel better right away. She lost her privacy and time to carefully process her own emotions. She wanted to regain control over her own life and dignity. In Dave, Laura probably saw someone who was seeking the same.

Dave's parents were grateful to Laura. They explained how Dave has always been misunderstood and this has had real consequences for him growing up. They were appreciative that he was being given this opportunity to put things right. They promised to get him the help that he went so long without because of the stigma, the lack of understanding and inefficient resources back home, where they came from, to treat people with special needs.

In the end, Laura and Dave came to agree on a resolution that would help him make amends with not only her, but also others who work alongside her. With time and supervision, an opportunity to visit the venue he depended on for his betterment and social wellbeing would also be considered.

Wrong Kind of Adventure

Names of the participants have been changed to protect their identity.

In the summer of 2018, "Barry," a teenager, was found sleeping in a park at night. In his possession were stolen tools and equipment from a construction site located nearby. Barry admitted to stealing the items and agreed to participate in restorative justice with the builders working on the Site.

Barry's parents were greatly disappointed and worried for Barry because of the path he was on. They welcomed the opportunity to see Barry not only do right by the people he hurt, but also to change the path that he was on in his own life.

A restorative justice meeting took place at the very construction site that Barry stole the items from. The Project Supervisor had to remain on the Site, so he could attend to any issues that may suddenly arise in the course of the project. The Supervisor gave his assurances that Barry would not be harassed or intimidated by any of his workers. While the thought of coming on to the very site that he committed a crime made Barry terribly nervous, he along with his parents, decided that it was the least he could do, given the harm that he caused, so they agreed.

Barry and his parents arrived at the construction site several minutes ahead of the meeting. Barry appeared nervous, maybe even intimidated walking past the construction workers and on to the Site. His parents and the Restorative Justice Facilitator reminded him that the meeting would be safe and respectful to help ease his anxiety.

Everyone met inside a work trailer. The Project Supervisor was accompanied by the Safety Supervisor on the Site and seated across from them was Barry and his mother and father. Initially, Barry avoided direct eye contact with the two men from the Project. He, eventually, made an effort to look at them while describing his actions.

Barry explained to them that he had a habit of going on to construction sites at night as he liked the challenge of climbing and monkeying around to deal with his boredom and his sense of adventure. He didn't need the harness and tools that he had stolen from the site; he simply took these things because they were there.

The Project Supervisor explained to Barry how expensive the harness and tools are and how dependent workers are on them for their livelihood. The worker whose harness and tools were stolen was sent home because he was not properly equipped to do the work on the Site. Workers in the trade are responsible for purchasing their own harnesses and tools, which are very expensive. The worker in this case had to go out and purchase a new harness and appropriate tools, so he could work and make a living. In addition to this, he became suspicious of other workers, falsely believing that someone else working on the construction site may have stolen these valuable items, thus, causing serious tension between the construction workers. Dealing with the theft also took precious time away from the work that needed to be completed.

The Safety Supervisor was disturbed to hear about Barry's trips to construction sites late at night.

He gave him a real-life example of a young person, who had the same kind of curiosity and sense of adventure and was found dead at one of their construction sites. The young man came on to the site in the dark when the workers had all gone home. He did not see a very deep hole that was dug on the site. He fell to his death.

Both the Project and Safety Supervisors wanted Barry to understand that what he did was dangerous and that there are better and safer ways of having fun. Construction sites, they reminded him, are not playgrounds.

Barry, having listened to the financial and social impact of his actions, as well as the concerns over safety, including his own, expressed his remorse and apologized for his actions. He told the two men that he was prepared to do what is necessary to fix his mistake.

The two men recommended that Barry come and spend one week of his summer doing mostly cleanup on the construction site. They assured him that the workers would be informed of his volunteer work as restitution for what happened and that he need not worry about any harassment from the crew. Barry was grateful to the men for giving him the opportunity to make things right. He successfully carried out his obligations. His parents believe it helped him do something constructive with his time, instead of getting into mischief. They think it also gave him a real appreciation of how hard it is to earn a living in the construction field.

