



BRITISH  
COLUMBIA

Ministry of Public Safety  
and Solicitor General

**COMMUNITY**

Accountability

**PROGRAMS**

**2004**

.....  
**information  
package**

# Community Accountability Programs Information Package

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# About This Information Package

The Ministry of Public Safety and Solicitor General and the Ministry of Attorney General are committed to promoting the use of restorative justice approaches in communities across British Columbia. Over the last several years, Community Accountability Programs operating on the principles of restorative justice have been very successful in increasing public involvement in responding to crime, reducing recidivism, and ensuring victim and offender satisfaction with the outcomes of the process.

This information package is designed to help you determine how you can bring the restorative justice approach to your community. The package

- Gives an overview of the principles and underlying values of restorative justice
- Provides guidelines for designing and implementing a Community Accountability Program, including ensuring that the needs of victims are taken into account
- Describes how your community can apply for financial support to start up and maintain your program

This manual can also be downloaded from the Community Programs Division Web site at [www.pssg.gov.bc.ca/community\\_programs](http://www.pssg.gov.bc.ca/community_programs).



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# Restorative Justice: Promoting Community-Based Responses to Crime

## Introduction

What does justice mean in British Columbia? Many people ask that question. While we have much to be proud of in our justice system, we have been taking a hard look at the areas where it fails to meet our expectations.

Our justice system is based on the idea that a crime is an offence against the Crown. When a crime is committed, the alleged offender is placed in an adversarial position against the Crown. The court is the arena where justice is sought. Within the formal system, the criminal act becomes a series of facts in a case. The parties central to the act (victims and offenders) usually have others speaking for them (the Crown prosecutor and the defence lawyer). The impacts of the crime are often lost in the process. The community may be a witness to the events in court but, like victims and offenders, has little say in the proceedings or the outcome. Court proceedings are complex, requiring considerable time and resources to resolve cases. By the time a case reaches its conclusion, offenders are often unable to connect the court's decision (i.e., the consequences) to the offence they committed.

While the courts remain an appropriate forum for dealing with more serious crimes, the formal justice process may not, in some cases, meet the needs of individuals and communities. People want a greater voice in justice. Victims and communities want to be heard. They seek more meaningful resolution for offences affecting them and want effective approaches that will help offenders and deter further criminal behaviour. Most British Columbians believe that alternatives are needed to enhance and complement the formal justice process.

In April 1997, the Province of British Columbia announced reform measures that embrace restorative approaches to justice. Since then, more than 80 communities across the province have received support to develop Community Accountability Programs. The support has taken various

forms – financial aid, training, consultative help, and the sharing of expertise. These community-based programs have enjoyed varying degrees of success but have uniformly reported that, through them, community members feel more involved in the justice system. As expressed in its annual Service Plan, the Ministry of Public Safety and Solicitor General remains committed to supporting the development of Community Accountability Programs across BC.

## What is restorative justice?

### Definition

Restorative approaches to criminal behaviour have a long and varied history, with roots in the healing circles of aboriginal cultures and the non-retributive teachings of faith communities. Since the 1970s, restorative approaches and practices have been of increasing interest to many justice systems around the world, including those in Canada, the United States, Australia, and New Zealand.

Restorative justice is a way of viewing justice that puts the emphasis on repairing the harm caused by conflict and crime. In this approach, crime is understood as a violation of people and relationships, and a disruption of the peace of the community. Crime is viewed not simply as a violation of the law and an offence against the Crown – it is first seen as a transgression of the relationships between the offender, the victim, and the community.

Restorative justice draws upon the belief that, because crime inflicts harm, justice should repair that harm by restoring the relationships between all parties. To achieve this, individuals must be held accountable for their behaviour and accept responsibility for the harm they have caused. In a restorative justice process, everyone with a stake in a particular offence (the victim, the offender, and members of the community) participates voluntarily in a discussion of the circumstances surrounding the offence. The goal is to help each party understand the underlying causes of the offence, appreciate its effects on those who have been harmed, and address their need for healing and reparation. The discussion is guided by a fair and impartial facilitator. (In aboriginal communities, this may be an elder.)

