



**Community Safety Committee
Electronic Meeting**

**Anderson Room, City Hall
6911 No. 3 Road**

**Tuesday, May 13, 2025
4:00 p.m.**

Pg. # ITEM

MINUTES

CS-4 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on April 15, 2025.*



NEXT COMMITTEE MEETING DATE

June 10, 2025, (tentative date) at 4:00 p.m. in the Anderson Room.

LAW AND COMMUNITY SAFETY DIVISION

1. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – MARCH 2025**

(File Ref. No. 12-8375-02) (REDMS No. 8025423)

CS-9

See Page CS-9 for full report

Designated Speaker: Mark Corrado

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Monthly Activity Report – March 2025”, dated April 24, 2025, from the Director, Community Bylaws & Licencing, be received for information.

☐

2. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – MARCH 2025**

(File Ref. No. 09-5140-01) (REDMS No. 8019168)

CS-16

See Page CS-16 for full report

Designated Speaker: Fire Chief Jim Wishlove

STAFF RECOMMENDATION

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – March 2025”, dated April 24, 2025, from the Fire Chief, be received for information.

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3. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Jim Wishlove

Items for discussion:

None

4. **RCMP MONTHLY ACTIVITY REPORT – MARCH 2025**

(File Ref. No. 09-5350-01) (REDMS No. 7990163)

CS-30

See Page CS-30 for full report

Designated Speaker: Chief Supt. Dave Chauhan

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – March 2025”, dated April 24, 2025, from the Officer in Charge, be received for information.

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5. **RCMP/OIC BRIEFING**
(Verbal Report)

Designated Speaker: Chief Supt. Dave Chauhan

Items for discussion:

None

6. **TOUCHSTONE FAMILY ASSOCIATION RESTORATIVE JUSTICE
CONTRACT RENEWAL 2026 - 2028 AND ANNUAL PERFORMANCE
OUTCOME EVALUATION REPORT**
(File Ref. No. 03-1000-05-069) (REDMS No. 8013059)

CS-45

See Page CS-45 for full report

Designated Speaker: Douglas Liu

STAFF RECOMMENDATION

- (1) *That the contract renewal with Touchstone Family Association for the provision of Restorative Justice for three-years (2026-2028) as outlined in the staff report titled “Touchstone Family Association Restorative Justice Contract Renewal 2026-2028 and Annual Performance Outcome Evaluation Report”, dated April 29, 2025, from the General Manager, Law and Community Safety, be approved;*
- (2) *That the Chief Administrative Officer and the General Manager, Law and Community Safety be authorized to execute the Touchstone Fee for Services Renewal Agreement as described in this report; and*
- (3) *That the Touchstone Fee for Services in the amount of \$110,770 per year for the three-year renewal term be approved and included as part of the 2026 budget process.*

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7. **MANAGER’S REPORT**

ADJOURNMENT

☐



Community Safety Committee

Date: Tuesday, April 15, 2025

Place: Anderson Room
Richmond City Hall

Present: Councillor Alexa Loo, Chair
Councillor Andy Hobbs
Councillor Laura Gillanders
Councillor Kash Heed (entered the meeting at 4:01 p.m.)
Councillor Bill McNulty

Also Present: Councillor Carol Day
Councillor Michael Wolfe

Call to Order: The Chair called the meeting to order at 4:00 p.m.

MINUTES

It was moved and seconded

That the minutes of the meeting of the Community Safety Committee held on March 11, 2025, be adopted.

CARRIED

LAW AND COMMUNITY SAFETY DIVISION

1. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – FEBRUARY 2025**

(File Ref. No. 12-8375-02) (REDMS No. 7995148)

Councillor Heed entered the meeting (4:01 p.m.).

Community Safety Committee
Tuesday, April 15, 2025

Discussion ensued regarding (i) Transit Police being the primary agency responsible for enforcement on transit buses, (ii) the City's smoking regulations that apply to public places, (iii) the location density heat map that visually represents Bylaws calls-for-service related to homeless/unsheltered individuals, and (iv) stop work and/or removal orders related to soil deposit and removal.

In response to queries from Committee, staff advised that (i) while hotspot analysis presents a visual representation of occurrences, it is important to note that the maps are static and representative of a year's worth of data, (ii) public transit buses are considered public spaces, (iii) the Joint-Operations Team coordinates inter-departmental and inter-agency operations/projects, and (iv) the City's snow removal prioritizes public safety by first plowing main roads and bus routes, followed by industrial and key subdivision roads.

It was moved and seconded

That the staff report titled "Community Bylaws Monthly Activity Report – February 2025", dated March 17, 2025, from the Director, Community Bylaws & Licencing, be received for information.

CARRIED

2. **EXTENDING LIQUOR LICENCED PREMISES OPERATING HOURS**
(File Ref. No. 12-8275-30-001) (REDMS No. 7943391)

Discussion ensued regarding (i) law enforcement service levels, (ii) the potential need for an amendment to the zoning bylaw and City policies, which currently limits liquor service hours to 2:00 a.m., and (iii) maximum fine amounts for Bylaw Violation Notices or Municipal Tickets.

In response to queries from Committee, staff advised that if Council moved forward with a late night liquor service pilot project and then chose to cancel it, it would then be the responsibility of the City to enforce the conditions of a 2:00 a.m. liquor service rule under new City Bylaws.

It was moved and seconded

That the report titled "Extending Liquor Licenced Premises Operating Hours" dated March 19, 2025, from the Director, Community Bylaws & Licencing, be received for information.

CARRIED

Community Safety Committee

Tuesday, April 15, 2025

3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – FEBRUARY 2025**

(File Ref. No. 09-5140-01) (REDMS No. 7988780)

In response to queries from Committee, Chief Wishlove advised that (i) BC Ambulance Service attends over 95% of the medical first responder incidents that Richmond Fire-Rescue (RFR) responds to and (ii) the overdose/poisoning incident volume breakdown includes opioid overdoses incidents that RFR attended in addition to all other overdose/poisoning incidents.

Discussion ensued regarding (i) the outstanding referral regarding compiling a comprehensive list of agencies that have access to information related to opioid overdoses and (ii) the relative density of overdose/poisoning incidents as noted on the location density heat maps.

It was moved and seconded

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – February 2025”, dated March 11, 2025, from the Fire Chief, be received for information.

CARRIED

4. **FIRE CHIEF BRIEFING**

(Verbal Report)

Items for discussion:

None.

5. **RCMP MONTHLY ACTIVITY REPORT – FEBRUARY 2025**

(File Ref. No. 09-5350-01) (REDMS No. 7964883)

Discussion ensued regarding (i) drug-related "social disorder" calls statistics, (ii) the OIC's engagement with RCMP officers and attending to calls related to drop-in centres, (iii) the Communications Unit which provides public safety and crime prevention messaging to enhance community awareness of various policing-related issues, and (iv) crime trends across the four largest municipalities policed by the RCMP in the Lower Mainland.

It was moved and seconded

That the report titled “RCMP Monthly Activity Report – February 2025”, dated March 17, 2025, from the Officer in Charge, be received for information.

CARRIED

Community Safety Committee

Tuesday, April 15, 2025

6. **2025-2026 RICHMOND RCMP DETACHMENT ANNUAL PERFORMANCE PLAN COMMUNITY PRIORITIES**

(File Ref. No. 09-5350-01) (REDMS No. 7952385)

Chief Supt. Chauhan highlighted that the priorities recommended for the Annual Performance Plan – property crime, organized crime, road safety, and vulnerable persons – take into consideration internal RCMP strategic directives and are in alignment with the strategic pillars identified in the 2021-2025 Richmond RCMP Detachment Strategic Plan. Chief Supt. Chauhan advised that the Annual Performance Plan will be made available on the City website.

Discussion ensued regarding (i) vulnerable persons and mental health-related calls for service, including police apprehensions and average hospital wait times and (ii) Richmond RCMP engaging partner agencies, including policing agencies from other jurisdictions, for joint operations and information sharing.

It was moved and seconded

That the priorities, Property Crime, Organized Crime, Road Safety and Vulnerable Persons, listed in the report titled “2025-2026 Richmond RCMP Detachment Annual Performance Plan – Community Priorities”, dated March 11, 2025, from the Officer in Charge, Richmond RCMP, be endorsed for inclusion in the Richmond RCMP Detachment’s fiscal year 2025-2026 (April 1, 2025, to March 31, 2026) Annual Performance Plan.

CARRIED

7. **RCMP/OIC BRIEFING**

(Verbal Report)

(i) ***Road Naming for Cst. Jimmy Ng***

Chief Supt. Chauhan shared that an unveiling ceremony for two new street names honouring Cst. Jimmy Ng, a Richmond RCMP officer who was killed in the line of duty, took place in the Richmond Centre development on April 10, 2025 and Cst. Jimmy Ng Road and Cst. Jimmy Ng Place are the two new streets named in his honour.

(ii) ***Richmond Night Market***

Chief Supt. Chauhan advised that the Richmond Night Market is set to officially open for its 2025 season on Friday, April 25.

(iii) ***Richmond RCMP Youth Academy***

Chief Supt. Chauhan noted that the 4th annual Richmond RCMP Youth Academy will be taking place in Richmond this coming summer.

Community Safety Committee
Tuesday, April 15, 2025

8. **MANAGER'S REPORT**

None.

ADJOURNMENT

It was moved and seconded
That the meeting adjourn (4:54 p.m.).

CARRIED

Certified a true and correct copy of the
Minutes of the meeting of the Community
Safety Committee of the Council of the
City of Richmond held on Tuesday, April
15, 2025.

Councillor Alexa Loo
Chair

Shannon Unrau
Legislative Services Associate



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 24, 2025
From: Mark Corrado **File:** 12-8375-02/2025-Vol
Director, Community Bylaws & Licencing 01
Re: **Community Bylaws Monthly Activity Report – March 2025**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – March 2025”, dated April 24, 2025, from the Director, Community Bylaws & Licencing, be received for information.

Mark Corrado
Director, Community Bylaws & Licencing
(604-204-8673)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance Department	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

This monthly report highlights activities, information, and statistics related to calls for service from the Property Use, Parking Enforcement, and Animal Protection units of Community Bylaws.

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

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

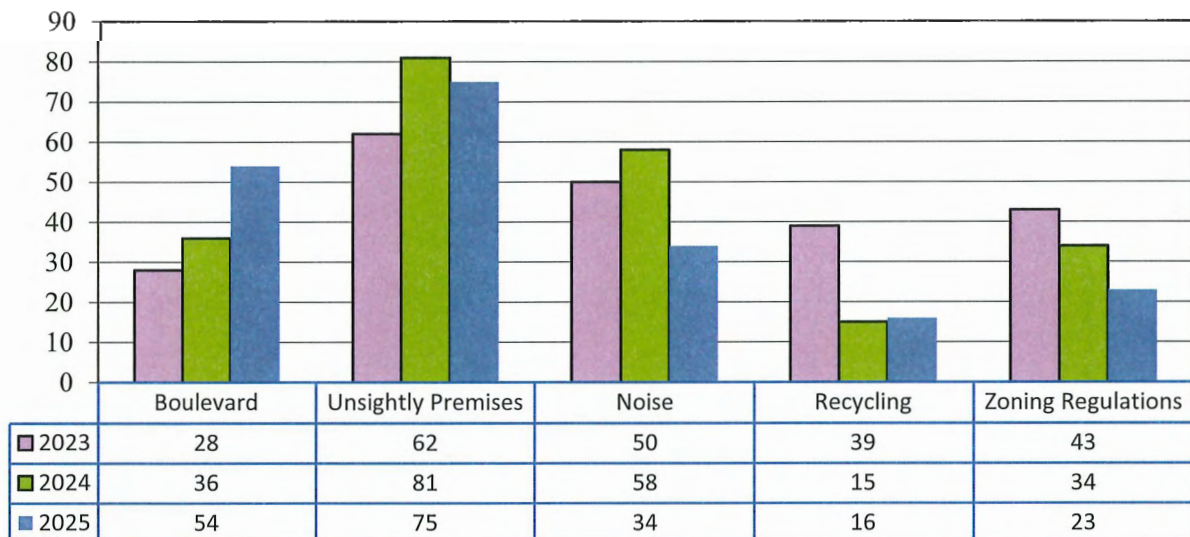
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In March 2025, a total of 102 calls for service were opened for investigation which is a marginal increase from the same period last year when there were 100 calls. Depending on the nature of the investigation, staff often liaise with multiple departments and other government agencies to conduct a review of a given complaint. Among 24 potential calls for service categories, Figure 1 highlights the most common calls for service received by Property Use officers to follow up on and investigation. Notably, there was an increase in calls related to the Boulevard Maintenance Regulation Bylaw and a decrease in those related to the Noise Regulation Bylaw. Staff will continue to monitor this statistical variance to determine whether a significant trend is emerging.

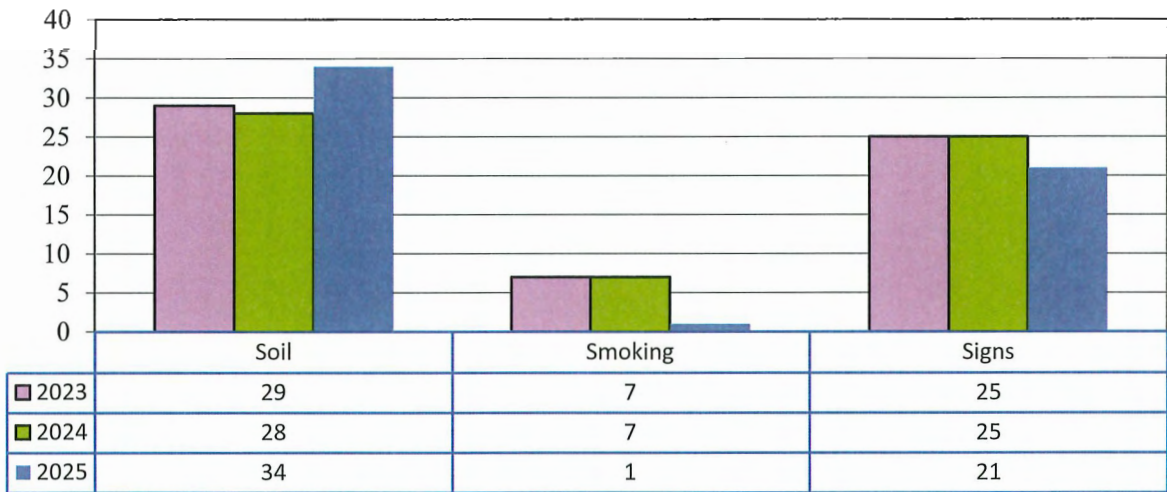
Figure 1: Property Use Calls For Service - March Year-To-Date Comparison



Other Community Bylaws Calls for Service

Figure 2 shows a three-year breakdown of other calls for service that are closely related to Property Use matters.

Figure 2: Property Use Calls For Service - March Year-To-Date Comparison



Soil Activity

Staff are responsible for responding to public complaints and issues of non-compliance related to unauthorized filling; monitoring permitted soil deposits and removal sites; and inspecting properties that are undergoing remediation to come into compliance with applicable City bylaws. Staff conducted 19 site inspections in the month of March. When ongoing unpermitted soil deposition is found, staff frequently issue a Stop Work and/or Removal Order, which is frequently accompanied by ticket issuance and escalating enforcement action.

Stop Work and/or Removal Orders were issued to the following properties:

- 14680 Burrows Road

The following properties are now in compliance:

- 7341 No. 5 Road
- 7351 No. 5 Road
- 7831 No. 5 Road

There are approximately 32 soil deposit proposals under various stages of the application process and staff continue to monitor 20 approved sites. Staff are currently addressing approximately 33 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in the month of March.

Parking Enforcement

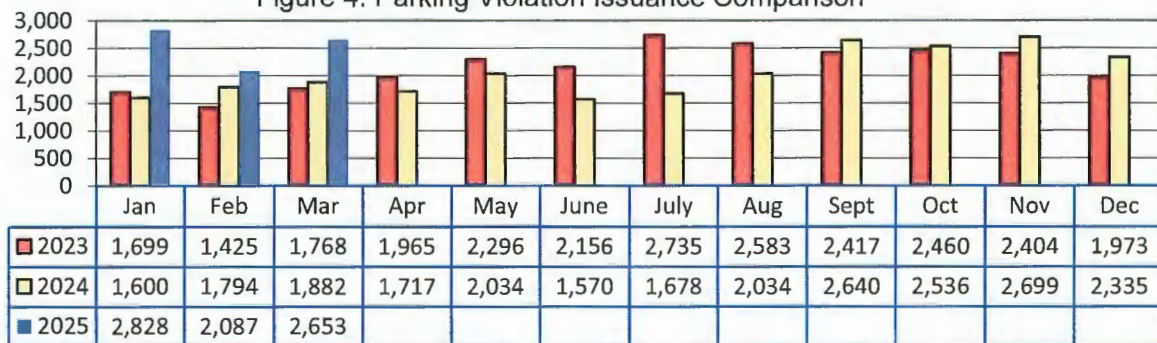
In March, parking enforcement officers issued 2,653 tickets which is a 41 percent increase from last year (1,882). Staff responded to 424 calls for service, representing a 48.7 percent increase from the calls received during the same period last year (285). The majority of the calls and the largest increase were for safety and obstruction which primarily involve parking issues that pose safety risks, such as vehicles parked in no-stopping zones, near fire hydrants, or obstructing roadways and driveways. Of the total tickets issued, 41 percent (1,088) were issued in the City Centre area where parking demand is higher due to dense business and residential activity.

Monthly parking enforcement revenue is highlighted in Figure 3. Figure 4 highlights the monthly parking violation issuance.

Figure 3: Parking Enforcement Revenue Comparison (000's)



Figure 4: Parking Violation Issuance Comparison



Animal Protection and Dog Licencing

As of April 4, 2025, approximately 5,689 dog licences have been issued. This figure represents 75.8 percent of the 7,500 licences on file from last year. Dog licenses are valid for the calendar year, regardless of the purchase date. Staff will now focus on canvassing efforts to follow up with accounts that have not renewed or provided updates on their account status.

In March, BC SPCA Officers responded to 146 calls for service related to animal control and dog licencing violations. Officers conducted 119 park patrols across 38 different parks, dikes, and school grounds. Frequently patrolled parks in March were Garry Point, No. 3 Road Bark Park, McNair Secondary School, Gilbert Beach and Garden City Park. Of the total patrols, 103 were proactive while the remaining were responses to public complaints. In addition to enforcement, these patrols fulfill an important educational role by promoting public awareness and encouraging voluntary compliance. On March 22, the BC SPCA collaborated with a local veterinary clinic Petsville Animal Hospital to host a well-attended pet registration event. Pet registration is a vital tool for ensuring lost animals can be promptly identified and reunited with their owners. At the event, 19 pets (7 dogs, 10 cats, and 2 rabbits) were microchipped and registered, and 25 pets were scanned for existing chips. In 2024, more than 420 pets entered the Richmond Animal Shelter, many without identification which delayed reunification. This highlights the importance of educating the public on two key issues: the need for pets to have permanent ID, and the importance of keeping registration information accurate and up to date.

Ticketing

Table 1 presents non-parking-related Bylaw ticket issuance for March. Year-to-date, all issued tickets have been Bylaw Violation Notices (BVNs), with no Municipal Ticket Information (MTIs) issued.