Referrals to the Richmond Restorative Justice Program

The predominant referral base for the Richmond Restorative Justice Program remains to be the Royal Canadian Mounted Police (RCMP). The Program continues to advocate and reach out to the broader community, including Schools and Crown.

School referrals remain a priority for the program. While school-based incidents are sometimes referred by the RCMP to the Program, there is potential for greater involvement and more comprehensive coordination amongst RCMP, Schools and the Richmond Restorative Justice Program in utilizing a restorative justice approach in many more cases involving a criminal investigation. In other cases, where criminal investigations are not necessarily warranted, schools can make direct use of the Richmond Restorative Justice Program.

Richmond Crown also makes use of the Richmond Restorative Justice Program and sees the real benefit the Program offers. Both the Program and Crown continue to partner in cases deemed suitable for restorative justice. In this case, too, there is potential for a more collaborative and coordinated approach to criminal cases amongst Crown, RCMP and the Richmond Restorative Justice Program.

2018 Highlights

The Richmond Restorative Justice Program is a member of the Lower Mainland Restorative Justice Network, which is comprised of restorative justice (RJ) programs, including North and West Vancouver, Burnaby, Coquitlam, Port Coquitlam, Port Moody, New Westminster, Surrey, Maple Ridge, Abbotsford and Chilliwack. The network meets quarterly and focuses on program updates, trends, information sharing and collaboration between programs, training and wellness of practitioners, as well as restorative justice advocacy.

Several members of the Network are also working on behalf of the Network with other regional restorative justice groups in BC to lobby the Provincial Government for suitable RJ funding in BC and for the creation of a Provincial RJ Organization representing RJ programs in British Columbia.

March 7

Program Coordinator Haroon Bajwa made a presentation to the Richmond Family Court Committee at Richmond City Hall to provide information and updates on restorative justice both locally and regionally.

June 11-14

Program Coordinator Haroon Bajwa took part in restorative justice training on victim-centered practice in collaboration with Victim Services of BC. This training was hosted by Vancouver Island's Victoria RJ

November 18-25

Touchstone promoted Restorative Justice Week on its website and through social media

November 8 – December 4

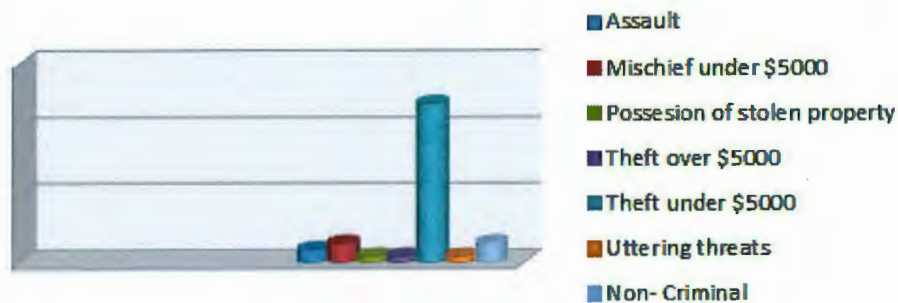
Training in RJ was given to four watches of Richmond RCMP at the RCMP Detachment with the first training taking place on November 8 and the last training taking place on December 4.

STATISTICS

In 2018 there were 34 referrals to the Restorative Justice Program which is similar to 2017. There were 35 restorative processes held. Each year brings a slight fluctuation based often on youth crime and new members to the RCMP.

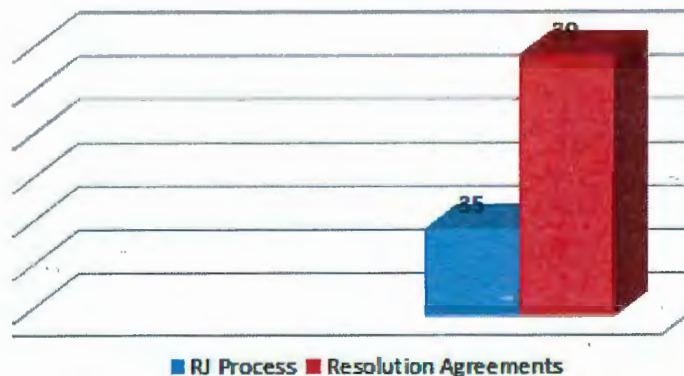
Below is an illustration of data gathered during 2018:

Types of Offenses



There were 39 resolution agreements resulting from the 35 community justice proceedings.