Restorative justice is not about escaping from responsibility, the consequences of one's behaviour, or sanctions. It is not "soft on crime." Rather, restorative approaches allow timely interventions, remedies, and consequences that satisfy people's desire to see justice being served.

Restorative justice approaches may be employed at any of the following stages in the justice process:

- Pre-charge (police diversion/Crown diversion/sanctions)
- Pre-sentence (court sanctions, namely, probation and/or custody)
- Post-sentence (for example, prison use of restorative justice, etc.)

## **A community-based approach**

Many communities in British Columbia have taken a leadership role in establishing restorative justice programs to address crime. To be effective, these programs are best developed at the grass-roots level in partnership with the local justice system.

There are many compelling reasons for communities to develop such programs:

- Communities are able to expand their roles and responsibilities in the justice process.
- They become better able to address some of the underlying causes of crime.
- Offenders are held accountable for their actions and are encouraged to acknowledge the harm they have done.
- The needs and concerns of victims can be addressed as they have an opportunity to be heard and to actively participate in the reparation process.
- The social bonds of the community are strengthened.
- Communities are able to exert a positive impact on the lives of those involved in minor offences, thereby reducing the probability of further offences.
- Communities can build partnerships with justice system personnel and other service providers to resolve less serious offences successfully. This allows the justice system to focus its time and resources on protecting the public from violent offences and other serious crimes.



## A values-based approach

Restorative justice is a values-based approach that promotes accountability, healing, and closure. Values commonly associated with restorative justice include:

- Safety
- Truth
- Compassion
- Encouragement
- Humanness
- Grace
- Healing
- Respect
- Harmony
- Kindness
- Responsibility
- Empathy
- Dignity
- Justice
- Equality
- Honesty
- Caring
- Listening
- Balance
- Mercy

If you are thinking about developing a restorative justice program for your community, seriously consider the values on which your program will be founded. Discussions with police, service providers, and other community groups will help you articulate the needs, priorities, and values of your community.

## Restorative justice models

There is a range of restorative justice models, some including only basic elements of the restorative justice approach and others espousing all the values and principles of restorative justice. The models most often used in Canada are:

- Victim-offender mediation
- Family group conferencing
- Healing circles/circle remedy approaches
- Neighbourhood accountability boards/panels

## Common ground

Most programs are similar in several ways:

- Each one focuses on the incident and encourages accountability for behaviour while aiming to repair the harm to victims and the community.
- Emphasis is placed on the victim's role in the proceedings. The victim's experience and perspective are central to most of the models.
- Offenders become aware of the consequences of their behaviour by hearing directly from those affected. Accepting responsibility for their behaviour and its consequences leads to an acknowledgement of the harm done and a desire to repair that harm.
- All models include clear written agreements about what the offender will do to make amends, and provide for supervision of offenders to ensure that agreements are fulfilled.

## Unique features

### VICTIM-OFFENDER MEDIATION

Victim-offender reconciliation programs bring the victim and the offender together with a trained mediator in a safe, neutral environment to discuss the offending behaviour. The mediator has no stake in the conflict – his or her role is to facilitate the meeting and guide the participants through the process. The mediator does not impose a solution on the participants but helps them reach a satisfactory agreement on how the offender can make reparation for the offence.

The mediator's role is a demanding one. He or she must ensure that the facts of the case are accurately stated and that each person's feelings are brought forward and discussed in a manner that allows for full expression of emotion in a safe and controlled setting. The mediator must also see to it that the causes of the incident and any related issues, fears, and concerns are explored.

A victim-offender reconciliation program provides an opportunity for both parties to talk to each other about the crime, have questions answered, and express how the criminal behaviour has affected them. Unhelpful stereotypes on both sides begin to dissolve. This process allows the offender to understand the consequences of his or her actions. That

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understanding can lead to the offender developing empathy for the victim and taking responsibility. It also leads to agreements that make both symbolic and practical amends. Research shows that 90 to 100% of the agreements reached through this process are fulfilled.