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	March	YTD
Building Regulation Offences	13	24
Unightly Premises Offences	10	18
Animal/Dog Licencing Offences	5	44
Sign Offences	3	17
Soil Deposit and Removal Offences	0	40
Demolition Waste and Recyclable Materials Offences	0	2
Noise Offences	0	0
Parks Offences	0	0
Solid Waste and Recycling Offences	0	0
Watercourse Protection Offences	0	0
Watering Offences	0	0
Totals	31	145

Bylaw Adjudication

An adjudication was held on March 19, 2025 with 11 disputed violations. There were nine cases upheld and two cases dismissed. The next adjudication hearing will be held on June 18, 2025.

Revenue and Expenses

Revenue in the Property Use section is primarily derived from permits, tickets and court fines related to bylaw prosecutions. Soil permit applications and volume fees follow a seasonal trend and tend to increase in Q2 and Q3. Revenue collected in "Other Bylaw Fines" is primarily

attributed to infractions such as unsightly premises and building-related violations. These results are shown in Table 2.

Parking enforcement generates a significant portion of its revenue from meters, permits and fines. Table 3 identifies the individual revenue sources within parking enforcement. Table 4 highlights the funds collected from dog licencing and fines. The overall increase in licencing revenue can be attributed to proactive work done by staff in previous years to ensure accuracy in dog licencing accounts and to conduct canvassing efforts for compliance.

Table 5 outlines the net revenue and expenses for property use, parking enforcement and animal protection services.

Table 2: Property Use Revenue by Source

Program Revenue	Budget Mar 2025	Actual Mar 2025	YTD Budget Mar 2025	YTD Actual Mar 2025
Soil Permit Application and Volume Fees	\$10,160	\$0	\$30,846	\$10,674
Other Bylaw Fines	\$31,553	\$15,536	\$83,926	\$43,627
Total Revenue	\$41,713	\$15,536	\$114,772	\$54,301

Table 3: Parking Revenue by Source

Program Revenue	Budget Mar 2025	Actual Mar 2025	YTD Budget Mar 2025	YTD Actual Mar 2025
Contract Revenue ¹	\$5,000	\$5,000	\$15,000	\$15,000
Filming Revenue	\$0	\$346	\$0	\$736
Parking Revenue ²	\$179,600	\$191,678	\$538,800	\$605,106
Total Revenue	\$184,600	\$197,024	\$553,800	\$620,842

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget Mar 2025	Actual Mar 2025	YTD Budget Mar 2025	YTD Actual Mar 2025
Dog Licences	\$30,000	\$20,441	\$207,000	\$213,607
Fines	\$340	\$550	\$1,180	\$2,975
Total Revenue	\$30,340	\$20,991	\$208,180	\$216,582

¹ City Towing Contract with Rusty's Towing

² Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

Table 5: Property Use, Parking and Animal Protection Services Revenue and Expenses

		YTD Budget Mar 2025	YTD Actual Mar 2025
Property Use	Revenue	\$114,772	\$54,301
	Expenses	\$478,383	\$308,650
	Net Revenue (Expense)	(\$363,611)	(\$254,349)
Parking	Revenue	\$553,800	\$620,842
	Expenses	\$506,900	\$469,799
	Net Revenue (Expense)	\$46,900	\$151,043
Animal Protection	Revenue	\$208,180	\$216,582
	Expenses	\$370,400	\$350,157
	Net Revenue (Expense)	(\$162,220)	(\$133,575)

Financial Impact

None.

Conclusion

Staff and contracted service providers administer and enforce 41 unique bylaws, covering a diverse range of various regulated community activities and service use, notably land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement, unsightly premises and animal protection services. This report provides a summary of departmental activity in March.



Mark Corrado
 Director, Community Bylaws and Licencing
 (604-204-8673)



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 24, 2025

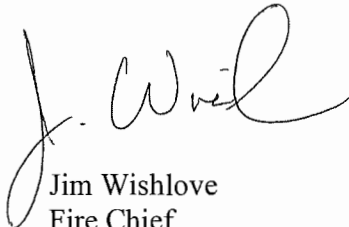
From: Jim Wishlove
Fire Chief

File 09-5140-01/2025-Vol
01

Re: Richmond Fire-Rescue Monthly Activity Report – March 2025

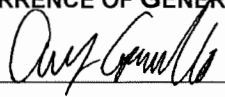

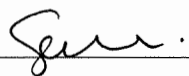
Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – March 2025”, dated April 24, 2025, from the Fire Chief, be received for information.



Jim Wishlove
Fire Chief
(604-303-2715)

Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
SENIOR STAFF REPORT REVIEW	INITIALS: 
APPROVED BY CAO 	

Staff Report

Origin

This report highlights activities, information, and statistics related to calls for service by Richmond Fire-Rescue in March 2025.

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

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

Analysis

Emergency Programs

During the month of March, staff engaged in the following activities:

- Hosted the Sea Island Community Association. The group discussed the plan and first steps for a Sea Island Resilient Community Pilot Project to increase the individual and community preparedness levels for community resilience within the City.
- Provided public education sessions/workshops to local groups. Delivering presentation on personal/household preparedness to townhouse residents. The presentations covered the five steps to preparedness and provided additional safety information regarding earthquakes and hot weather. The attendees received emergency kit items and reference information from Prepared BC.
- Participated in the Minoru Centre for Active Living Wellness Fair 55+. Providing information on preparedness, planning, earthquakes, and assisting attendees sign-up for the Emergency Notification System, with over 500 attendees.
- Engaged in a multi agency emergency response exercises at Vancouver Airport for a crash landing scenario. Other participating agencies included RCMP, BC Emergency Health Services, Coast Guard, Transportation Safety Board and Canadian Border Services Agency.
- Participated in a table-top exercise with the City of Delta and Fortis BC. The proposed gas leak exercise provided useful information to enhance preparedness levels resilience within the City.
- Exercised two internal table-top exercises, including large scale Emergency Support Services scenario requiring reception center activations and including an Emergency Operations Centre activation drill.

RFR Public Outreach & Education

During the month of March, staff engaged in the following activities:

- Facilitated outreach events to provide educational opportunities to the community, including fire hall and vehicle tours for four organizations, with over 200 attendees.
- Provided information on the Online Education Program to two schools with over 120 attendees.
- Participated in the Minoru Centre for Active Living Wellness Fair with over 500 attendees.
- Continued with life safety educational social media videos and posts, including the launch of the 2025 firefighter recruitment process.

In March, staff were able to finalize the planning stages of our grade 6/7 Online Education Fire and Life Safety Program. Collaborated with members of the Richmond School Board to ensure that all material taught enables students to understand fire and life safety, and meets curriculum requirements in science, social studies and career education. The Public Outreach and Education branch aim to release the program in the next school year. This addition to the existing online education program will allow RFR outreach training to reach all levels of elementary school children in the entire district.

Internal Training

In March 2025, staff organized in-house training events including; Fire Service Leadership, Auto-Accident Patient Extrication and ongoing firefighter recruit training and evaluations.

Staff concluded the live-fire portion of a government-funded fire research demonstration at the Richmond Fire-Rescue (RFR) training facility in March. The project was a tremendous success and the demonstration collected critical thermal data on fire behaviour while assessing structural integrity. Other participating groups included the City's Building Approvals Department, RFR Suppression and Investigation teams, design and architect firms, as well a construction industry representatives.

Emergency Response

One of the City's emergency response goals is to arrive on-scene, in time and with enough resources to contain a fire to the room of origin. The room of origin standard is especially important in terms of preventing further fire loss and damage, which can be reduced when a fire is contained to the room of origin. Meeting this standard also assists in mitigating loss of life, reduction of property damage and protection of the environment.

In March 2025, there were 1,076 reported incidents of all types, representing an overall decrease of 0.2 per cent in incidents between March 2024 and March 2025 (Table 1).

Table 1: Total Incidents - March 2025

	Incident Totals March (2025)	Incident Totals March (2024)	Number Change from March 2024 to 2025	Percentage Change from March 2024 to 2025	5 Year Average for March
Active Alarm	184	169	+15	+9	152
Explosion	0	1	-1	-100	0
Fire	32	33	-1	-3	32
Hazardous Materials	10	10	0	0	9
Medical	574	595	-21	-4	488
Motor Vehicle Incident	73	100	-27	-27	79
Public Hazard	9	9	0	0	10
Public Service	120	79	+41	52	89
Response Cancelled/Unfounded	68	76	-8	-11	60
Specialized Transport	6	5	+1	20	3
Technical Rescue	0	1	-1	-100	0
Total	1076	1078	-2	-0.2	922

The average time on scene in March 2025 for emergency response crews was 28 minutes per event, which is lower than the number recorded in March 2024: 34 minutes. The time spent on scene can vary due to the nature and severity of each incident.

In March 2025, there were 32 fire incidents reported to the BC Office of the Fire Commissioner. This is 3 per cent lower than the number reported in March 2024. The average number of fires reported each March over the last five years is 32.

Fire damage and property losses during March 2025 is estimated at \$49,655. The total building/asset and content value at risk is estimated to be \$10,986,845 and the total value preserved from damage was \$10,937,190. These numbers translate to 99 per cent of value protected (Table 2), which is the same as the value observed in 2024: 99 per cent.

Table 2: Fire Incidents By Type and Loss Estimates - March 2025

Incident Type Breakdown	Incident Volume	Estimated Building/ Asset Value (\$)	Estimated Building/ Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Residential: Single family	5	459,100	10,005	296,900	2,505	743,490
Residential: Multi family	6	4,920,000	5,600	293,800	-	5,208,200
Commercial/Industrial	4	3,050,000	-	1,940,000	7,000	4,983,000
Outdoor	14	8,545	6,045	-	-	2,500
Vehicle/Vessel	3	18,500	18,500	-	-	-
Totals*	32	8,456,145	40,150	2,530,700	9,505	10,937,190

* The dollar losses shown in this table are preliminary estimates. They are derived from RFR's record management system and are subject to change due to delays in reporting and confirmation of actual losses from private insurance agencies (as available). Values under a threshold limit of \$1,000 will not be noted in the table.

Significant Events

Emergency response crews minimized harm, limited damage and stopped fire spread from the place of origin, and performed life-saving interventions in these notable March 2025 incidents:

- **March 2, 2025 – Medical Response on Westminster Highway.** Emergency crews responded to a report of a deceased unhoused person on Westminster Highway. Crews assisted RCMP with the removal of the body from a wooded area. The body was removed to Westminster Highway roadside by a Utility Task Vehicle. There were no reports of injuries to RFR personnel.
- **March 10, 2025 – Medical response on Sheridan Road.** Emergency crews responded to a report of a suicide on Sheridan Road. BC Emergency Health Services and the RCMP attended the scene. The Critical Incident Stress Management response was initiated for RFR personnel due to the situation.
- **March 11, 2025 – Structure Fire on Twigg Place.** Emergency crews responded to a structure fire at a salvage recycling facility. On arrival, crews found a bailer on fire. Crews quickly attacked and extinguished the fire and then started overhaul of the scene. There were no reports of injury to the public or RFR personnel. A Fire Investigator attended.
- **March 12, 2025 – Structure Fire on Cambie Road.** Emergency crews responded to reports of a possible garage fire. On arrival, crews found a wooden pet cage on fire in the back yard. RFR crews extinguished the fire and were able to save the pet and stop any fire extension to the nearby house. There were no reports of injury to the public or RFR personnel. A Fire Investigator attended.
- **March 13, 2025 - Fire on Lindsay Road.** Emergency crews responded to a couch fire outside of a multi-story apartment building. RFR crews extinguished the fire and stopped any fire extension to the nearby structure. Crews began scene overhaul and removal of smoke from the first floor of the building. There were no reports of injury to the public or RFR personnel. A Fire Investigator attended.
- **March 17, 2025 – Structure fire on Garden City Road.** Emergency crews responded to a report of a fire. On arrival, crews found smoke coming from inside the structure; a quick attack was launched and crews were able to extinguish the fire with minimal damage. RCMP attended to assist with traffic. Air monitoring was carried out and the three residents were advised to relocate for the night. There were no reports of injury to the public or RFR personnel. A Fire Investigator attended.

April 24, 2025

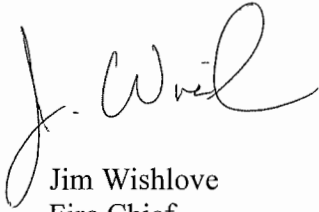
- 6 -

Financial Impact

None.

Conclusion

Richmond Fire-Rescue continues to monitor activities to identify and create public outreach programs to respond to emerging trends and to promote effective prevention behaviours.

A handwritten signature in black ink, appearing to read "J. Wishlove". The signature is fluid and cursive, with the first name "J." and the last name "Wishlove" clearly distinguishable.

Jim Wishlove
Fire Chief
(604-303-2715)

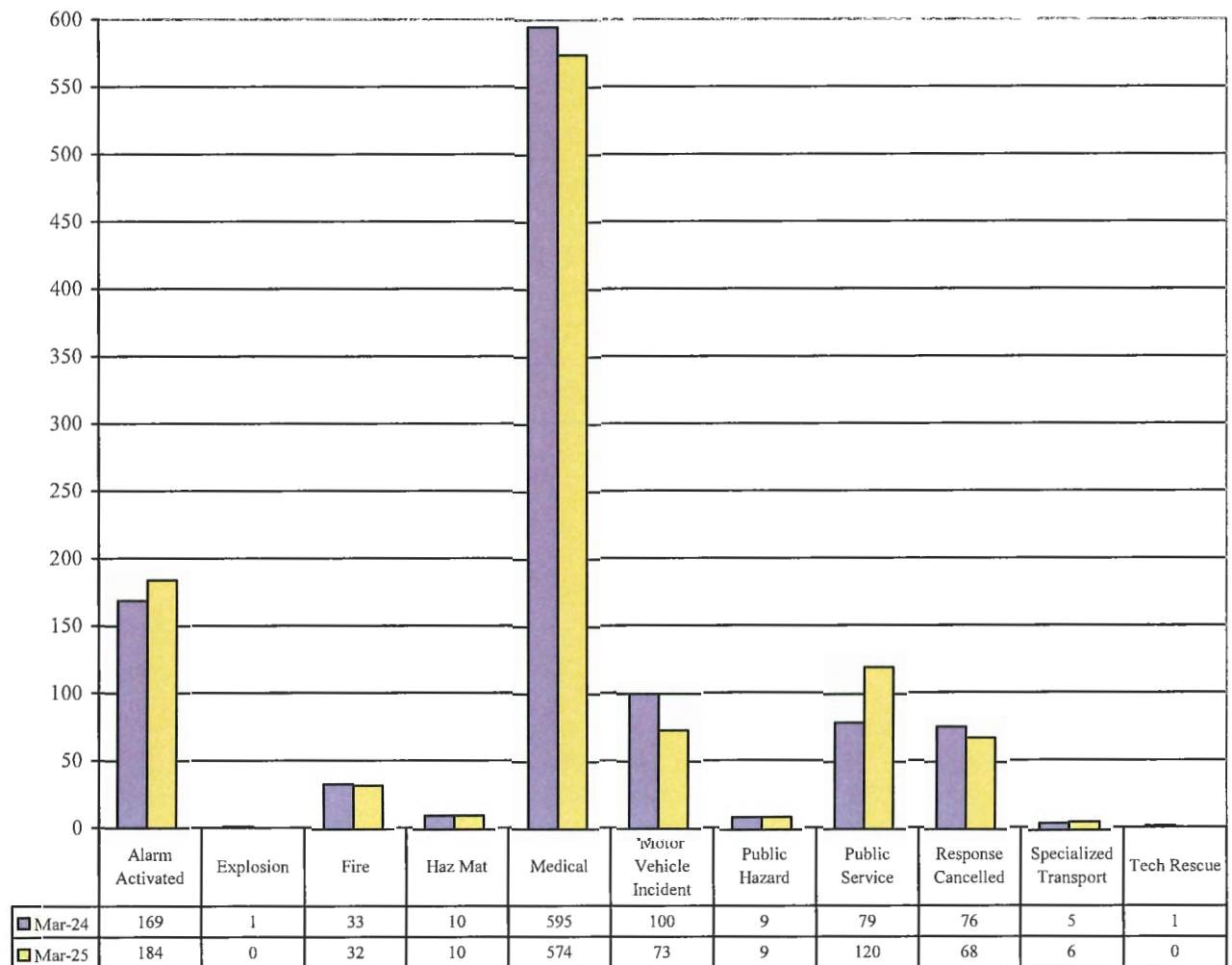
Att. 1: Emergency Response Activity for March 2025.

Emergency Response Activity for March 2025

Incident Volumes

The following chart provides a month-to-month comparison of incidents occurring in March 2024 and 2025. In March 2025, there were 1,076 total incidents, compared to 1,078 in March 2024. This represents an overall decrease of 0.2 per cent between last year and 2025.

Table 3: March 2024 & March 2025 Incident Volumes



Incident Type Legend:

HazMat: includes fuel or vapour; spills, leaks, or containment

Medical includes: cardiac arrest, emergency response, home or industrial accidents

Public Hazard includes: object removal, or power lines down

Public Service includes: assisting public, ambulance or police, locked in/out, special events, trapped in elevator, water removal

First Responder Totals

Medical first responder incidents comprised 53 per cent of the total emergency responses for RFR during the month of March 2025. A detailed breakdown of the medical incidents for March 2024 and 2025 is set out in the following table by sub-type. There were 574 medical incidents in March 2025 compared to 595 in March 2024, a decrease of 4 per cent.

Table 4a: March 2024 & March 2025 Medical Calls by Type

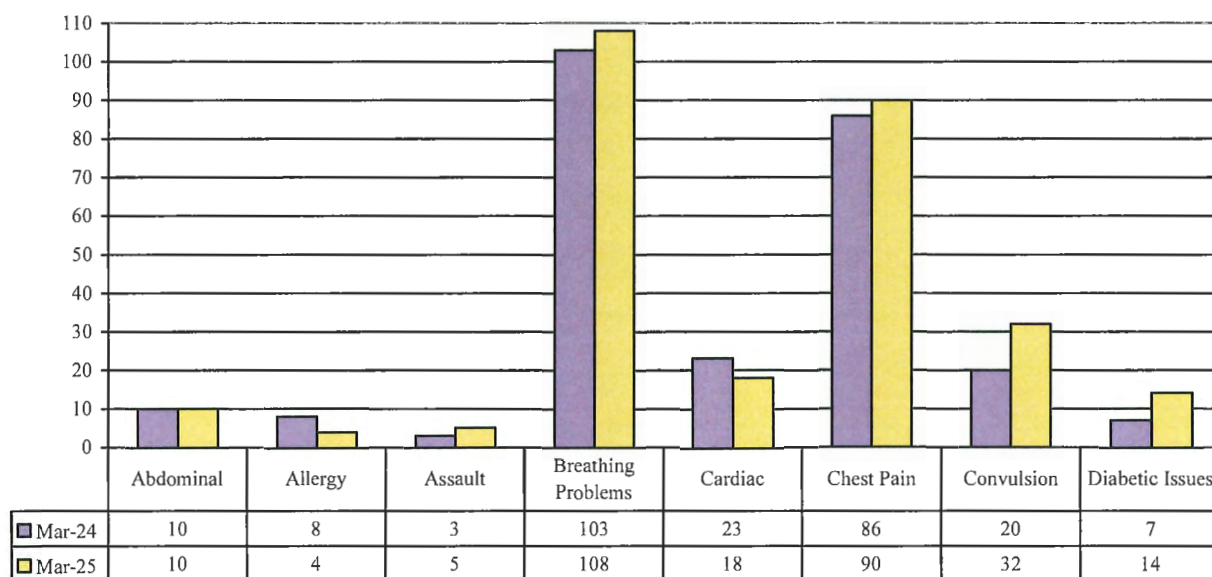
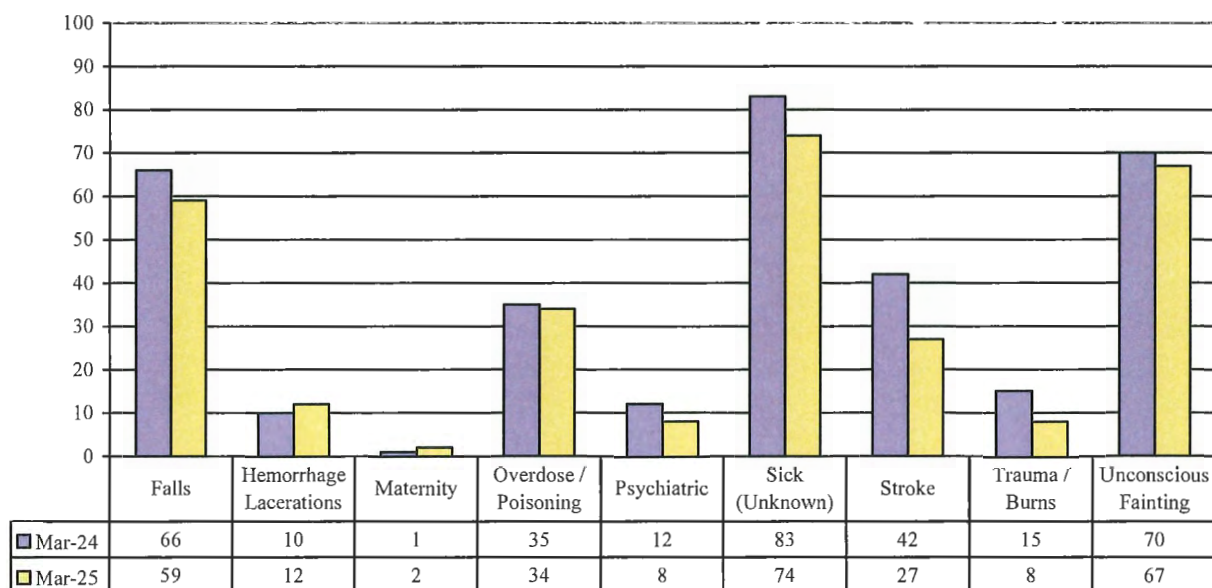


Table 4b: March 2024 & March 2025 Medical Calls by Type



The following chart provides the overdose/poisoning incident volume breakdown for March 2025. During March 2025, RFR staff administered Naloxone, in the month of March on three occasions.