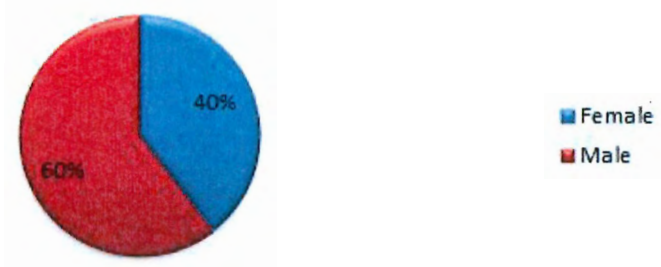
Resolution Agreements



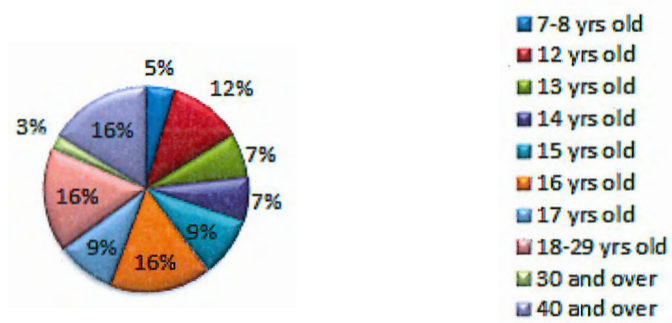
Of the 39 Resolution Agreements, 38 have been successfully completed in this year and the one remaining will be completed next year. This data illustrates that the Restorative Justice process allows for a healthy healing process to occur for all parties involved. The Agreements are mutually agreed upon by all parties (victim, offender and supporters) at the end of each process. Each participant has input into what they need to see happen to make things right. The offenders in all cases have successfully completed these Resolution Agreements demonstrating a commitment to the healing process and an investment in their community.

There were 17 females and 26 males referred to the program.

Gender of Offenders Referred

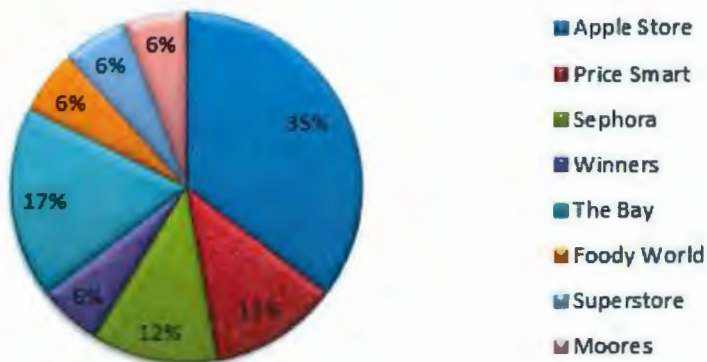


Age of Offenders Referred



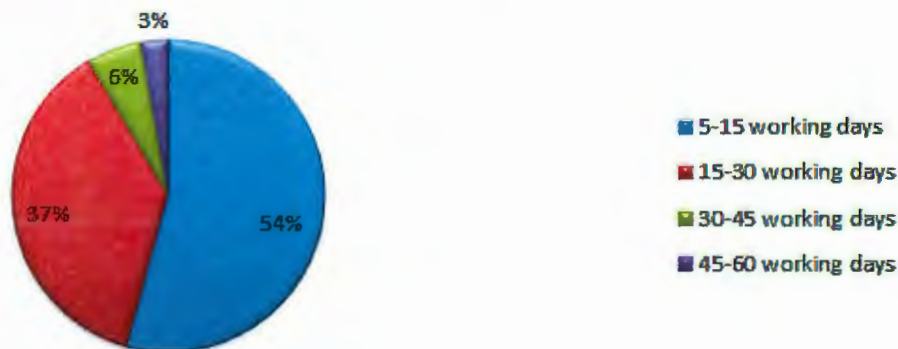
The majority of offenses are for theft under \$5000. There were many different stores that reported these thefts.