## FAMILY GROUP CONFERCING

The family group conferencing model brings together the victim, the offender, and their respective support groups, with a trained facilitator. The role of the facilitator is not to mediate but to provide a structure and setting that allow for free, safe expression of emotion. Including the support groups for both the victim and the offender is a key feature of this model. Some programs also include a role for the investigating police officer, who does not sit in judgment but is there to confirm the facts of the incident for the participants.

Figure 1: Conferencing Diagram



Source: Royal Canadian Mounted Police

At the conference, the victim, the offender, and their support groups discuss all aspects of the offence. A typical process involves the following steps:

1. The offender tells the group about the incident and what he or she was thinking and feeling at the time. If necessary, the police and the victim

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- clarify the offender's version of the incident until agreement is reached about what happened.
2. The victim and his or her supporters then talk about the effects of the offence on them.
  3. The offender's support group also talk about how the incident affected them.
  4. With the help of the facilitator, the group achieves consensus on an agreement that describes the actions needed to repair the harm and address the offender's behaviour.

## **HEALING CIRCLES/CIRCLE REMEDY APPROACHES**

Circle remedies use traditional First Nations justice methods to resolve criminal behaviour. The circle is an inclusive process in which the entire community is encouraged to express thoughts and feelings about an offence and participate in finding a remedy that will promote healing. The circle also often functions as a pre-sentence advisory process for the court. A circle can be used as a forum for the offender, victim, members of the justice system, and the community to collectively decide on consequences for an offence. The goal of the circle is to restore balance and harmony to the community. It creates an atmosphere of equality and is thus considered to be conducive to healing.

First Nations elders play a key role in circle remedies as their life experience and knowledge guide all aspects of community life and they are held in high regard for their wisdom. After speaking to the offender about his or her harmful behaviour, the elders consider the nature of the offence, its impact on the victim, and the concerns of the other participants. The remedy they choose is intended to promote healing for all parties and re-integrate the offender into the community.

## **NEIGHBOURHOOD ACCOUNTABILITY BOARDS/PANELS**

Neighbourhood accountability boards determine appropriate sanctions for offenders who have committed crimes in the community. The board usually consists of three trained community members who meet with the offender and his or her family. Often the victim and his or her support group are involved as well. The community members hear from all parties present, and the circumstances of the crime are discussed. These panels also attempt to identify and address the underlying problems that may have contributed to the criminal behaviour.

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After the process is complete, the board decides on appropriate reparation measures. An agreement is then drawn up that the offender is expected to fulfil. A panel member is chosen to act as a mentor for the offender and ensure that the terms of the agreement are completed. Once the agreement has been fulfilled, a final meeting takes place between the panel and the offender. At this meeting the panel congratulates the offender for completing the agreement and making amends. The meeting also brings the incident to a close and assures the offender of his or her continued membership in the community.

With volunteers acting as mentors for offenders, this model encourages a high degree of community participation and commitment. Note, however, that while “justice committees and panels almost certainly embrace the aims of restorative justice ... they fall short of the practice of restorative justice when panel members make decisions *on behalf of* the victim, offender, and the community most closely affected by a crime.”<sup>1</sup> Including all parties (victim, offender, and the community) increases the restorative nature of this model.

## Staying true to the vision of restorative justice

The Province of BC does not endorse any particular restorative justice model but supports the adoption of restorative approaches as a general objective. If your community decides to develop its program along the lines of one model, you may incorporate elements from other models that meet your community’s needs.

Regardless of the model you select, keep in mind the key elements that define restorative justice programs. Asking yourself the following questions will help you express the essence of restorative justice:<sup>2</sup>

- Who has been hurt?
- What are their needs?
- Whose obligations are these?

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<sup>1</sup> Susan Sharpe. *Restorative Justice: A Vision for Healing and Change*. Edmonton: Edmonton Victim Offender Mediation Services, 1998, p. 38.