Table 4c: Overdose / Poisoning Incidents By Type – March 2025	
Opioid overdose incidents that RFR attended located in an OUTDOOR environment.	5
Opioid overdose incidents that RFR attended located in an INDOOR environment.	9
All other OD / Poisoning Incidents	20
Totals	34

Fire Investigations

The fire investigation statistics for March 2025 are listed below:

Table 5: Total Fire Investigation Statistics – March 2025			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	3	2
Residential - Multi-family	2	4	-
Commercial/Industrial	-	3	1
Outdoor	7	6	1
Vehicle	-	-	3
Totals	9	16	7

Richmond Fire-Rescue investigators report all suspicious fires to the RCMP, while working alongside RCMP to address potential risks to the community and coordinate appropriate fire investigations.

Hazardous Materials

Table 6: Hazardous Materials Incidents By Type – March 2025	
	Details
Standby/Support for other Agency	1
Gasses (Natural / Propane)	8
Unclassified	1
Totals	10

The following charts provide total incident volumes for fires and medical incidents on a year-to-year comparison in March from 2016 to 2025.

Table 7a: Total Fire Calls for Service in March 2016 to 2025

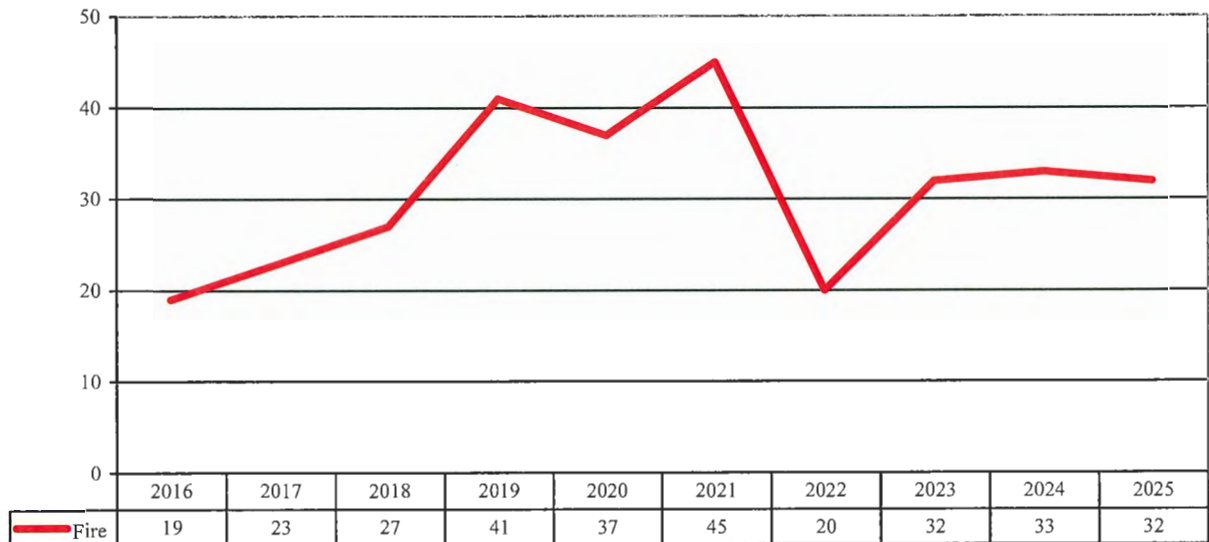
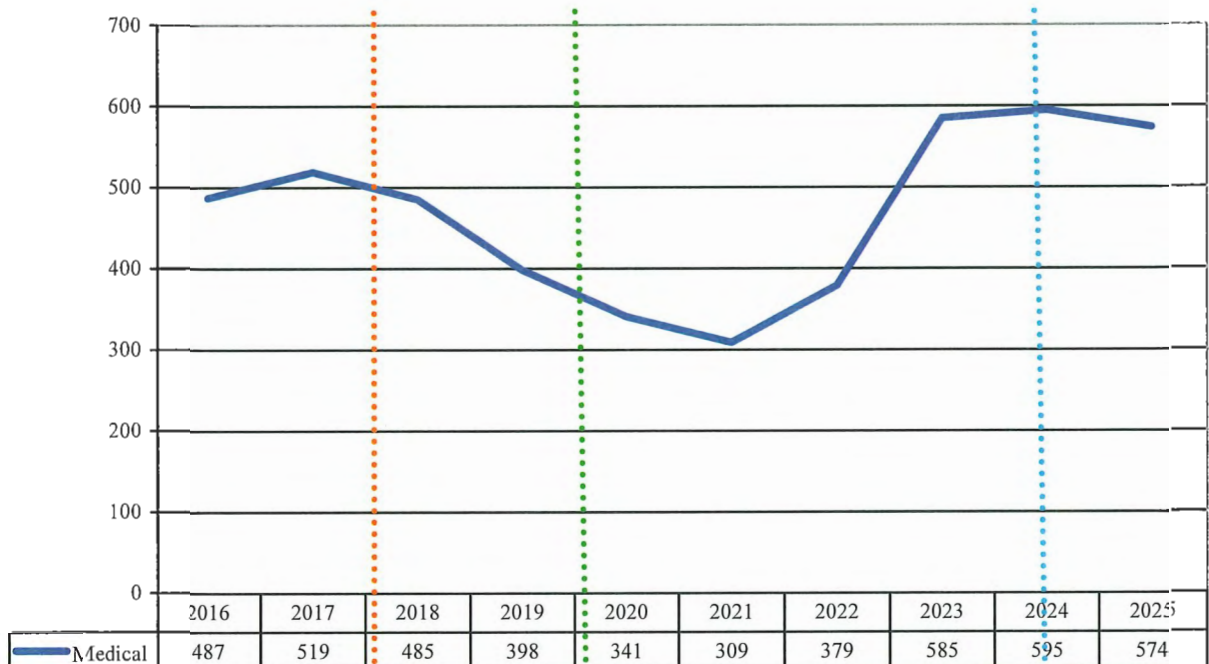


Table 7b: Total Medical Calls for Service in March from 2016 to 2025



Changes to BC Emergency Health Services Clinical Response Model dispatch system (2017-2018)

Start of COVID-19 Pandemic

July 26, 2024 - Provincial Health Officer ended public health emergency for COVID-19

Figure 1: Location of reportable fire incidents attended in March 2025 (total 32)

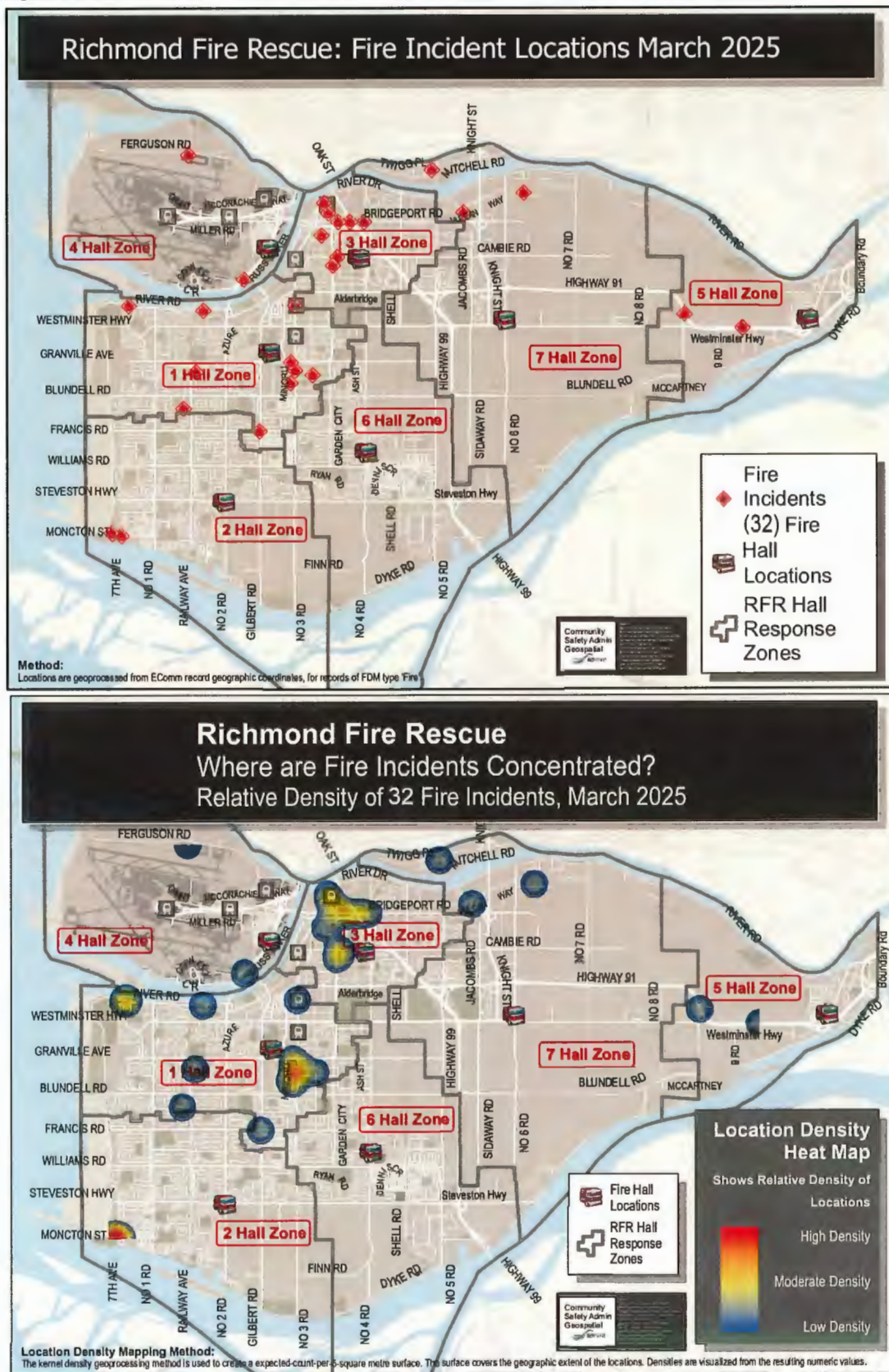
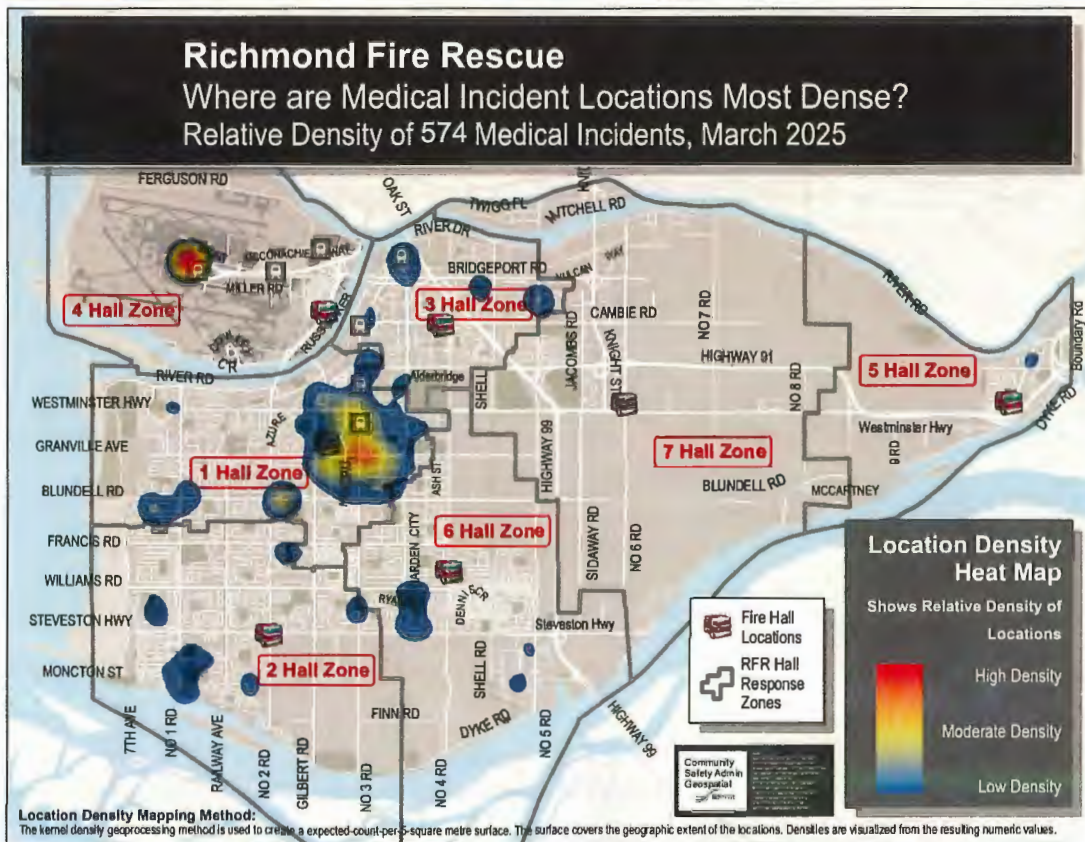
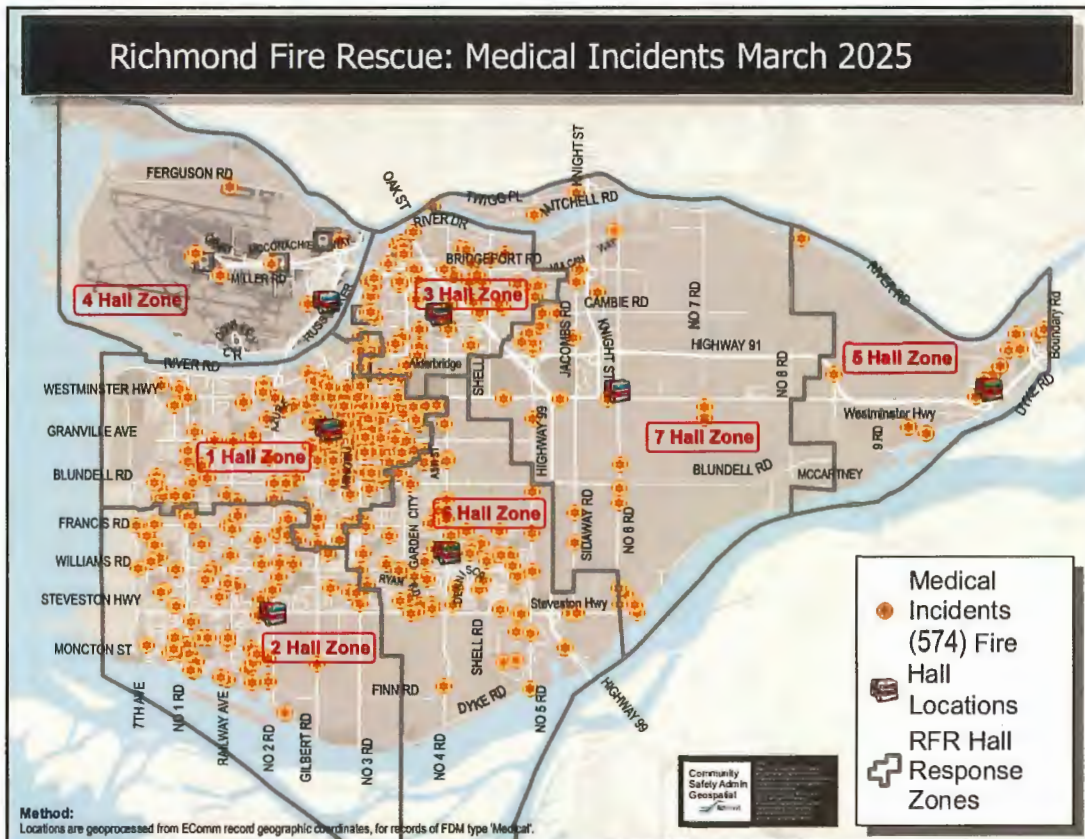
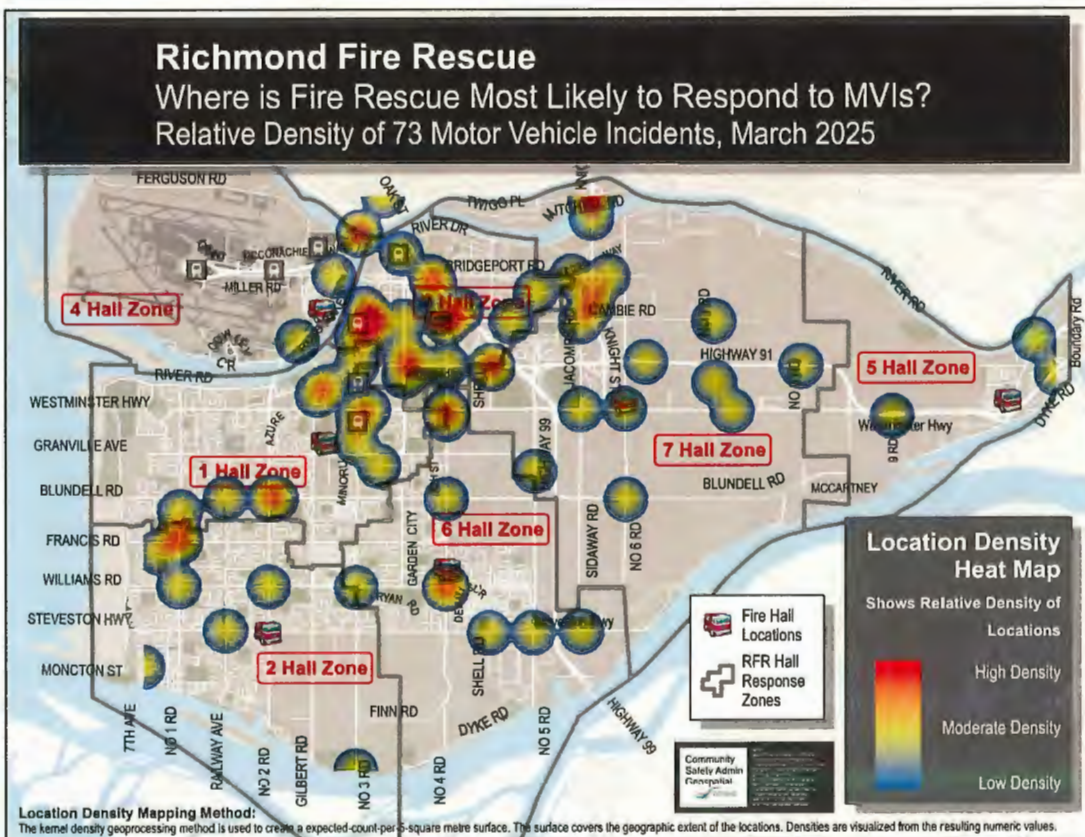
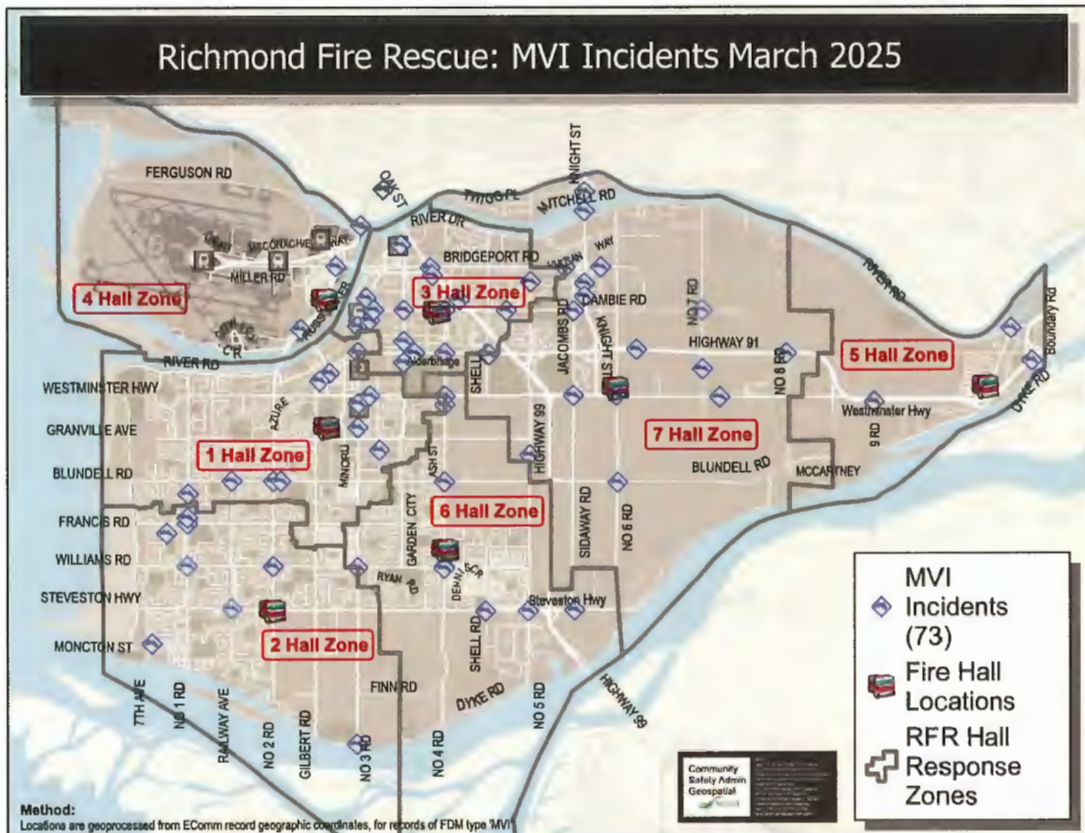