Big Box Stores



In regards to how long it took to have a matter brought forward for a community process, the time was similar to last year. The majority of referrals (54%) were processed between 5-15 working days as compared to 56% last year. 37% of the referrals were processed between 15-30 working days. It is very important that resolution happens as quickly as possible for the greatest amount of learning and for the participants to remain invested in the process. This graph illustrates that the majority (91%) of the referrals were processed within our targeted time period (within 30 working days).

How long after the file was referred did the forum take place



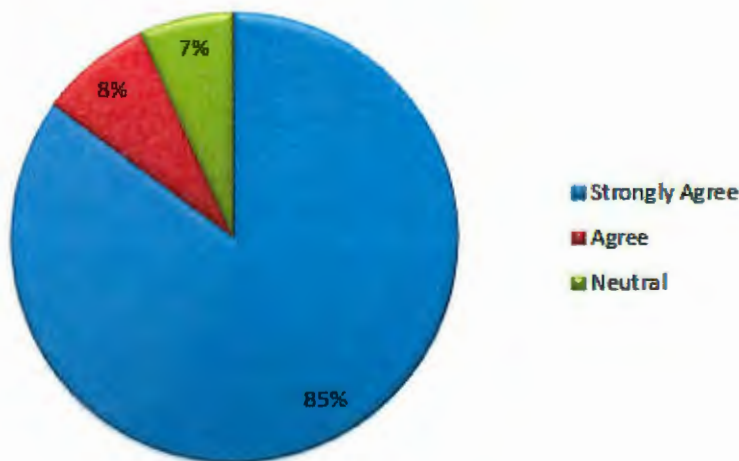
Touchstone Family Association invites all participants involved in the Restorative Justice Process to evaluate their experience. In 2018, 106 people participated in a Restorative Justice process compared to 111 participants in 2017. The participants are asked to complete a feedback survey. Below are the results of the surveys, beginning with the role they played in the process.

Roles of Participants in Forums



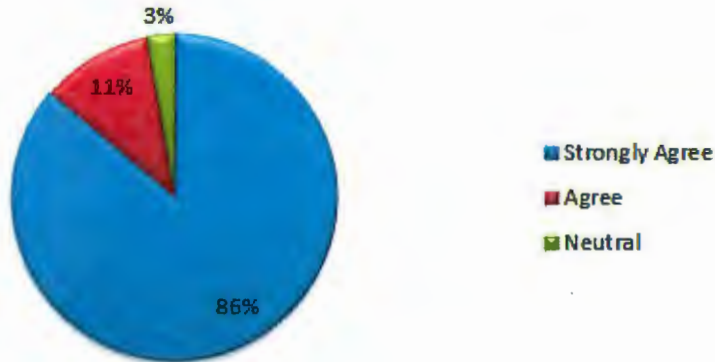
The next question we ask the participants is if they received adequate preparation prior to participating in the RJ process. As you can see from the graph below, the majority of participants felt prepared for the process.

I received adequate preparation and support from the facilitators



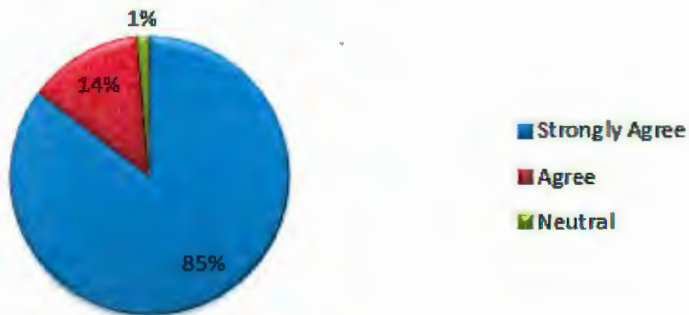
The next question on the survey ensures that the participants were treated with respect and felt safe participating in the process.