<sup>2</sup> Howard Zehr. *The Little Book of Restorative Justice*. Intercourse, PA: Good Books, 2002, p. 38.

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- Who has a stake in this situation?
- What is the appropriate process to involve stakeholders in an effort to put things right?

When developing the process to be used in your community, consider the following:<sup>3</sup>

- Address harms, needs, and causes.
- Hold victim involvement as central.
- Involve all the relevant stakeholders. Ensure preparation and safety for all participants.
- Facilitate dialogue among all those who are involved, and provide opportunities for participatory decision making. Treat all parties with respect.
- Encourage offenders to take responsibility.
- Strive for offender reintegration into the community.
- Ensure adequate resources for reparation and reintegration.
- Address systemic pressures toward crime.

To gauge where your program fits within restorative approaches, use the “restorative justice yardstick”<sup>4</sup> shown on the following pages.

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<sup>3</sup> This list combines suggestions made by Susan Sharpe in *Restorative Justice: A Vision for Healing and Change*, p. 19, and by Howard Zehr in *The Little Book of Restorative Justice*, p. 55.

<sup>4</sup> Howard Zehr. *Changing Lenses: A New Focus for Crime and Justice*. Scottdale, PA: Herald Press, 1990, p. 54.



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## Restorative Justice Yardstick

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### Do victims experience justice?

- Do victims have sufficient opportunities to tell their truth to relevant listeners?
  - Do victims receive needed compensation or restitution?
  - Is the injustice adequately acknowledged?
  - Are victims sufficiently protected against further violation?
  - Does the outcome adequately reflect the severity of the offence?
  - Do victims receive adequate information about the crime, the offender, and the legal process?
  - Do victims have a voice in the legal process?
  - Is the experience of justice adequately public?
  - Do victims receive adequate support from others?
  - Do victims' families receive adequate assistance and support?
  - Are other needs – material, psychological, and spiritual – being addressed?
- 

### Do offenders experience justice?

- Are offenders encouraged to understand and take responsibility for what they have done?
  - Are misattributions (distortions of fact, false blaming, etc.) challenged?
  - Are offenders given encouragement and opportunities to make things right?
  - Are offenders given opportunities to participate in the process?
  - Are offenders encouraged to change their behaviour?
  - Is there a mechanism for monitoring or verifying these changes?
  - Are offenders' needs being addressed?
  - Do offenders' families receive support and assistance?
- 

### Is the victim-offender relationship addressed?

- Is there an opportunity for victims and offenders to meet, if appropriate?
  - Is there an opportunity for victims and offenders to exchange information about the event and about one another?
- 

### Are community concerns taken into account?

- Are the process and the outcome sufficiently public?
  - Is community protection being addressed?
  - Is there a need for restitution or a symbolic action for the community?
  - Is the community represented in some way in the legal process?
-

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**Is the future addressed?**

- Is there provision for solving the problems that led to this event?
  - Is there provision for solving problems caused by this event?
  - Have future intentions been addressed?
  - Are there provisions for monitoring and verifying outcomes and for problem solving?
- 

## Things to consider

Anyone involved in developing a Community Accountability Program must be aware of the impact that the program can have on people's lives. Because of the potential for intrusiveness, it should be undertaken with care. A cardinal rule of the program must be "Do no further harm." You will need to make every effort to ensure that victims are not re-victimized when they participate in the program, that offenders are dealt with fairly and in an appropriate manner, and that all participants are treated with respect and dignity at all times.

This section highlights some very important considerations for you to keep in mind before starting a program. While many of these issues are discussed in greater detail in Part 3, they are introduced here to emphasize their importance in the program planning process.

## Accepting referrals

Be aware of the types of cases that your program should and should not accept. *Community Accountability Programs should not handle cases that involve violence against women in relationships, sexual offences, child abuse, or hate crimes.*

Community Accountability Programs should review the categories of offences and ensure that they do not accept referrals for cases that fall into Categories 1 and 2. See [Appendix A](#) for an overview of the types of cases that fall into each category.