Figure 2: Location of reportable medical incidents attended in March 2025 (total 574)



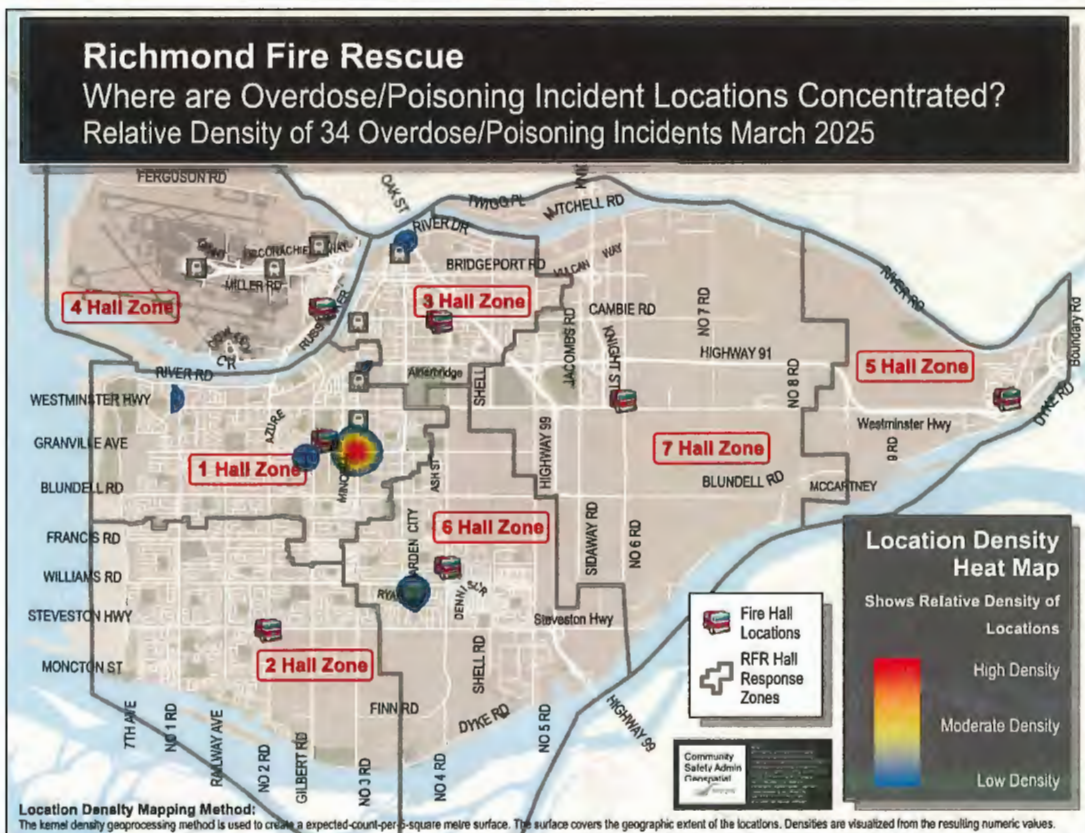
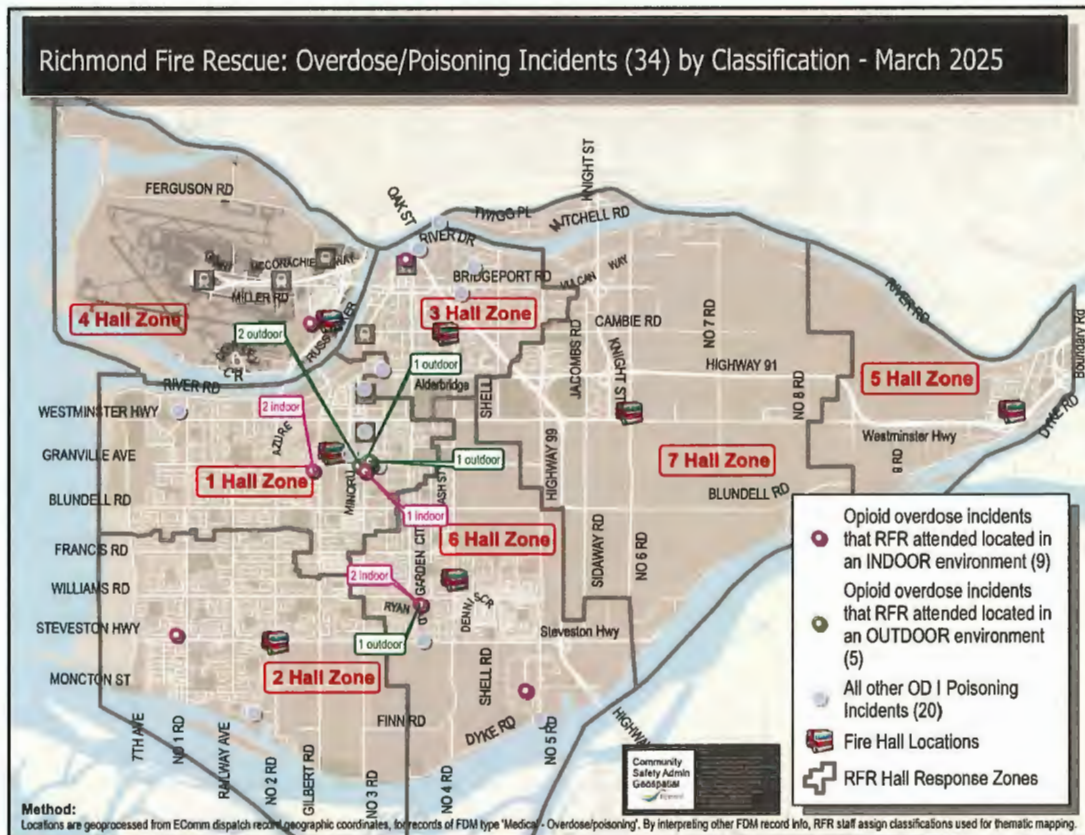
8019168

Figure 3: Location of reportable motor vehicle incidents (MVIs) attended in March 2025 (total 73)



8019168

Figure 4: Location of reportable overdose / poisoning incidents attended in March 2025 (total 34)





City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 24, 2025

From: Dave Chauhan **File:** 09-5350-01/2025-Vol
Chief Superintendent, Officer in Charge 01

Re: RCMP Monthly Activity Report – March 2025

Staff Recommendation

That the report titled “RCMP Monthly Activity Report – March 2025”, dated April 24, 2025, from the Officer in Charge, be received for information.

Dave Chauhan
Chief Superintendent, Officer in Charge
(604-278-1212)

Att. 3

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

At the request of the Community Safety Committee, the Officer in Charge will keep Council informed on matters pertaining to policing in the Richmond community. This monthly activity report for the RCMP provides information on each of the following areas:

1. Activities and Noteworthy Files
2. Analysis of Police Statistics
3. Crime Trends Across Jurisdictions
4. Block Watch
5. Community Police Station Programs
6. Crime Prevention Unit
7. Communications Unit
8. Road Safety Unit
9. Victim Services
10. Youth Section

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

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

Analysis

Activities and Noteworthy Files

Distracted Driving Campaign

The BC Chiefs of Police and ICBC have designated March as Distracted Driving Awareness and Enforcement Month. In support of this priority, Richmond RCMP officers and volunteers conducted numerous operations targeting distracted driving, which is a leading cause of vehicle collisions and fatalities. On March 11, 2025, a large-scale operation resulted in 75 charges and \$36,423 in fines. The campaign also featured media releases and social media posts.



Figure 1. Distracted Driving Campaign

Recovery of Stolen Goods

On March 5, 2025, Richmond RCMP officers from the Property Crime Unit executed a search warrant at a residence in the 9400 block of Greenfield Drive. Numerous stolen items were

recovered, including four Tesla chargers, delivery packages addressed to other residences, and a large cache of tools. The suspect was arrested, and the investigation is ongoing.

Fake Healing Scam

On March 19, 2025, the Richmond RCMP received a report of fraud involving three suspects who had performed a fake healing ritual the previous day. The suspects convinced the victim to hand over \$37,000 worth of valuables to ward off bad luck and improve her health. On March 21, 2025, the Richmond RCMP issued a media release warning of the scam.

Road Rage

On March 31, 2025, the Richmond RCMP received four reports of road rage incidents during the morning rush hour, two of which involved weapons. One incident involved bear spray, and another involved an airsoft pistol. Police seized the bear spray, and both drivers were verbally warned about their behaviour.

Analysis of Police Statistics¹

Arson

There were three reported arsons in March 2025, which is one incident more than the previous month. Year to date, arsons are down 47 per cent compared to the same period in 2024.²

Assault Serious (Assault with a Weapon)

There were 11 serious assaults in March 2025, representing a 35 per cent decrease from the previous month. Year to date, the number of serious assaults is down 14 per cent from the same period in 2024. The number of serious assaults this month is below the average range.

The majority of incidents reported in March 2025 involved physical force. Sixty-four per cent of serious assaults were domestic incidents.

Auto Theft

There were 12 auto thefts in March 2025, which is a 25 per cent decrease from the previous month. Year to date, auto thefts are down 31 per cent compared to the same period in 2024. The number of auto thefts this month is below the average range.

Mental Health

There were 265 mental health-related incidents in March 2025, representing a four per cent increase from the previous month. Year to date, mental health-related incidents are up eight per

¹ Unless otherwise noted, no patterns or trends have been identified in this month's statistics.

² In January 2024, a new Uniform Crime Reporting Survey (UCR) code was introduced for intentionally set fires that do not meet the *Criminal Code* definition of Arson. This new UCR code prevents comparison to multi-year arson counts and averages.

cent compared to the same period in 2024. The number of mental health-related incidents this month is within the average range.

There were 41 police apprehensions in March 2025, which is below average. The average hospital wait time was within the average range at 117 minutes. Twenty-four individuals were responsible for two or more calls in March, with one caller generating 42 incidents.

Residential Break and Enter

There were 17 break and enters to residences in March 2025, representing a six per cent decrease from the previous month. Year to date, residential break and enters are down 28 per cent compared to the same period in 2024. The number of residential break and enters this month is below the average range.

Commercial Break and Enter

In March 2025, there were 15 break and enters to businesses, which is a 25 per cent decrease from the previous month. Year to date, commercial break and enters are up 12 per cent compared to the same period in 2024. The number of commercial break and enters this month is below the average range.

Robbery

There were seven robberies reported in March 2025, which is an increase of seven incidents from the previous month. Year to date, robberies are down 45 per cent compared to the same period in 2024. The number of robberies this month is within the average range.

Sexual Offences

In March 2025, there were 19 sexual offence files, representing a 36 per cent increase from the previous month. Year to date, sexual offences are down eight per cent compared to the same period in 2024. The number of sexual offences this month is within the average range.

Forty-seven per cent of the offences reported in March 2025 were sexual assaults.

Shoplifting

There were 135 reported shoplifting thefts in March 2025, which is a 31 per cent increase from the previous month. Year to date, shoplifting thefts are down 23 per cent compared to the same period in 2024. The number of shoplifting thefts this month is within the average range.

Theft from Automobile

There were 72 thefts from automobiles in March 2025, which is a 60 per cent increase from the previous month. Year to date, thefts from automobiles are down 13 per cent compared to the same period in 2024. The number of thefts from automobiles is below the average range.

Drugs

In March 2025, there were 28 drug offences, which is a four per cent increase from the previous month. Year to date, drug offences are up 67 per cent compared to the same period in 2024. The number of drug incidents this month is below the average range.

Drug-related “Social Disorder” Calls

Public complaints related to drug use fall under call categories such as nuisance, cause disturbance, mischief, unwanted person, suspicious person, and check well-being. Table 1 presents the number of police calls for service related to a public complaint of suspected drug use.

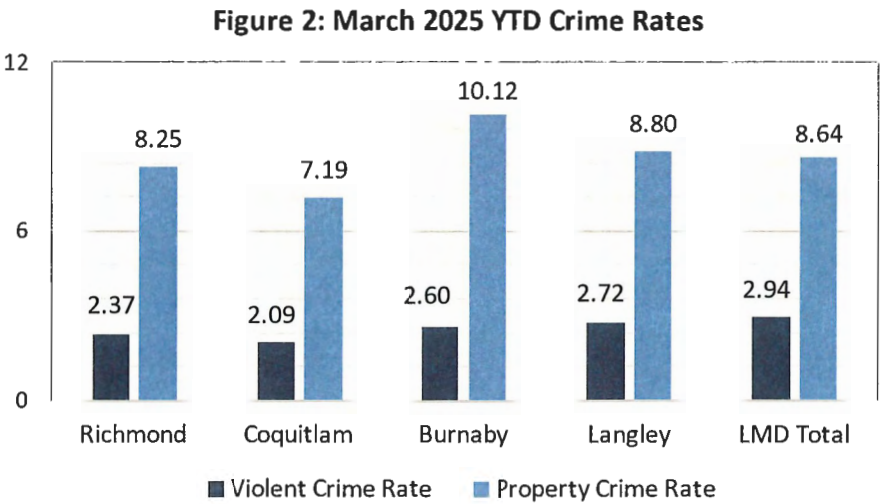
Table 1: Drug-related Calls for Service

Month	Total Number of Drug-related Calls	Suspected	Confirmed
January	71	42	29
February	38	23	15
March	49	31	18

Confirmed incidents refer to files where direct observation of drug use or apparent signs of intoxication is noted. The majority of calls involved incidents where drug use was suspected, including reports of unwanted persons who were possibly under the influence of drugs or alcohol.

Crime Trends Across Jurisdictions

Figure 2 presents crime rates in March 2025 for the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD).³ The property and violent crime rates in Richmond were below the LMD average.



³ Based on PRIME query by Richmond Crime Analysis Unit on April 2, 2025

Block Watch

At the end of March 2025, the Block Watch program had 300 groups, totalling 6,705 participants. Currently, the program includes 421 captains and co-captains. On March 25, 2025, Block Watch staff delivered training to a new group, including how to spot suspicious activity and target hardening.

Community Police Office Programs

Community police offices continue to enhance the Richmond Detachment's policing services by providing various crime prevention resources and community safety initiatives. City staff and volunteers pursue safety initiatives to improve crime prevention program awareness, community engagement and police accessibility. These initiatives help reduce anxiety and fear related to crime. The program activities vary from month to month, reflecting weather conditions, seasonal initiatives and the availability of volunteers.

During March, volunteer highlights included:

- The deployment of one bike patrol, totalling 16 hours.
- A total of 16 Fail to Stop deployments took place, resulting in 478 information letters issued.
- There were 55 Lock Out Auto Crime deployments, resulting in 1,485 information letters issued.
- Speed Watch was conducted on 2,125 vehicles, resulting in 58 information letters issued.
- March 5 – Volunteers assisted Bylaws and RCMP officers with Think of Me deployments at Cook Elementary and Howard DeBeck Elementary schools. Volunteers set up Speed Watch, observed for distracted drivers and distributed 154 Think of Me cards.⁴
- March 11 – Twenty volunteers assisted RCMP officers, Metro Vancouver Transit Police and Bylaws with a large-scale Joint Forces Operation at multiple locations throughout Richmond. A total of 13,511 vehicles were viewed for signs of distracted driving, and 70 information letters were issued, in addition to violation tickets issued by police.
- March 12 – Eleven volunteers participated in Crime Watch training.
- March 13 – Volunteers and RCMP officers participated in a School Sports event at Garden City Elementary.