I felt safe and was treated with respect

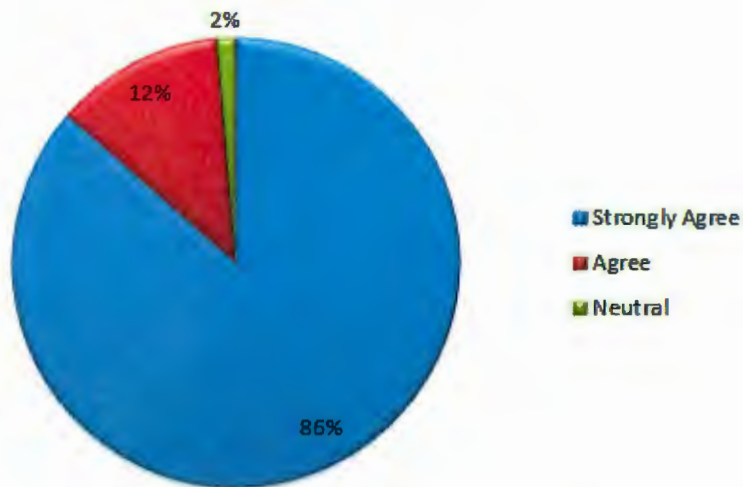


Next, we ask for feedback around the participants' overall comfort in participating in the process ensuring that they felt they could have meaningful dialogue.

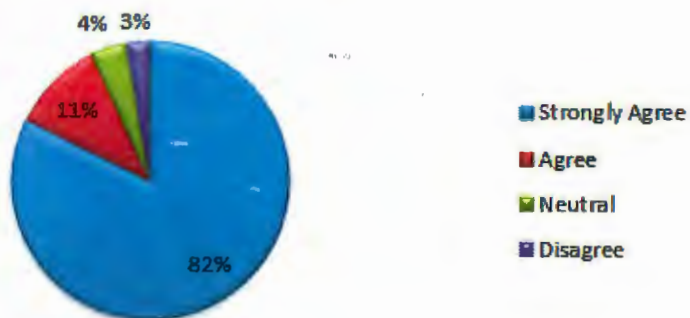
I felt I was able to have my say, allowing me to participate in a meaningful way



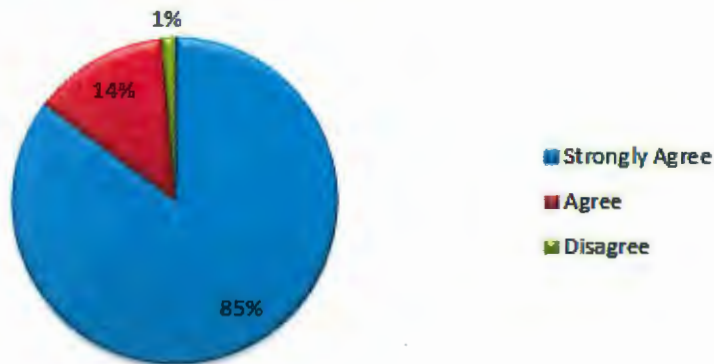
My Questions, Concerns and Issues were Addressed



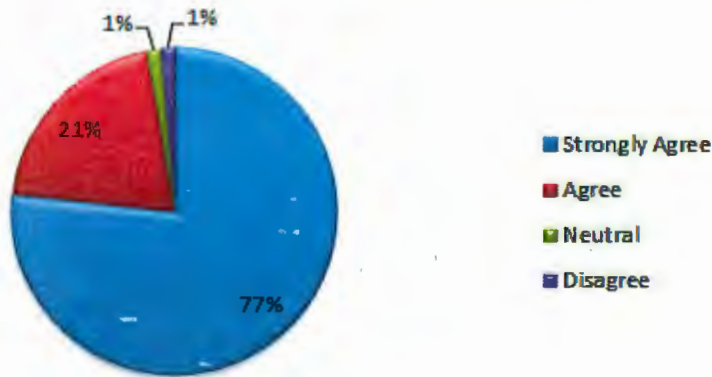
Listening to Everyone, Helped Me Gain a Better Understanding of What Happened.