Figure 3: Think of Me Deployment

⁴ The Think of Me Campaign uses cards illustrated by children, which contain depictions of what children would like drivers to think about when they are driving in school zones and in the community.

- March 13 – Volunteers assisted RCMP officers with a distracted driving event in central Richmond. A total of 1,754 vehicles were viewed for signs of distracted driving, and 31 information letters were issued.
- March 19 –Volunteers assisted RCMP officers with a distracted driving event at four locations. A total of 5,356 vehicles were viewed for signs of distracted driving, and 16 information letters were issued.
- March 27 – Volunteers and RCMP officers participated in the Activate Wellness Fair at the Minoru Centre for Active Living, hosting two community safety booths promoting crime prevention and safety programs.

Communications Unit

The Communications Unit provides public safety and crime prevention messaging to enhance community awareness of various policing-related issues. During March, the Communications Unit conducted the following:

- An education and awareness campaign for Fraud Prevention Month was launched, including tips to prevent credit card and tech support scams. Multiple media releases and social media posts advising of fraud trends were issued.
- 17 media releases were issued, including nine related to missing persons.
- 46 social media posts were made on X, including road safety messaging about traffic enforcement and distracted driving.
- A Richmond RCMP Media Relations Officer participated in two Cantonese-language radio interviews with live call-in questions from listeners.

Crime Prevention Unit

The Crime Prevention Unit reduces crime and enhances community engagement through public awareness and education initiatives. During March, the Crime Prevention Unit participated in various activities, including diversity and inclusion initiatives, road safety deployments and the following events:

- A total of 124 Place of Worship patrols were conducted.
- On March 21, 2025, RCMP officers hosted an Intro to Policing and Safety Workshop at the Richmond Centre for Disability.
- On March 27, 2025, RCMP officers hosted a Fraud Awareness Workshop at the Minoru Centre for Active Living.



Figure 4: Fraud Presentation

Road Safety Unit

The Road Safety Unit makes Richmond's roads safer through evidence-based traffic enforcement, investigation of serious vehicle collisions and public education programs. A total of 719 violation tickets were issued in March 2025. Figure 5 provides statistics for the top five infractions for which violation tickets were issued in March:

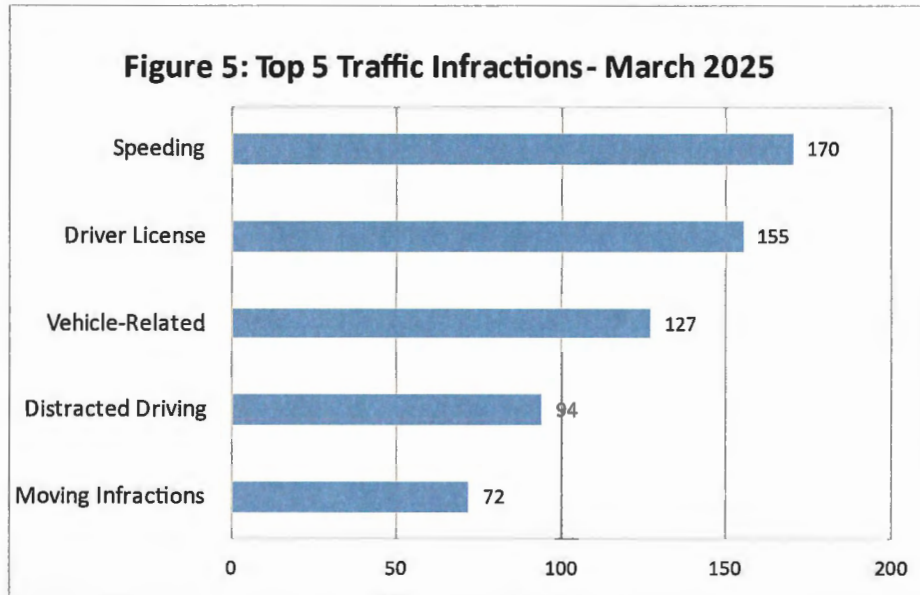


Table 2 presents the number of motor vehicle collisions involving injuries and fatalities reported between January 1, 2021, and March 31, 2025.

Table 2 – Motor Vehicle Collisions		
Year	Collisions with Non-Fatal Injuries	Fatalities
2021 ⁵	355	4
2022	406	1
2023	436	3
2024 ⁶	455	2
2025 (YTD)	102	0

Victim Services

In March 2025, Richmond RCMP Victim Services met with 71 new clients and attended seven crime/trauma scenes after hours. The unit currently maintains an active caseload of 81 files. In March, Victim Services responded to several cases involving medical-related sudden deaths, family conflicts and mental health-related issues.

⁵ Motor Vehicle collisions decreased during the pandemic due to changes in behaviour patterns and fewer vehicles on the roads.

⁶ The last fatal collision occurred on October 12, 2024.

Youth Section

The Richmond RCMP Detachment's Youth Section focuses on strategies contributing to safe and healthy behaviours essential to developing productive and civic-minded adults. During March, Youth Section highlights included:

- RCMP officers in the Youth Section conducted 65 proactive school visits at secondary schools and 68 visits at elementary schools. Police officers engaged with students during recess, lunch and morning and afternoon supervision.
- DARE classes concluded for the second 2024-2025 school year term. There were 409 students in 15 classes who participated in the program.

Financial Impact

None.

Conclusion

In March 2025, the Richmond RCMP conducted several notable investigations, including the recovery of a large number of stolen goods and multiple road rage incidents. Police statistics for this month indicate that most crime types were within the average ranges, except for serious assaults, drug offences, residential break and enters, commercial residential break and enters, auto thefts and thefts from vehicles, which were below average.

In March, the Richmond RCMP and volunteers continued to promote crime prevention and road safety initiatives, including distracted driving awareness. The Officer in Charge of the Richmond RCMP Detachment will continue to ensure that Richmond remains a safe and desirable community.



Edward Warzel
Director, Police Services
(604-207-4767)

- Att. 1: Community Policing Programs
2: Crime Statistics
3: Crime Maps

Block Watch

- Community-based crime prevention program aimed at helping neighbors organize themselves to prevent crime.
- Residents can receive email alerts of neighbourhood residential break and enters by registering their email addresses at: blockwatch@richmond.ca
- For more information, visit www.richmond.ca/safety/police/prevention/blockwatch.htm

Distracted Driving Program

- Trained volunteers monitor intersections and observe distracted drivers.
- A letter is sent to the registered owner of the offending vehicle with information on the safety risks associated to the observed behaviour and applicable fine amounts.
- For more information, visit www.richmond.ca/safety/police/prevention/programs.htm

Fail to Stop

- Trained volunteers monitor areas that have been referred to the program by local businesses or residents where drivers are not making a full stop at the stop sign, or running a red light.
- An information letter is sent to the registered owner of the vehicle advising them the date, time and location and applicable fine amounts if the driver received a violation ticket.

Lock Out Auto Crime

- Co-sponsored by the Insurance Corporation of BC (ICBC), volunteers patrol city streets and parking lots looking for automobile security vulnerabilities.
- Notices supplied by ICBC are issued to every vehicle inspected indicating to the owner what issues need to be addressed in order to keep the vehicle and contents secure.
- For more information, visit www.richmond.ca/safety/police/personal/vehicle.htm

Project 529

- This program allows riders to easily and securely register their bikes. This up-to-date database of bikes alerts its registrants if a fellow 529 bike is stolen.
- Project 529 is a unique, multi-national registry that holds a database of all registered and stolen bikes.

Speed Watch

- Co-sponsored by ICBC, promotes safe driving habits by alerting drivers of their speed.
- Trained volunteers are equipped with radar and a speed watch reader board that gives drivers instant feedback regarding their speed.
- Volunteers record the license plate number and the speed, and a letter is sent to the registered owner of the offending vehicle. The letter includes the date, time and location and applicable fine amounts if the driver received a violation ticket.

Spot the Target

- This initiative consists of frequently stolen items being placed in the volunteer van for participants to identify in order to enhance awareness of thefts from automobiles.

Stolen Auto Recovery

- Co-sponsored by ICBC, trained volunteers equipped with portable computers identify stolen vehicles.
- These volunteers recover hundreds of stolen vehicles each year throughout the Lower Mainland.

Volunteer Bike and Foot Patrol Program

- Trained volunteers patrol Richmond neighbourhoods reporting suspicious activities and providing a visible deterrent to crime and public order issues.

March 2025 STATISTICS - RICHMOND RCMP

The following information is a limited list of select crime-type samples, which does not comprise the entirety or assortment of all crimes captured by the RCMP. The statistics in this chart should be considered independently of the analysis provided as the data is unrelated to the research provided earlier in this report.

This chart identifies the monthly totals for founded Criminal Code incidents, excluding traffic-related Criminal Code incidents. Based on Uniform Crime Reporting (UCR) scoring, there are three categories: (1) Violent Crime, (2) Property Crime, and (3) Other Criminal Code. Within each category, particular offence types are highlighted in this chart. In addition, monthly totals for Controlled Drugs and Substances Act (CDSA) incidents and MHA-related calls for service are included. Individual UCR codes are indicated below the specific crime type.

The 5 year average is based on activity within a single month over the past 5 years. If the current monthly total for an offence falls outside the 5 year range (using one standard deviation) due to crime trends, patterns, or spikes, it will be noted in **red** if higher and **blue** if below. If the current monthly total for an offence is above the 5 year range due to primarily non-operational reasons such as the new UCR standards or other scoring issues, the total will be noted in **purple**.

	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	Mar - 25	March		2024	2025	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	171	149.8	134-165	485	511	5%	26
Robbery	7	6.4	3-9	22	12	-45%	-10
Assault Common	60	49.4	43-56	158	183	16%	25
Assault Serious	11	16.8	14-20	49	42	-14%	-7
Sexual Offences	19	17.4	13-22	61	56	-8%	-5
PROPERTY CRIME (UCR 2000-Series Offences)	574	623.6	588-668	1820	1761	-3%	-59
Business B&E	15	35.0	28-42	51	57	12%	6
Residential B&E	17	30.0	25-35	79	57	-28%	-22
Auto Theft	12	26.2	19-33	64	44	-31%	-20
Theft from Auto	72	137.0	103-171	216	188	-13%	-28
Theft	111	80.4	59-101	304	372	22%	68
Shoplifting	135	96.0	49-143	446	344	-23%	-102
Fraud	85	78.4	66-91	282	311	10%	29
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	295	245.0	205-285	873	835	-4%	-38
Arson	3	n/c	n/c	15	8	-47%	-7
Cause Disturbance	209	179.4	149-209	659	607	-8%	-52
Collisions - all	167	136.8	116-157	519	505	-3%	-14
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	1040	1020.4	934-1107	3197	3107	-3%	-90
DRUGS (UCR 4000-Series Offences)	28	50.6	29-72	48	80	67%	32
MHA RELATED CALLS (MHA files or Mental Health flag)	265	256.0	238-274	722	777	8%	55

Prepared by Richmond RCMP CAU. Data collected from PRIME on 2025-04-01. Published 2025-04-02. Data subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s). 2024 YTD counts are based on the Month End reports on the date of original collection period (2024 data is not re-run)

Auto Theft
March 2025



Richmond RCMP
Crime Analysis Unit
2025-04-01



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 29, 2025
From: Anthony Capuccinello Iraci **File:** 03-1000-05-069/Vol 01
General Manager, Law and Community Safety
Re: **Touchstone Family Association Restorative Justice Contract Renewal 2026 - 2028 and Annual Performance Outcome Evaluation Report**

Staff Recommendations

1. That the contract renewal with Touchstone Family Association for the provision of Restorative Justice for three-years (2026-2028) as outlined in the staff report titled "Touchstone Family Association Restorative Justice Contract Renewal 2026-2028 and Annual Performance Outcome Evaluation Report", dated April 29, 2025, from the General Manager, Law and Community Safety, be approved;
2. That the Chief Administrative Officer and the General Manager, Law and Community Safety be authorized to execute the Touchstone Fee for Services Renewal Agreement as described in this report; and
3. That the Touchstone Fee for Services in the amount of \$110,770 per year for the three year renewal term be approved and included as part of the 2026 budget process.

Anthony Capuccinello Iraci
General Manager, Law and Community Safety

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

Staff Report

Origin

The City first entered into a three-year agreement with Touchstone Family Association (Touchstone) for the provision of restorative justice services in Richmond in 2008. Since then, the City has renewed the contract five times in 2011, 2014, 2017, 2020 and 2023. The current Touchstone contract will expire on December 31, 2025. This report seeks Council approval on the renewal of the Touchstone contract for another three-year term on commencing January 1, 2026 and expiring December 31, 2028.

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

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

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

Analysis

Touchstone has been operating in Richmond since 1983, offering a range of services for children and families in the community. The City and the Richmond RCMP has partnered with Touchstone to provide restorative justice programs for offenders that are eligible for extrajudicial measures¹.

There are two extrajudicial measures programs in Richmond:

1. *Youth Intervention Program*, 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 emphasizes accountability, conflict resolution, and problem-solving to address the harm caused by a crime or incident.

The RJ Program aims to divert low-risk offenders from the judicial system, which is often seen as retributive and focused on determining guilt. In contrast, the RJ Program holds offenders accountable for their actions while enabling the victim and offender to reach a resolution. To qualify for the RJ Program, offenders must first admit guilt. Once accepted, the police and the Crown cannot pursue further court sanctions or criminal charges against them. The RJ Program's objective is to encourage offenders to acknowledge the harm they have caused, rather than punishment, while providing opportunities to correct their behavior, recognize the harm done and take responsibility for their actions. The process includes everyone affected by the offence, such as the families of the victim and the offender, as well as relevant property or business owners. Touchstone staff assess each referral and determine the most suitable approach, such as

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

comprehensive victim-offender conferencing for complex cases or a scripted community justice forum for less serious ones.

Touchstone Restorative Justice Performance

The RJ Program is staffed by one full-time coordinator and by volunteers. The performance and effectiveness of the program is provided in the Restorative Justice Performance Outcome Evaluation Report 2024 (Attachment 1).

According to Touchstone's annual report, there were a total of 106 offenders that entered the RJ Program in the last five years. In 2024, there were a total of 16 referrals and 20 offenders that went through the program. Referrals fluctuate from year to year based on the number of youth cases suitable, which is determined by the lead investigator at the Richmond RCMP Detachment.

Touchstone staff frequently provide training and information sessions at detachment briefings to maintain relationships and drive referrals. Touchstone confirmed that sufficient resources and volunteers are available to support the volume of referrals. To increase RCMP community referrals to the RJ Program; and to increase awareness and utilization of the RJ Program in schools and in the community are part of Touchstone's strategic priorities. Table 1 below highlights the statistics of the RJ Program in the Richmond from 2020 to 2024.

Table 1: Touchstone Performance Outcome Summary Statistics²

Total Number of:	2020	2021	2022	2023	2024	Total
Offenders	21	28	14	23	20	106
Referrals	17	20	10	18	16	81
RJ Process	15	23	9	15	19	81
Resolution Agreements	15	26	13	15	20	89
Completed Resolution Agreement	13	22	15	17	14	81

Most of the referrals to the RJ program were from the Richmond RCMP Detachment on low-risk offences such as theft and mischief. In 2024, the RJ Program saw big box store referrals from five stores (Gap, London Drugs, TD, Sephora, and Old Navy).

In 2024, the RJ Program operated efficiently in having a referral brought forward for a community process in a timely manner. As noted in the annual report, 50 per cent of the cases were processed between five to 30 workdays. This is an important aspect, as resolution should happen as quickly as possible for the RJ Program to work effectively.

According to a five-year recidivism analysis conducted by the Richmond RCMP Detachment, those who completed the RJ Program had a recidivism³ rate of approximately 11 per cent (which

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

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

is the same as 89 per cent of those who were referred to RJ Program did not re-offend); and for those who did not complete or canceled the RJ Program had a recidivism rate of approximately 55 per cent.

Data published by the Ministry of Children and Family Development⁴ show that the recidivism rate for youth aged 12 to 17 is approximately 51 percent within five years of receiving a community sentence between 2013 and 2017. A recent review on RJ Programs in British Columbia⁵ indicated that 88 per cent of those referred to RJ did not re-offend, which is consistent with Richmond's recidivism rate, compared to the non-referred controlled group which were processed under the traditional judicial system. Additionally, the review also indicated that when individuals from the RJ group re-offended, they did so after an average of 675 days, significantly longer than the average of 244 days for the non-referred group. Research on recidivism varies widely in scope and there are limited empirical studies on alternative and extrajudicial measures. Nonetheless, existing research suggests that RJ Program effectively reduce recidivism and promote longer-term community safety.

Touchstone Restorative Justice Contract Renewal

Staff have considered the current contract status for the RJ Program and do not recommend initiating a competitive procurement process at this time, due to the close operational integration between Touchstone and the Richmond RCMP Detachment. RCMP divisional and detachment policies ensure that eligible police files are referred to the RJ process effectively. Therefore, staff recommend renewing the contract with Touchstone based on the existing terms of the RJ Program and services, which are outlined below. Staff will continue to monitor the contract and performance of the service provider to ensure the City receives optimal value for RJ Program and services in Richmond.

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 quarterly 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.

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;

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

⁵ *The Effects of Police Pre-Charge Restorative Justice Referrals on Future Criminal Involvement & the Use of Restorative Justice in Cases Related to Power-Based Crimes*. Cohen, I. M., Plecas, D., McCormick, A., De Jager, T., Davies, G., and Dawson, S. (January 2024)

- c) performance indicators including the number of referrals, processes and completed resolution agreements;
- d) milestones and achievements; and
- e) participants' satisfaction surveys.

Funding

The contract renewal cost for the RJ Program with Touchstone will increase by \$10,070, from \$100,700 to \$110,770 per year. The contract is a fixed-cost agreement, covering all disbursements, and the annual rate will remain the same for three years. The contract period is January 1, 2026, to December 31, 2028.

As noted in the attached Touchstone report, sustainable funding remains a challenge because the Provincial and Federal governments provide only limited funding to RJ Programs. In previous years, Touchstone secured funding through BC Civil Forfeiture grants, which offset program costs and prevented cost increases for the City. Prior to this contract renewal, the City's cost for the RJ Program remained unchanged for six years. However, these grants vary and require approval on a year-by-year basis. No guarantee exists that Touchstone will receive funding in subsequent years. City staff will continue to work with Touchstone to advocate for sustained provincial funding for RJ.

Financial Impact

Touchstone is seeking an annual increase of \$10,070 to \$110,770 per year for the contract term January 1, 2026 to December 31, 2028. If approved, the total annual Touchstone Fee for Service will be \$110,770 per year for the three year renewal term, and will be included as part of the 2026 budget process.

Conclusion

Restorative justice is a cost-effective way of providing an extrajudicial measure to address youth crimes and social issues in the community. The contract renewal with Touchstone Family Association is to administer the RJ Program in Richmond at a cost of \$110,770 per year from January 1, 2026, to December 31, 2028. The RJ Program offers offenders the opportunity to take responsibility for their actions, understand the harm caused, repair it, and make amends to victims and the community without receiving a criminal record. Supported by proven quantitative results, the RJ Program can be a tool to address the root causes of crime leading to long-term community safety.



Douglas Liu
Manager, Community Safety Policy and Programs

Att. 1: Restorative Justice Performance Outcome Evaluation Report 2024



Touchstone Family Association
Strengthening Family • Building Community

Restorative Justice

Performance Outcome

Evaluation Report

2024



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

Touchstone Family Association



Who We Are and What We Do

Touchstone Family Association (TFA) is a non-profit society that has been dedicated to supporting children, youth, and families in Richmond since 1983. In 2024, we proudly celebrated our 41st anniversary, marking over four decades of service and commitment to the community.

Throughout our history, TFA has focused on preserving and enhancing family relationships, offering a range of services designed to support the well-being and optimal development of children. Our programs are tailored to meet the diverse needs of families, ensuring that each child receives the care, guidance, and resources necessary for their growth.

Our Mission is to strengthen the social health and independence of families and children through effective intervention and support services. This guides every aspect of our work, ensuring that we remain focused on providing the best possible outcomes for those we serve. We aim to empower clients and help them navigate challenges while fostering resilience and self-sufficiency.

Our Vision is to see strong, self-reliant families, youth, and children. We envision a future where families are equipped with the tools, support, and resources needed to thrive independently, contributing to a healthier, more connected community.

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

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

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

***Our overall goal is to strengthen families by building community.
Through collaboration, understanding, and a focus on empowering individuals, we work
to create lasting positive change in the lives of families in Richmond.***



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

Restorative Justice



Executive Summary

At Touchstone, we take great pride in our ability to respond to the needs and aspirations of the Richmond community. This **Performance Outcome Evaluation Report** for 2024 provides a comprehensive analysis of the services delivered through our **Restorative Justice (RJ) Program**, showcasing its performance and impact.

The RJ program is grounded in the principles of **Restorative Practice**—a social science focused on repairing and improving relationships within individuals and communities. Its primary goals include fostering healthy communities, enhancing social capital, reducing crime, and, most importantly, mending relationships by addressing harm.

Launched in 2004 in partnership with the **Richmond RCMP**, the Restorative Justice Program received additional support in 2008 through funding from the **City of Richmond**, which allowed for the creation of a full-time Restorative Justice Coordinator position.

The **core funding** for the RJ Program continues to come from the **City of Richmond's Community Safety** operating budget. Touchstone remains committed to engaging other levels of government to advocate for cost-sharing and the recognition of the program's value.

In 2024, Restorative Justice continues to benefit from a \$4,000 contribution from the province's **Community Accountability Program (CAP)**, which increased by \$1,500 in 2020. These funds are crucial for volunteer training and recruitment.

We are also proud to report that Touchstone again secured funding from the province's **Civil Forfeiture Fund**. This funding, valued at \$40,000, enhances the RJ Program, allowing us to continue providing **1:1 mentorship services** to youth involved in the program.

Touchstone launched a new **Driver Diversion Initiative** in the fall of 2024. This pilot program builds on the core principles of Restorative Practice and ties them directly to promoting safe driving behaviors. In partnership with the Richmond RCMP traffic division, the Driver Diversion initiative aims to address minor driving offenses by guiding participants through restorative processes that encourage accountability, reflection, and positive behavioral change. This evaluation report includes a summary of the program's early success.

This year, Touchstone's Restorative Justice Coordinator took on a pivotal leadership role in coordinating the provincial **Restorative Justice Symposium**, through the **RJ Association of British Columbia (RJABC)**. Drawing on his extensive knowledge and expertise, he successfully organized and led the event, bringing together professionals, community leaders, and practitioners from across the province to discuss and advance restorative practices. His leadership at this high-profile event not only showcased his deep commitment to the field but also established Touchstone as a recognized leader in restorative justice throughout British Columbia. All of this wouldn't be possible without the progressive leadership and funding model provided by the City of Richmond.

While funding remains an ongoing challenge, Touchstone is deeply grateful for the City of Richmond's continued financial support and belief in the Restorative Justice philosophy. This partnership enables us to provide an effective alternative to the traditional court system, one that promotes safer and healthier communities for all.

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.

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.

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:

- [illegible]

Program Features



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

Volunteers play a crucial role in the success of the Restorative Justice program. Their dedication, skills, and commitment to restorative practices make them an essential part of the process, fostering understanding, accountability, and healing. By providing guidance, support, and leadership during community justice forums, volunteers ensure that each participant has a voice and that justice is pursued in a constructive, inclusive manner. With the right training, support, and ongoing development, our volunteers help uphold the values of restorative justice, contributing to positive change and strengthening the fabric of our community.

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. The screening process 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 demanding nature of the training and the facilitator role, it's essential to recruit dedicated, reliable individuals. After completing the in-depth interview and reference checks, volunteer applicants must successfully complete training in various restorative justice practices. This includes attending an intensive 3-day community justice forum training. Once the volunteer has received their training certificate, they must gain accreditation by co-facilitating at least five forums, working alongside and under the supervision of a certified mentor/facilitator. This approach helps build the volunteer's confidence and competence while ensuring the program's commitment to quality.

Richmond's diverse population requires the support of interpreters trained to assist with the various language needs in the Restorative process. Currently, our volunteers provide translation services in Arabic, Cantonese, and Mandarin.

At our Annual General Meeting each year, Touchstone honors the dedication and contributions of our Restorative Justice volunteers. In 2024, the Restorative Justice program benefited from the support of 11 volunteers, serving in facilitator and translation roles. Three volunteers celebrated over 8 years of service, while two others marked their 5-year milestone.



"Volunteers do not necessarily have the time; they just have the heart."

Strategic Plan



Touchstone Family Association's Restorative Justice Program *2023 to 2025 Strategic Plan*

Strategic Priority 1:

To increase RCMP community referrals to the Richmond Restorative Justice Program

1. To hold Quarterly meetings with RCMP Community Engagement Liaison, RCMP Restorative Justice Liaison and RCMP Youth Section Representative.
2. To hold Restorative Justice Orientations for each RCMP Watch.
3. To share RCMP Referral Statistics monthly with RCMP.

Strategic Priority 2:

To increase awareness and utilization of the Richmond Restorative Justice Program in schools and in the community

1. To deliver at least one education or training to the community every quarter.
2. To target education or training to relevant stakeholders, including community groups, non-profits and schools, working to address harm in the community.
3. To increase restorative practices in schools where opportunities exist.

Strategic Priority 3:

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

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

2024 Program Highlights

January

- End Gang Life Training (Building Safer Communities)
- Collaborative and Proactive Solutions Training (Dr. Ross Greene)
- Trauma Informed Practice (T.I.P.) Training for Newcomers (UWBC)
- Restorative Justice Association of BC Committee Meeting

March

- Lower Mainland RJ Coordinators Network Meeting
- Planning Committee Meeting – 2024 Restorative Justice Symposium
- Safe Driver Program– Training & Observation Sessions
- Fetal Alcohol Spectrum Disorder (FASD) Training
- Sensory Processing Toolkit Training (UBC)
- Building Bridges Training (Impact of Residential Schools)

May

- Restorative Justice Quarterly Meeting (RCMP Youth Section & TFA)
- Community of Practice Meeting (UWBC)
- Restorative Practice Presentation - Staff Training for MacNeil Secondary
- Bi-Weekly, Restorative Practice Group (Gr.4-7): Garden City Elementary
- Planning Committee Meeting – 2024 Restorative Justice Symposium (RJABC)

RESTORATIVE JUSTICE

CIRCLES SCHOOL AWARENESS

YOUTH YOUT

February

- Bi-Weekly, Restorative Practice Group (Gr.4-7): McKay Elementary
- Bi-Weekly, Restorative Practice Group (Gr.4-7): McNeely Elementary
- Community of Practice Meeting (UWBC)
- RJ Quarterly Meeting (RCMP Youth Section & TFA)
- RJ Expansion Meeting - Driver Diversion Program (RCMP & TFA)
- BC RJ Coordinators Network Meeting
- ADHD Inside Out Framework Training (Dan Duncan)
- Consultation Meeting with the Surrey Safe Driver Program

April

- Bi-Weekly, Restorative Practice Group (Gr.4-7): Mitchell Elementary
- Presentation for BC Librarians Conference
- Bi-Weekly, Restorative Practice Group (Gr.4-7): Grauer Elementary
- Targeted Hate and Racism Training: A Restorative Approach (Safer Schools)
- BC RJ Coordinators Network Meeting
- Navigating Nutrition and Wellness with Children and Youth Training

June

- Lower Mainland Restorative Justice Coordinators Network Meeting
- Touchstone Annual General Meeting – RJ Volunteer Recognition Ceremony
- Presentation: Driver Diversion Program Orientation – RCMP (Traffic Section)
- Working with the Critic in Self Harm and Suicidality Training

Restorative Justice



July

- Planning Committee Meeting for the 2024 Restorative Justice Symposium (RJABC)

September

- Lower Mainland Restorative Justice Coordinators Network Meeting
- BC Restorative Justice Coordinators Network Meeting
- Community Workshop: Strengthening Intercultural Dialogue (RMCS)
- Planning Committee Meeting for the 2024 Restorative Justice Symposium

November

- Community of Practice Meeting (UWBC)
- Presentation: Restorative Practice Staff Training – MacNeil Secondary
- Bi-Weekly, Restorative Practice Group (Gr.4-7): Talmey Elementary

TOUCHSTONE FAMILY ASSOCIATION

August

- Touchstone Family Association Joint Health and Safety Committee Meeting

October

- Bi-Weekly, Restorative Practice Group (Gr.4-7): Woodward Elementary
- Planning Committee Meeting for the 2024 Restorative Justice Symposium
- Volunteer Management Training
- Trauma and Attachment Training
- Two Day Restorative Justice Symposium

December

- Touchstone Family Association Joint Health and Safety Committee Meeting

Case Example

Below is an example involving a real case from our Restorative Justice Program in 2024.

In January 2024, the Restorative Justice Program received a referral from the RCMP for a case involving a Grade 12 student, “Tom,” who had committed Mischief Under \$5000 at Old Navy. Over approximately six months, Tom had been entering Old Navy, damaging clothes in the fitting room, and then leaving. Eventually, he was caught. Tom, his family, and the store representatives agreed to address the harm through restorative justice, an alternative to the court system.

Separate preliminary meetings were scheduled for each party to privately explore their perspectives and concerns before participating in a facilitated process to achieve accountability and healing.

It became clear early on that Tom’s circumstances were unique—he was on the autism spectrum. Tom’s mother, “Irene,” shared this information with the police and requested it be conveyed to the store, which may have influenced their decision to take a restorative rather than punitive approach.

A Community Justice Circle was convened, involving all relevant participants: “Ajay,” the store’s Regional Manager for Loss Prevention; “Sherry,” the Loss Prevention Officer for the Richmond Location; Tom and his mother, Irene; “Rita,” a teacher who works closely with Tom; and “Aisha,” a social worker and behaviour consultant who works with neurodivergent youth like Tom.

During the Circle, Tom was invited to explain his actions, with facilitators adapting questions to his strengths. Tom recalled his actions simply and factually. Irene, having prepared her son for the meeting, added details and context to his story. Irene explained how Tom was diagnosed with autism at age three and had received various supports, including language, social skills, and behavior therapy. Most people, explained Irene, were not able to see Tom’s neurodivergence. Irene aided Tom by adding details to his story and context to his thought process, adding valuable insights to his thinking.

Tom struggled to find belonging at school, and his desire to make friends led him to his incidents at Old Navy. Tom had noticed that many of his classmates wore hoodies. He therefore set out to buy a hoodie at his favourite store, Old Navy with the money Irene had given him. Confused that he had made no friends despite having bought and worn a hoodie to school, he continued to buy more hoodies with the money Irene had provided to him. Finally, in response to his unwillingness to stop, Irene cut off his shopping money. Nevertheless, Tom could not stop his addiction. Knowing he could no longer purchase the hoodies, Tom would try them on in the fitting room and then cut the hoodies, so he could convince himself that they were now no longer new and, therefore he would no longer feel the strong desire to purchase them.

Ajay and Sherry, the store’s representatives, were sympathetic to Tom’s circumstances, appreciating his desire to find belonging, while at the same time conveying how Tom’s actions had a negative affect on the store,, including a financial loss. Even worse was the frustration and fear that had manifested in their staff, who had become less trusting and less friendly towards customers. The store invested a great deal of time and effort in security rather than customer service as a result of his actions. They explained to Tom there were better ways to be understood and to make friends, rather than causing harm to customers and staff at Old Navy.

Rita and Aisha shared with everyone the work they were doing with Tom in regards to what he had done, and the strategies they were taking with him to navigate social and personal issues inside school and outside in the community.

The store accepted Tom’s apology and his commitment to continue receiving support. The store offered, and Tom accepted, the opportunity to participate in a program called This Way Onward, which offers work skills training and mentorship with the potential to work at stores like Old Navy in the future. Both Rita and Aisha offered to lend their support to Tom, so he could make the most of this opportunity. Everyone left deeply satisfied at having had a very meaningful dialogue and having reached a resolution agreement that met everyone’s needs.

This case highlights both the challenges and the opportunities that exist within restorative justice to address neurodiversity among individuals who have either harmed or been harmed in criminal cases. The program’s responsibilities include assessing the individual’s capacity for meaningful participation, properly screening whether the process can proceed, ensuring all parties are informed of the person’s unique circumstances, and carefully planning the process with realistic limitations and expectations for everyone involved.

Program Statistics

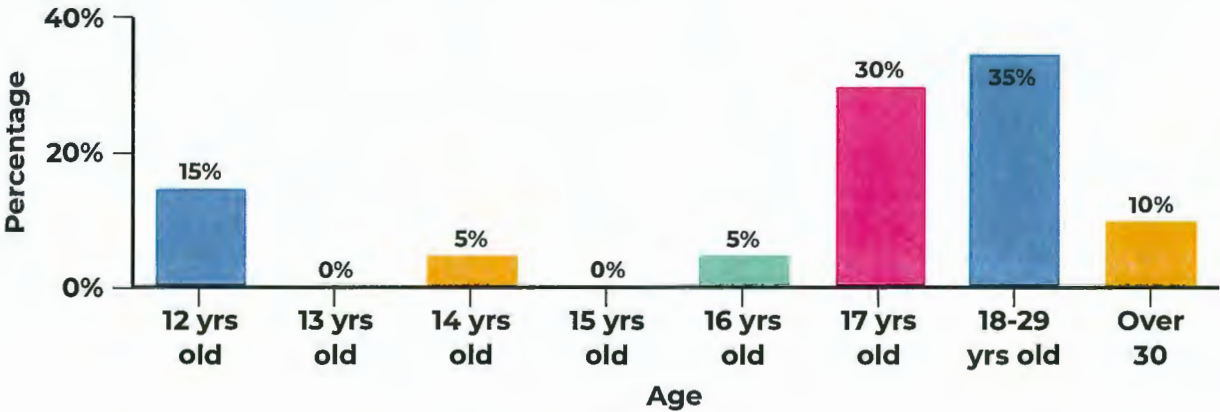
In 2024, there were 16 referrals to Touchstone's **Restorative Justice Program**, which is a decrease from the 18 referrals in 2023. There were 19 restorative processes held this year, compared to 15 the year prior. Each year brings a slight fluctuation in referrals based often on youth crime and new members to the RCMP, but the program continues to see a rebound in referrals post pandemic.

The following are graphic representations of Touchstone's Restorative Justice Program's demographics gathered from January 1, 2024 to December 31, 2024.

Types of Offenses

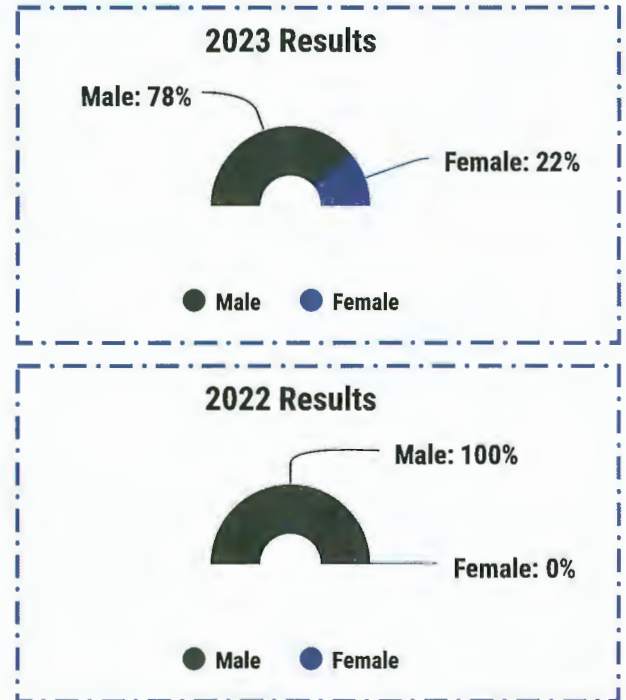
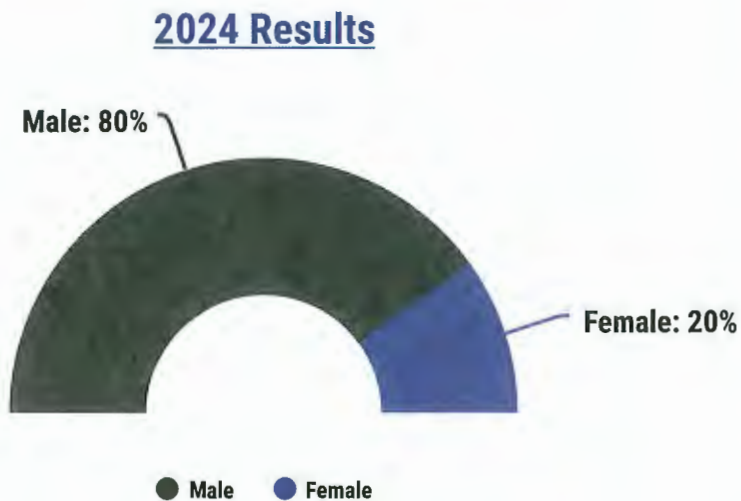


Age of Offenders Referred



Program Statistics

Gender of Offenders Referred



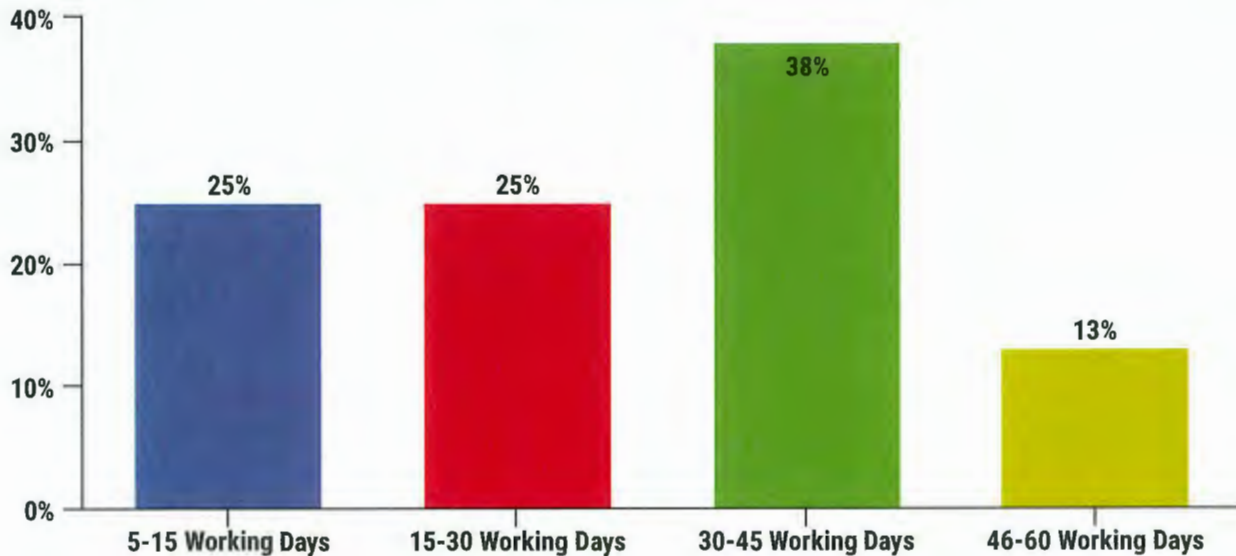
Big Box Stores

Touchstone's Restorative Justice Program received referrals from local stores, including London Drugs, Old Navy, Sephora, GAP, TD Bank & Firework Production.