I am Satisfied With the Resolution Agreement



I Believe This Process has Helped me Find Closure



I Would Recommend Restorative Justice to others Facing Similar Situations



The survey has room for comments regarding any of the above questions and below are the responses and the role of the person making the response is in parenthesis.

- Touchstone is very professional and they provided courteous services (*victim*)
- This service has taught me well and I'm glad to have taken part in it. (*offender*)
- I am really thankful for this service. Thank you very much!! (*offender supporter*)
- A very comfortable environment to deal with adolescents. Enforcing yet non-judgmental. A very important quality for handling adolescents and parents. (*offender supporter*)
- This process has been incredibly powerful in my healing. The depth and sincerity of this exchange would never happen in court. I am so grateful that Touchstone provides this for the community and for individuals. (*victim*)
- This process was beyond my expectations. It is wonderful to have an agreement that benefits both parties. (*victim supporter*)
- This was a thoroughly positive and satisfying process. Thank you! (*victim supporter*)
- Haroon helped me realize that everything I did was wrong. Thank you Haroon for helping me. (*offender*)
- Haroon explained clearly and spoke clearly about the process. Fully enlightened me about what happens to the incident that my son was involved. (*offender supporter*)
- Haroon explained this system in detail so we understood easily and we felt better and he also gave us a lot of time to think about my son's future. We so satisfied with his work. (*offender supporter*)
- I feel like giving back to a place that has given me so much and is a great way to serve my hours. Haroon was very kind and I felt very open about what I said today. I highly recommend the Restorative Justice program as there are no feelings of pressure. (*offender*)
- Haroon made us relaxed so I could be honest and could express my true feelings. Thank you so much! (*offender supporter*)
- Open communication was appreciated and discussing what happened on both sides sincerely helped. (*offender*)
- Really good process to help young people find their way back on a better path. (*offender supporter*)
- I was very satisfied on how this issue was dealt with. (*offender supporter*)
- Well organized. Very good outcome. (*officer*)
- The whole team was really great! I felt that they've given their best in addressing our concerns. Amazing! Thank you very much for coming up into such kind of resources. (*victim supporter*)
- Haroon is a great facilitator. (*offender supporter*)
- The conversation was very thoughtful and I was able to come away with a better understanding of the situation. (*offender*)
- I enjoyed the process and facilitation. The explanations in question 5 were fine it is just my son's explanations that I didn't understand so well. (*offender supporter*)
- I think this service can help a lot of kids hopefully turn their lives around. (*offender supporter*)
- Everything was very clear. I have a better understanding now. (*offender*)
- Overall I 'm very happy that we came today and there are so many people who care about this situation. (*offender supporter*)
- I think this has helped my daughter to have a better insight of the choices she is making. (*offender supporter*)
- The process of bringing closure to an incident between the youth/families was excellent. (*victim supporter*)

- The meeting helped me lose a lot of stress. (*victim*)
- Haroon has done an excellent job throughout this entire process. He listens to needs, accommodates and ensures everyone can speak their mind and be understood. (*victim supporter*)
- Very helpful and safe program. (*offender*)
- Haroon did provide the context of my presence during RJ. It would be helpful in the future if the phone conversation was followed up with an email that outlined my role in the process. (*other – school*)