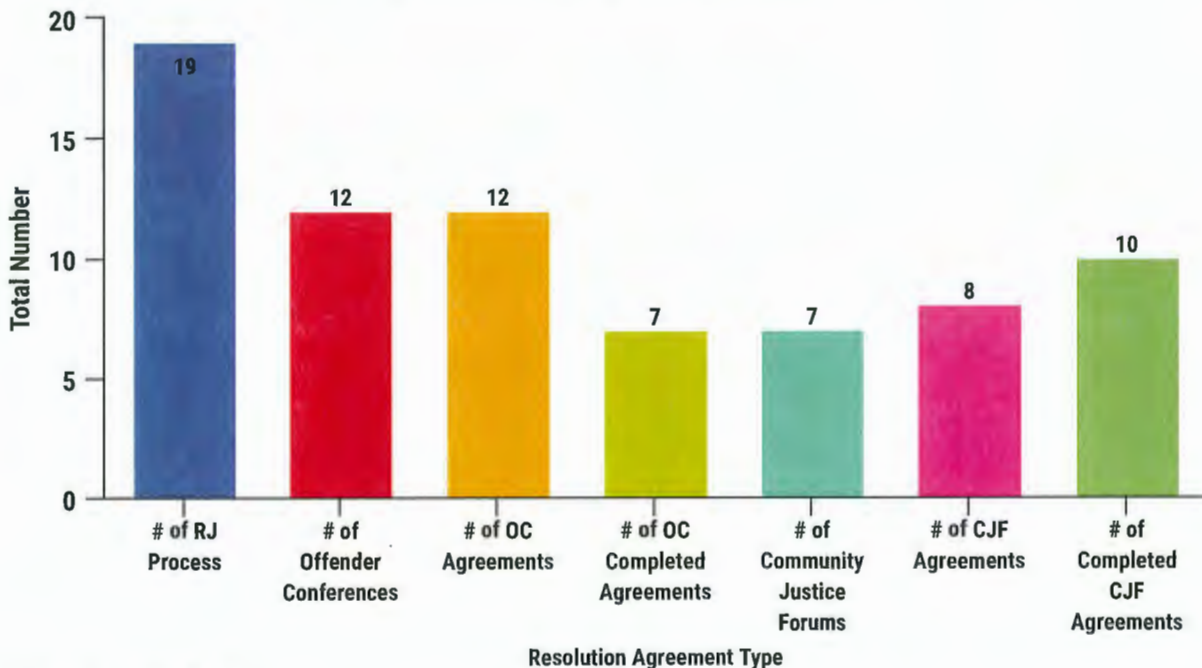


Program Statistics

Length of Time Between Referral and Forum



Resolution Agreements



CJF = Community Justice Forum
OC = Offender Conference

Participant Feedback

Consumer Feedback Evaluation

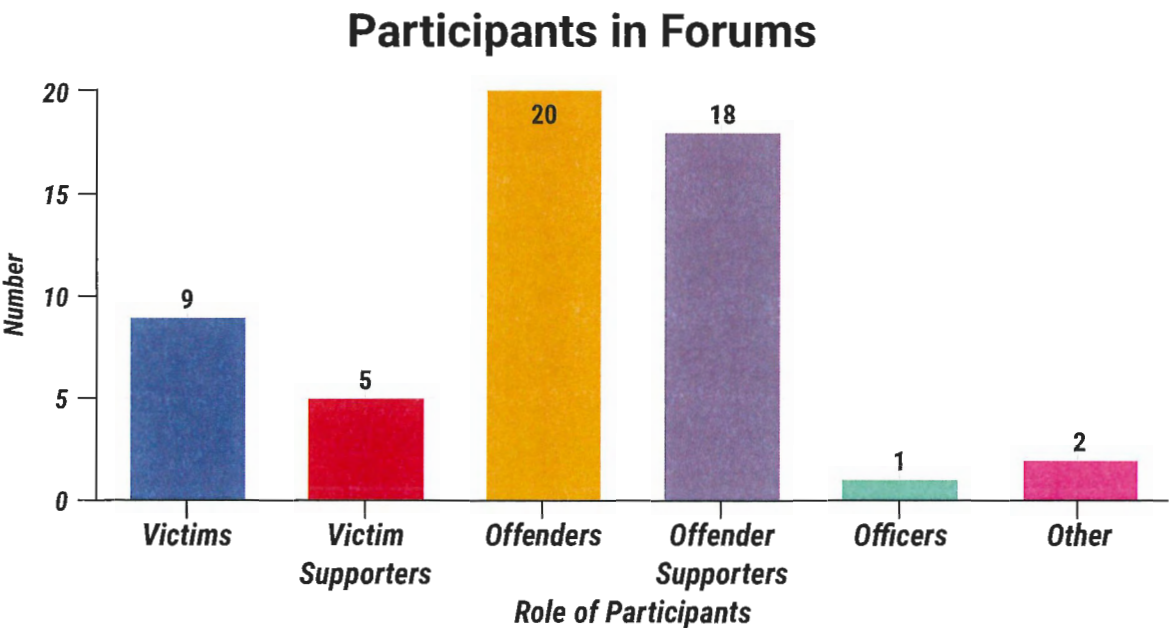
Touchstone is committed to utilizing consumer feedback to contribute to the development of high quality and responsive services. Our staff seek feedback from clients and other service providers as the services are being provided to continuously develop and enhance services to address any special needs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

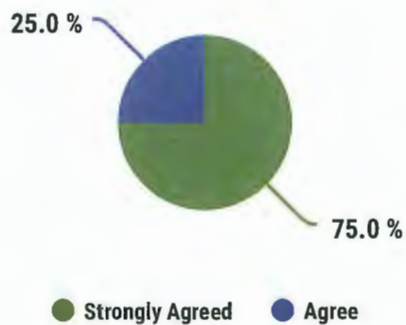
Touchstone Family Association invites all participants involved in the Restorative Justice process to evaluate their experience. In 2023, **55** people participated in a Restorative Justice process. The next sections will graphically summarize the data captured from the participant surveys.



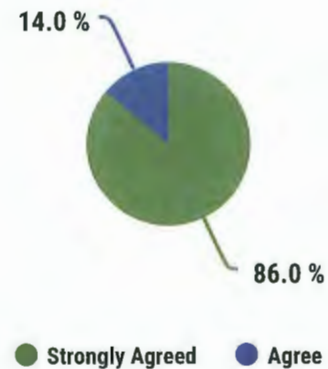
Participant Feedback

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

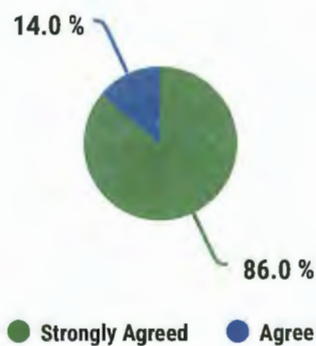
"I received adequate preparation and support from the facilitators."



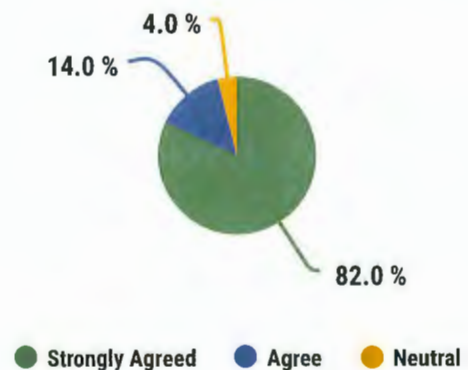
"I felt safe and was treated with respect."



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



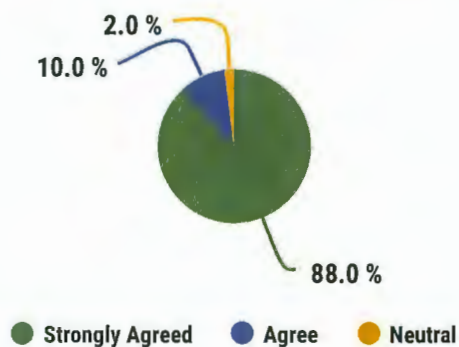
"My questions, concerns and issues were addressed."



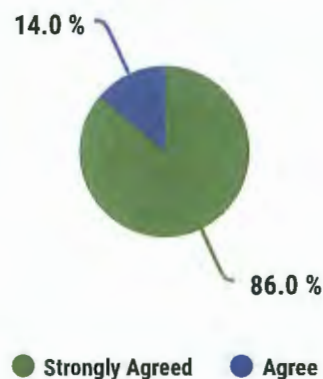
Participant Feedback

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

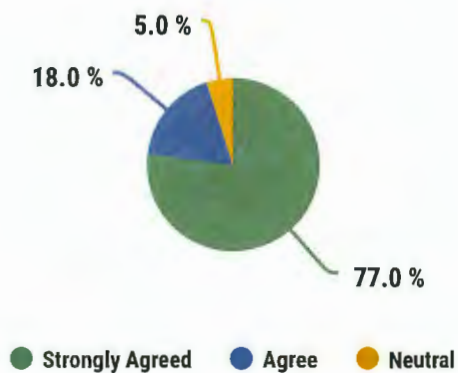
"Listening to everyone helped me gain a better understanding of what happened."



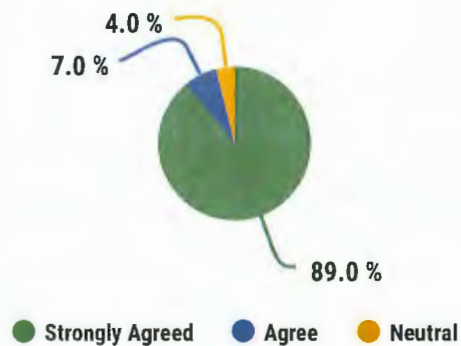
"I am satisfied with the resolution agreement."



"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).

- RJ has helped more in a one on one meeting than the police have in the past 2 years. (**Offender**)
- The program is a great way to provide meaningful resolutions through community and resources working together. (**Victim**)
- Thank you for the opportunity to participate and for my student to have a chance to learn from his mistakes in a safe environment without being harshly punished by the judicial system. (**Offender Supporter**)
- The process was effective and gave the youth the opportunity to take responsibility for their actions. (**Offender Supporter**).
- Haroon was a great facilitator and provided everyone ample time to express themselves. (**Officer**)
- Haroon did a great job bringing all the affected families together. Well done! (**Victim Supporter**)
- I only wish this happened sooner. I know it was tricky getting a day/time that worked for everyone. (**Principal**)
- I truly appreciate the help and support that Touchstone has done form my child especially being able to provide a chance for him to guide him onto the right track. I would also participate in community events more and willing to contribute to the community. (**Offender Supporter**)
- I feel fortunate to be here. I'm happy to see an organization focusing on individual growth and well-being. (**Offender Supporter**)
- I didn't get to listen to the victim (**Offender Supporter**)
- I appreciated how kind, respectful and patient Haroon has been. I appreciate the confidentiality of the discussions with the issue. I appreciate heavily of the victim's generosity with agreeing for a resolvment. The options and advice was great. Amazing program and I believe would do amazing things for people. (**Offender**)
- It was well done. (**Other – LPO**)
- It was a very smooth process (**Victim**)
- I am glad and feel at peace knowing there are programs as such for our youth and community. (**Victim Supporter**)

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

Participant Feedback

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

- Well prepared questions very friendly atmosphere (**Offender Supporter**)
- Very easy transportation. No issues (**Offender**)
- The process was convenient and stayed within timelines. (**Victim**)
- It will be very helpful if Touchstone can provide me with its latest service and program which are related to me by email, so that I can register my preferred program on time. (**Offender**)
- Touchstone was very accessible. I think it is great that the team can meet at a neutral location such as a school, during hours that work for everyone. (**Offender Supporter**)
- Please keep me posted on events and activities organized by Touchstone. (**Offender Supporter**)
- Maybe more parking stalls? (**Victim Supporter**)
- Awareness – what Touchstone does, who is involved, and who can use the services. (**Offender Supporter**)
- Location being in Richmond its not as accessible to those in other parts of Vancouver. (**Offender**)
- Refer to friends, promote more and participate in more volunteering work. (**Offender Supporter**)
- I think everything was fine thanks. (**Victim**)
- Everything was good already. (**Offender**)
- It was easy to get to the Touchstone location. (**Offender Supporter**)
- Possibly a clear path towards the room we need to fine. Ex. Haroon's office. (**Offender**)
- Thank you for accommodating the session after work hours. It helps with accessing your services. (**Offender Supporter**)

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.

- Very good system (**Offender**)
- I can recommend Touchstone Family Association to a friend. (**Offender Supporter**)
- Thank you for taking the time to listen and facilitate a conversation between all parties. This process builds understanding and awareness, I think everyone at the table learned from each other through this process. (**Offender Supporter**).
- I am wondering if Touchstone does any info sessions on Restorative Justice or their other programs to schools. Sounds like lots of great programming is available and out there but I really had no idea until I was a part of this process. I definitely think it would be great for families of at-risk youth to know about restorative justice as I know there are a lot of young offenders. (**Offender Supporter**)
- The Restorative Justice was well organized. The first session was very constructive, it helped myself and my son to understand the process and what to expect in the next session when Old Navy representatives would attend. The facilitators were very professional and knowledgeable in dealing with my son who has autism. The second session was impressive, it enables us to understand different perspectives especially the feeling of Old Navy staffs. I especially felt encouraged that the incident of my son around safety issue with autism persons who appear like normal person was discussed during the meeting. I was grateful for the contribution of the school psychologist who provided in depth views. It was appreciated that the facilitators would bring this issue to related authority/platform to further discuss and hopefully measure can be found and implemented eventually. Thanks everyone for your time and contribution! Thanks, Old Navy for your forgiveness and kind support! (**Offender Supporter**)
- Touchstone provides a great service to the Richmond community. (**Victim Supporter**)
- This is the first time I heard of the Restorative Justice process. This is more comprehensive, thorough and well thought out than I originally thought. Thank you to Haroon! A fabulous facilitator! I would recommend this to other victims to help them move on. (**Victim Supporter**)

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.

- Thank you – this has provided closure and has helped me to believe that there is support for our/my values of belonging, inclusion and accountability instead of punishment. (**Principal**)
- I feel that the RCMP officers didn't fully understand the full RJ program or the process. It was hard to get answers as to the flow of the system. (**Offender Supporter**)
- Thank you to Touchstone for all the understanding, inclusiveness and support. (**Offender Supporter**)
- Keep up with the good work. (**Victim**)
- I would definitely recommend Touchstone. It helped me a lot. (**Offender**)
- I was hoping to meet the victim but he didn't attend any of our meeting. (**Offender Supporter**)
- This is a great program for issues with similar things that I cam for, and speaking with a person like Haroon makes it easier to be able to pen up and speak clearly, know whatever is said and done in the room is confidential. Knowing that its confidential made me feel better to speak about the issue. (**Offender**)
- Good experience, it felt very safe to talk. (**Victim**)
- Incredibly valuable and supportive process (**Offender**)
- You make the conversation comfortable and easy to share thoughts without judgement. Safe space. (**Offender Supporter**)
- Thank you to Barry and Haroon for being such a great help. It is greatly appreciated. (**Victim Supporter**)
- This was a nice meeting. (**Victim**)
- Preparation for in face meetings may be helpful for some participants. (ex. What to expect, the intensity of feelings/emotions, how to handle it etc). (**Offender**)

Referral Trends

Summarized below is a comparison of data from 2014 through 2024

	2014	2105	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total # of Offenders	56	57	74	44	43	39	21	28	14	23	20
Total # of Referrals	41	49	49	36	34	27	17	20	10	18	16
Total # of RJ Process	43	47	52	34	38	26	15	23	9	15	19
Total # of Resolution Agreements	47	50	67	41	39	31	15	26	13	15	20
Total # of Completed Resolution Agreements	46	45	67	37	38	31	13	22	15	17	14

As indicated by the chart above, the Restorative Justice Program has had **419** offenders participate in the program over the past **11** years. This averages **38** 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 2024, **55** individuals participated in a restorative justice process either as a victim, an offender, an officer, 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.

Before the pandemic, referral numbers were significantly higher, and we remain optimistic for a steady increase as we approach 2025. The RJ Coordinator continues to meet regularly with the RCMP to build understanding and support for the Restorative Justice process. With the addition of our newest program component, **Driver Diversion**, we are expanding exposure to restorative practices through our partnership with the RCMP's traffic division. For further details on this exciting initiative, please see the next section.

INTRODUCING...Driver Diversion

Restorative Justice – Driver Diversion Program

In September of 2024, the Restorative Justice program expanded to include a pilot program with the aim of holding people accountable for their unsafe actions on our roadways. The **Driver Diversion Program** is an alternative approach to the traditional consequences that result from ticketing for traffic violations, including fines, points and penalties. Drivers have the choice to accept the normal consequences or voluntarily participate in the Driver Diversion Program.

The program views traffic offences as harmful to the community and is, therefore, designed to reduce unsafe driving behaviour on our roads through education. This option is offered at the discretion of police and is currently aimed at drivers under the age of thirty, and mostly for distracted driving offences. Drivers are given a brochure and have specified timelines to complete registration and finish the entire program.

The goal of the program is to positively shift driving behaviour (beliefs, attitudes, habits) among drivers in an effort to decrease the potential harm to everyone who uses our road system. Drivers are given the opportunity to participate in a comprehensive process that includes a Pre-Assessment Meeting, a Group Dialogue Circle, and Post-Assessment Meeting. The entire program is delivered online, ensuring easy access and convenience, but can also be delivered in person, when and if required.

Early results from the pilot program have been extremely promising, with indications that it is making a real difference in reducing unsafe driving practices. With its success so far, the Driver Diversion Program is poised for expansion, with the potential to grow and impact even more drivers in the future.

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

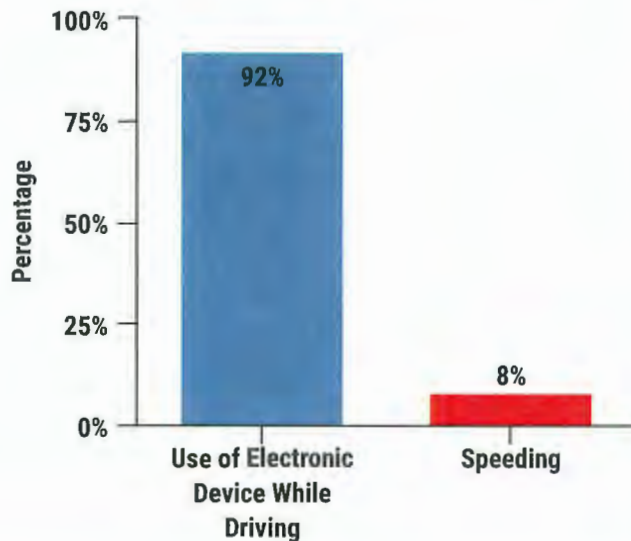


Driver Diversion Stats

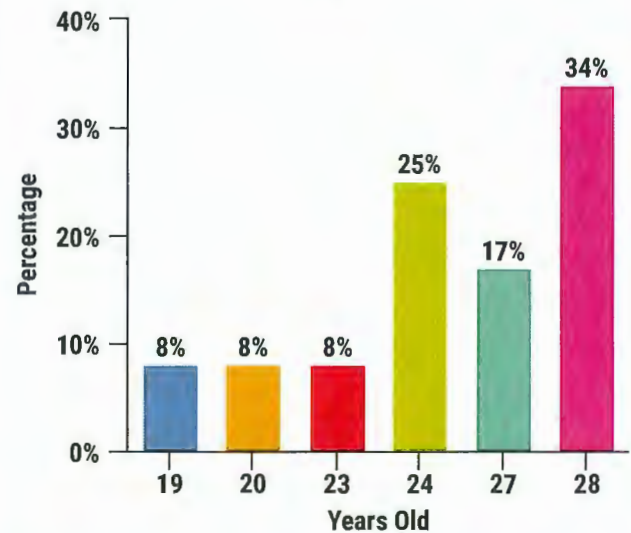


Since the program's inception in the fall of 2024, two Group Dialogue Circles have taken place, each consisting of six drivers. In total, twelve individuals participated, all of whom successfully completed the Driver Diversion program.