How can Touchstone make it easier for you to access our services? (i.e. transportation, parking, location, accessibility, etc)	
1.	Everything is top notch and very accessible. (<i>offender</i>)
2.	Accessibility and hours are of great importance (<i>offender supporter</i>)
3.	I have no suggestions but I will refer people. (<i>victim</i>)
4.	More advertising. (<i>victim supporter</i>)
5.	Transportation (<i>offender</i>)
6.	Parking is very close to the building. Easy access. (<i>offender supporter</i>)
7.	Easy to park. Time of the meeting was very considerate, easy to come and very friendly reminder which decrease my fear to come to the meeting. (<i>offender supporter</i>)
8.	Touchstone has been very accessible and I have zero complaints about the accessibility. The location is not confusing at all and the hours are very flexible. Parking was not a problem as well. (<i>offender</i>)
9.	Everything was very easy to do. We appreciate the after-hours work. (<i>offender supporter</i>)
10.	Parking. (<i>offender</i>)
11.	I think its accessible enough right now. It's very central. Parking lot s just enough. Hours are very flexible and phone calls are being entertained at the right time. (<i>victim supporter</i>)
12.	Everything is perfect. (<i>officer</i>)
13.	It's very accessible and the location made us feel relaxed. (<i>offender supporter</i>)
14.	Transportation, hours etc were all fairly easy to access.
15.	Touchstone has made this entire process as good as possible. (<i>victim supporter</i>)

Is there anything else you would like to tell us?	
1.	Thank you to Haroon for the outstanding communication and service and commitment to the program. (<i>victim</i>)
2.	I'm thankful for this service/program and I've enjoyed it. (<i>offender</i>)
3.	Excellent program! (<i>offender supporter</i>)
4.	This is a wonderful program for struggling kids. The fear factor is not overwhelming. Children need to feel that mistakes happen for/with a purpose

	and they can once again embrace life without the burden and with a fresh start. <i>(offender supporter)</i>
5.	The facilitators were very skillful and empathetic. Having the translation was incredibly important. Sincere thanks. <i>(victim)</i>
6.	It is too bad that this process isn't used more often. <i>(victim supporter)</i>
7.	I would like to thank Haroon and the victim for giving me a chance. I also want to thank Haroon for talking and solving the problem in a respectful way. Also, Haroon is a kind guy who helped me solve the problem. I learned a lot from him. <i>(offender)</i>
8.	Truly satisfied to the Association. Very informative. <i>(offender supporter)</i>
9.	I am very thankful to be given this opportunity and this is something I only get once so I will make sure I make the most out of it. Although, I made a bad decision it has helped me move on with my life in a positive impact. <i>(offender)</i>
10.	This system is amazing. There are so many people who have many problems and don't know how to solve their problem. I strongly think to promote this system more to public. It was great to meet you Haroon. <i>(offender supporter)</i>
11.	Good session – with information on restorative action and resolution for all parties involved. <i>(offender supporter)</i>
12.	Thank you for your time and bridge to helping resolve this misunderstanding. <i>(offender)</i>
13.	Thank you to Haroon. <i>(offender supporter)</i>
14.	Thanks for facilitating closure. <i>(offender supporter)</i>
15.	Thank you – we really appreciate you! <i>(victim supporter)</i>
16.	Thank you Haroon and team for a job well done, as expected! Keep up the good work. <i>(officer)</i>
17.	Keep up the good work. <i>(victim supporter)</i>
18.	This program helped the kids to be mature. <i>(offender supporter)</i>
19.	No, I am glad for the intervention and appreciate Haroon's time and consideration for my son. I hope his good intentions ware off on my son. <i>(offender supporter)</i>
20.	I want to say thank you very much for your help to resolve this. <i>(offender)</i>
21.	Although preparing for this meeting was hard for my family and quite stressful, it was helpful to be able to hear why this all happened and why it started. Being able to say how I was impacted was healing for me and my family. <i>(victim supporter)</i>
22.	After hearing the offending party's statement, it has reaffirmed that the police handled us in a different manner and we were misinformed of events. <i>(victim supporter)</i>
23.	I felt that RJ was highly impactful on both parties and served its purpose. <i>(other – school)</i>

Follow-up Evaluation Summary

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.

In regards to our follow up information eliciting feedback for general satisfaction with the RJ Program, the participant feedback as in past years 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 community and teaching responsibility and accountability to the young person.