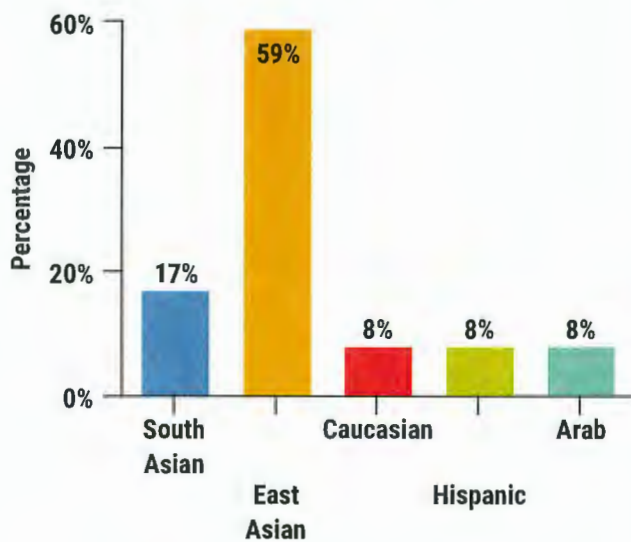
Traffic Infraction Referral Type



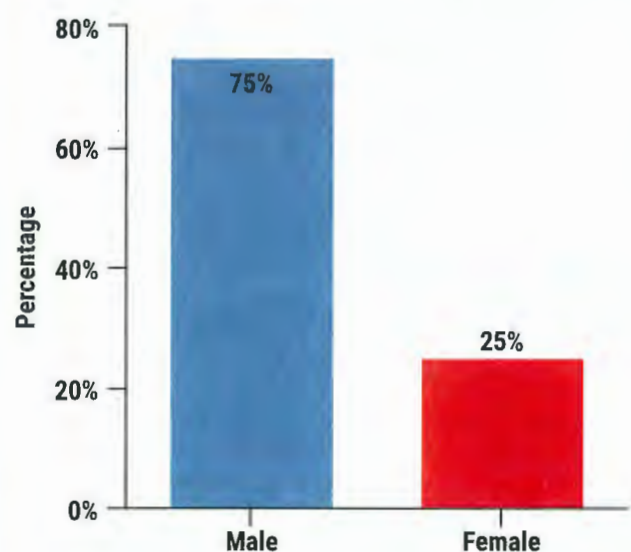
Age



Identified Race



Identified Gender



Driver Diversion Participant Reflections

After completing the Driver Diversion curriculum, participants were asked a series of **Post Assessment** questions. Below are their answer verbatim.

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

- Now, when I take actions on roads, I always do the action after thinking. Also, Now I never pick up my phone during driving.
- Although my initial self-rating on both driving skill and safety awareness were 5, because I thought I possessed with enough road knowledge and I was a driver who truly cares for other's safety, this program gives me a completely new mindset. I overestimated myself. For example, I learned that a vehicle must maintain at least one meter of distance to other vulnerable users on the road. Also, even though I knew it is wrong to text and drive but I could not sympathize. After this program now, I can truly feel how a blink of negligence can cause a tragedy.
- I think I learned more about road safety after attending the program. There are many rules I didn't know about, such as the 'one-touch' rule when using a phone. I believe this will improve my road safety.
- I have always been confident in my driving skills, but through this session, I feel that my safety awareness has been further improved.
- As I feel ok on the road, there are many rules ignored or misunderstood. For an example, most people go across yellow light, while we should stop, which is safe and responsible.

What was the most powerful part from the Dialogue Circle for you?

- The video about how car accident affects two families. So sad.
- There were two footages that were on text- drive which gave me a sense of choking. One driver's message before the crash was "I'm on my way", the others was "I love you." The first driver never really arrived, and the second victim could no longer say "I love you" to his family.
- The most powerful part for me was the first video, which showed how going just 10-15 miles over the speed limit can have a huge impact on a person if you hit them.
- I think watching the videos can help people understand the importance of safe driving. The last video in particular made me realize that unsafe driving can cause irreparable harm to the safety of myself and others.
- It is the last video, I never realized texting/being distracted can ruin one's life and one's family.
- Realizing that although your choices seem insignificant, they have serious repercussions.

Have your beliefs changed about driving? How?

- Yes, I was over confident about my driving safety awareness, I realized I was not driving safely.
- Yes! Previously I thought I knew what I am doing and it is easy to avoid accidents. Now I realize how fast a tragedy can happen and eyes must always be on the road. It is very important to stay focused, because a blink could cost someone's life.
- I now believe that I should check my ego and entitlement before driving. I think my time is more important than another person's life then I shouldn't be on the road.
- Through different videos, I can intuitively feel that unsafe driving behaviors and habits can cause harm to others, and it also helped me correct some incorrect driving habits. As for my views on driving, I now think that safety is the most important thing.
- Yes, I should be responsible for me and other people on the road. I should drive with a peaceful mind.
- It reminded me of the role I have to play in making the roads safer for everyone.

Driver Diversion Participant Reflections

How will what you have learned affect how you drive in the future?

- I will drive more cautious than before.
- I will put my phone in the glove compartment, connected to the car play. Everything I need is on the screen. This can perfectly avoid the tendency to reach the phone.
- I will do my best to be a better driver going forward and focus on obeying the speed limit.
- First of all, you must not look at your phone while driving. You should focus your eyes on the front so that you can respond to various situations at any time. This is very important. Focusing your attention will change the results. In addition, you should not drive while tired. Safety is the most important thing.
- I will not use my cell phone for any reason, as the consequences can be really bad.
- It'll help me become a more considerate driver, therefore safer.

Did the Driver Diversion program meet your expectations?

- Yes!
- Yes, I am inspired and I learned something new.
- Yes
- Yes. Through discussions with other people, everyone can share their different ideas about driving. In addition, all the videos can make people feel the truth that unsafe driving can cause great harm to people, including yourself and others.
- It is above my expectations as it inspires us, gives us refreshment of rules.
- It exceeded it, Haroon is great.

Is there anything else you wish to add?

- Although I think the program content is perfectly planned, I think the program could give a more profound effect if violators share their thoughts face to face, I think it could be more memorable.
 - It is a well-formed and well-organized program. I really appreciate the chance to learn.
 - I would also like to say that we should follow the rules of the road as much as possible, which is the responsible thing to do. Also, we should not be emotional when driving, so that we can be safer on the road.
-

Participant Feedback

Driver Diversion Participant Feedback

Touchstone Family Association invites all participants involved in the **Driver Diversion** process to evaluate their experience. In 2024, **12** people participated in the Driver Diversion program. The next sections will graphically summarize the data captured from the participant surveys.

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

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



● Strongly Agreed

"I felt safe and was treated with respect."



● Strongly Agreed

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



● Strongly Agreed

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

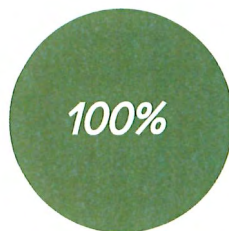


● Strongly Agreed

Participant Feedback

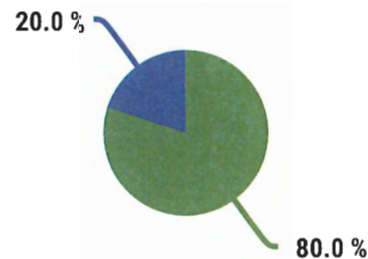
The following are graphic depictions of participant feedback, based off of questions in the **Driver Diversion Participant Survey**.

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



● Strongly Agreed

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




● Strongly Agreed ● Agree

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).

- In terms of the actual program I do note that I did feel respected throughout and I would like to reaffirm that there were no issues there. I do feel like program did give me the opportunity to reassess my driving behaviors and skills, although I can't say I would necessarily recommend this to everyone as I don't believe that everyone in my scenario would necessarily be receptive to a program such as this.
- Haroon was an amazing facilitator from beginning to end of this program. He was so sweet and understanding, so patient, and never shamed us for our mistakes. He reminded us that we are all human will make mistakes but we are always able to improve and learn from our experiences, and that is exactly how I felt completing this program.
- This program made me to think about my driving skills. All the opinions from fellow participants were helpful for me. Even the host was so resourceful and experienced. He shared so much information with us and educated all of us about driving.
- I was initially nervous and didn't even know if I wanted to do the program. But one day I met Sam at the gym while I was working and she started telling me about where she works. She was very nice and assured me that Haroon is also very kind. Although I was initially nervous, I decided to attend the first meeting and it went very well. I learned a lot, I'm glad I decide to join the program. Everyone I have met from Touchstone has been very kind, and I'm thankful to have had the opportunity to participate in this program and reevaluate my driving to ensure a safer community for everyone.

Participant Feedback



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

- Touchstone was actually very accommodating in my experience. The entire process was fairly straightforward and easy to understand.
- Everything is well organized.
- The facilitator scheduled all the meetings in the evening so that it will be easier for everybody like it won't affect our work schedule.
- Overall my experience was very accessible since everything was completed online and communication was done via emails.
- I would say there's no real need at least for me, as I have internet access and a computer it was very easy to access the meetings and documents that needed to be completed.
- Zoom meeting after working hours is good!
- The program I took is through Zoom. I just feel it could leave participants a more profound effect if violators shatter their thoughts face to face.
- Since everything was online, it was very convenient for me to meet on zoom and communicate with Haroon via email. Haroon was always accessible whenever I had any questions about the program.
- I think Touchstone is great. It not only gives people who make mistakes while driving a chance to correct them, but also makes people realize their mistakes of driving improperly. This will enable everyone to drive more properly and safely in the future. This is very beneficial to the road environment and the personal safety of others.
- It's already online with reasonable hours. I find it easy for me to access.

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.

- I have nothing more to say, except for thank you for allowing me to take this program.
- Thank you for organizing this program to educate young drivers on road safety and awareness rather than the traditional punishment of a ticket. I think this gives new drivers a chance to learn to be more mindful while on the road rather than paying off a ticket and moving on and repeating the same mistakes.
- I think this kind of program should be available in all the cities; moreover, ICBC should also run similar programs or surveys to educate drivers about road safety and driving skills. I'm glad I took this opportunity and attended this program.
- I actually preferred the fact that we did a post assessment together as a group straight after. It actually helped to listen to others and their feedback on how they would do things differently. I think people learn best from others irrespective if it would be positive or negative. I really appreciate Touchstone for giving people the opportunity to learn and educate themselves rather than the old school discipline. A fine can easily be handed and paid, however, what if people genuinely didn't know they are doing wrong. It is safe to say we live in a province with many different cultures and a new place can be overwhelming. Mistakes are bound to be made in complete ignorance. This gives people the opportunity to learn more.
- I have nothing more to say, except for thank you for allowing me to take this program.
- My suggestion is to add a personal idea of road rules, which will help regulate the road driving environment. And the city will pay more attention to road safety issues to reduce more unnecessary accidents.
- It's been helpful and easy to access. I hope more people can benefit from this program, and improve Richmond driving environment.
- Wish this program can help more people to drive safer!

Next Steps in Driver Diversion



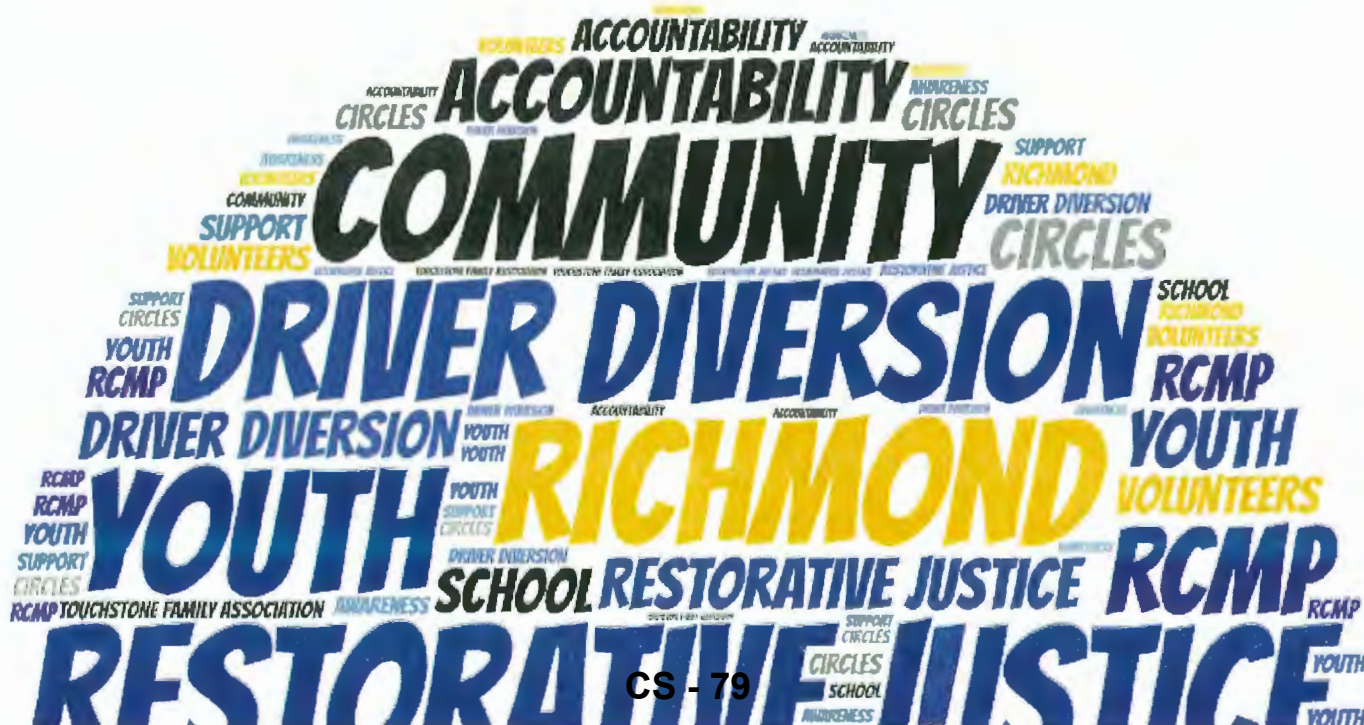
Accountability through Restorative Practices: Growing Richmond's Driver Diversion Program

Over the fourth quarter of 2024, the Driver Diversion Program ran two groups, each with six participants, all of whom successfully completed the program. Feedback surveys revealed that participants deeply reflected on their experiences and gained a more profound understanding of the impact of their distracted driving offenses. The restorative justice practices and principles embedded in the program played a pivotal role in this process. By fostering an environment where participants felt safe, heard, and respected, the program allowed them to take responsibility for their actions while still being supported through a constructive, non-punitive approach. This balance between accountability and empathy empowered participants to make meaningful changes in their driving behaviors.

Looking ahead to 2025, there is great optimism about expanding the program to reach even more drivers in the city of Richmond. The goal remains clear: to create safer streets and encourage responsible driving behaviors that protect all members of the community. With the success of the pilot program, we are excited to continue growing this initiative and making a lasting, positive impact on the roadways in Richmond.

This success also highlights that restorative justice principles and practices can be applied beyond traditional circles, offering a powerful tool for addressing a variety of challenges in different settings. Moving forward, the potential to expand restorative justice into other areas holds great promise, as it fosters healing, responsibility, and community-focused solutions. Touchstone is proud to be the host.

Touchstone takes pride in being the contracted service provider for restorative justice in the city of Richmond, and we are grateful for our continued partnership with the RCMP to support the growth and success of the Driver Diversion Program.



Report Summary



Final Thoughts

Restorative Justice focuses on offering all parties in a conflict the chance to actively participate in a secure and respectful process, fostering open communication among the victim, offender, and community. This approach shifts the focus from punishment to healing, ensuring that everyone involved has an opportunity to share their perspectives and contribute to the resolution.

For offenders, it emphasizes accountability and responsibility for the harm they've caused, allowing them to understand the deeper impact of their actions. For victims, it offers a platform to express the emotional and psychological effects of the harm and ask any important questions that may support their healing journey. For the communities of both the victim and offender, it encourages greater understanding of the root causes of conflict and the collective responsibility in preventing future harm. Through this inclusive and compassionate process, restorative justice fosters reconciliation, healing, and long-term positive change.

As we reflect on this year's efforts, we recognize the profound impact of restorative justice in building stronger, more empathetic communities. We remain committed to expanding these practices, supporting those affected, and continuing to work toward a future where healing and understanding take precedence over punishment.

Community involvement in Restorative Justice is one of the core components of the approach, as it emphasizes the importance of collective engagement in the healing process. Feedback from the community plays a crucial role in understanding the effectiveness of the overall restorative experience, as it provides valuable insight into how well the program meets the needs of all involved parties.

As evident in this outcome report, program participants have expressed high levels of satisfaction with the process. The Restorative Justice Program effectively addresses the needs of young people and the broader community by focusing on repairing harm, restoring the moral bond within the community, and instilling a sense of responsibility and accountability in the young person. This collaborative approach not only helps individuals move forward, but also strengthens the social fabric of the community as a whole.



In addition, we are proud to highlight the successful launch of the Driver Diversion Program, which offers an innovative and impactful approach to addressing driving-related offenses. This new initiative builds on our commitment to restorative practices by providing individuals with an opportunity to repair harm through education and reflection, rather than punitive measures. We look forward to continuing this program and expanding our efforts to build on our existing restorative justice programming. Together, we aim to create lasting change, support personal growth, and contribute to the overall well-being of the community.

We look forward to continuing our program and expanding our reach into 2025!

Statement of Income

Restorative Justice Statement of Income for 2024:

	Jan to Mar 2024	Apr to Jun 2024	Jul to Sept 2024	Oct to Dec 2024	Total 2024	YTD Budget 2024	Variance	Annual Budget
Revenue								
Grant from City of Richmond	25,175	25,175	25,175	25,175	100,700	100,700	0	100,700
Expenses								
Wages & Benefits	23,175	23,175	23,175	23,175	92,700	92,700	0	92,700
Rent	2,000	2,000	2,000	2,000	8,000	8,000	0	8,000
Mileage	0	0	0	0	0	0	0	0
Telephone	0	0	0	0	0	0	0	0
Office Supplies	0	0	0	0	0	0	0	0
Supervision	0	0	0	0	0	0	0	
	25,175	25,175	25,175	25,175	100,700	100,700		100,700
Net Surplus (Deficit)	0	0	0	0	0	0		

Restorative Justice Budget for \$100,700 Contract to cover 2025:

January 1 - December 31, 2025			
	Annual	Monthly	Quarterly
Wages & Benefits	\$92,700.00	\$7,725.00	\$23,175.00
Rent	\$8,000	\$666.67	\$2,000.00
Mileage	0	0	0
Cell Phones	0	0	0
Office Expense	0	0	0
Supervision	0	0	0
	\$100,700.00	\$8,391.67	\$25,175.00