A comparison of data from 2012 until 2018 is summarized in the chart below.

	2012	2013	2014	2015	2016	2017	2018
total # of offenders	41	46	56	57	74	44	43
Total # of referrals	35	35	41	49	49	36	34
Total # of RJ Process	31	35	43	47	52	34	38
Total # of Resolution agreements	34	42	47	50	67	41	39
Total # of completed Resolution agreements	34	45	46	45	67	37	38

As evident by the chart above, the Restorative Justice Program has had **361** young people go through the program over the past 7 years which on average is **52** young people a year have been served by the program. It is important to note that the above statistics is only talking about offenders; it is not capturing the number of people participating in the program. In 2018, **106** people participated in a restorative justice process either as a victim, an offender, an officer, a victim supporter, or offender supporter. The more participants involved the more ground work that needs to be done by the volunteer 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.

2017-2019
Strategic Plan
Restorative Justice

Strategic Priority 1:

To promote and actively seek funding partners in order to sustain and grow the Richmond Restorative Justice Program.

1. To meet with representatives of every level of government regarding the innovative approach of restorative justice in relationship to justice.
2. To continue to apply for any relevant Civil Forfeiture or National Crime Prevention funding that may become available.

Strategic Priority 2:

To build and foster a relationship with Crown that promotes the utilization of the Richmond Restorative Justice Program in appropriate cases.

1. To meet or communicate with Crown annually to provide information, orientation and/or discuss potential referrals, as well as other relevant topics or issues.

Strategic Priority 3:

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

1. To meet or communicate with RCMP representatives and/or liaisons to enhance collaboration on issues related to police referrals and service delivery of the restorative justice program.
2. To deliver an orientation on the restorative justice program to new RCMP members whenever an opportunity is made possible.
3. To meet or communicate with RCMP School Liaison Officers in Youth Section to foster a good working relationship and work collaboratively on potential school-based referrals.

Strategic Priority 4:

To promote and/or implement restorative practices inside schools.

1. To foster relationships with schools through outreach and/or presentations on restorative practices.

Strategic Priority 5:

To participate with other restorative justice programs, advocates, academics and community partners in opportunities to lobby senior levels of government for recognition and funding of Restorative Justice.

1. To collaborate and partner with the restorative justice community in assessing and working towards the establishment of an association or other entity that can collectively represent RJ in British Columbia.

Restorative Justice 2018 Statement of Income								
	Jan to Mar 2018	Apr to Jun 2018	Jul to Sep 2018	Oct to Dec 2018	Total 2018	YTD Budget 2018	Variance	Annual Budget
Revenue								
Grant from City of Richmond	23,750	23,750	23,750	23,750	95,000	95,000	0	95,000
Expenses								
Wages and benefits	18,315	17,021	17,872	16,751	69,959	68,000	-1,959	68,000
Rent	4,155	4,155	4,155	4,155	16,620	20,000	3,380	20,000
Mileage	90	28	23	0	141	300	159	300
Telephone	249	249	249	249	996	1,000	4	1,000
Office supplies	375	375	375	375	1,500	1,500	0	1,500
Supervision	1,350	1,350	1,350	1,350	5,400	4,200	-1,200	4,200
	24,534	23,178	24,024	22,880	94,616	95,000		95,000
Net surplus (deficit)	-784	572	-274	870	384	0		
Restorative Justice budget for \$95,000 contract to cover January 1 - December 31, 2019								
	Annual	Monthly	Quarterly					
Wages and benefits	\$ 72,240.00	\$ 6,020.00	\$18,060.00					
Rent	\$ 16,620.00	\$ 1,385.00	\$ 4,155.00					
Mileage	\$ 50.00	\$ 4.17	\$ 12.50					
Cell phones	\$ 690.00	\$ 57.50	\$ 172.50					
Office expense	\$ -	\$ -	\$ -					
Supervision	\$ 5,400.00	\$ 450.00	\$ 1,350.00					
	\$ 95,000.00	\$ 7,916.67	\$23,750.00					