Crown counsel has policies that provide guidance on the types of cases for which alternative measures would and would not be an appropriate response. These policies are currently being updated and are therefore not



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included in this guide. If you have concerns about the suitability of a referral you receive from police or Crown counsel, consult Crown.

## Responding to client needs

- Let victims know that they may choose not to participate in the program. Regardless of their choice, inform them of community resources and services available to them.
- Inform offenders that they have the right to have counsel present throughout the process.
- Be aware of the issues and barriers that people from diverse cultures and communities face. Strive to respond to their needs in a culturally competent and inclusive manner. For information on cultural competence resources, contact the Aboriginal, Multiculturalism and Immigration Programs Department of the Ministry of Community, Aboriginal and Women's Services at <http://www.mcaws.gov.bc.ca/amip>.
- Respond appropriately to clients with special needs, such as Fetal Alcohol Spectrum Disorder (FASD), Attention Deficit Hyperactivity Disorder (ADHD), or other mental, physical, or emotional conditions.
- When convening a non-judicial conference to discuss the circumstances of an offence, be prepared to deal with underlying issues that may surface. For example, you may learn that the victim of the offence or the offender has a history of abuse. Ensure that your program is able to access the appropriate community resources to assist with issues that may arise.

**Figure 2: Underlying Issues**



At non-judicial conferences, victims or offenders may disclose underlying issues. In many cases, the crime for which the conference was convened is an indicator of other problems that the offender is dealing with, such as drug abuse, violence in the home, problems with peers, relationship violence, etc. Victims may also disclose issues of their own.

Make sure that your program develops protocols for dealing with such disclosures. Your program should also establish links with community agencies that can provide the appropriate support in the event of a disclosure.

## Administering the program

- Ensure that victims and offenders have given written consent for program volunteers to contact them. Police should obtain consent before they refer the case to your program.
- Be aware of the potential for conflict of interest. For example, in some cases, a program volunteer may know the family of either the victim or the offender. Establish policies to deal with such situations before they arise.
- Enforce policies to safeguard confidentiality and privacy.
  - ◆ Confidentiality is a key ethical issue for service providers. Policies on confidentiality must be in place, and all volunteers should be aware of and understand them. Observing strict rules of confidentiality will help you protect your program and the people it serves.
  - ◆ Be aware that there are limits to confidentiality, and inform program participants accordingly. Non-judicial conference records, for example, may be subpoenaed by the court. In addition, program volunteers have a legal duty to report any disclosures of child abuse or neglect, or suspected child abuse or neglect.
  - ◆ Ensure that information on offenders participating in pre-charge diversion is not entered into police databases, such as CPIC and PIRS. Check with your local detachment about this issue. As a matter of policy, if offenders are being dealt with in a pre-charge diversion program, their case files should not be entered into these systems. If the file is entered as a matter of procedure, the detachment should ensure that the offender's record is not flagged as a criminal record.
- Establish and enforce records management policies. These policies should address issues such as where program files will be stored and for how long, who will have access to these files, and what types of information will be documented. More information on records management concerns is provided on page 41.
- Ensure that your program has adequate insurance coverage. Limited insurance coverage is available to programs across BC through the provincial government. For more information, see page 42.

# Guidelines for Working with Victims and Offenders

## The victim's perspective

Respect for the victim is key to an effective Community Accountability Program. Program volunteers must understand the impact of crime on people and must be sensitive to the legitimate concerns of victims.

## The rights of victims

Provincial and federal legislation, such as the *Victims of Crime Act*, the *Youth Criminal Justice Act (YCJA)*, and the *Criminal Code* contain provisions that uphold the rights of victims.

British Columbia's *Victims of Crime Act* recognizes a victim's right to:

- Be treated with courtesy and respect by all justice personnel
- Receive information on the justice system, victim services, and related legislation
- Receive, on request, certain case-specific information on investigation, prosecution, sentencing, and release
- Be given a reasonable opportunity to provide victim impact information for presentation to the court before sentencing of the offender
- Receive independent legal representation if an application has been made for disclosure of his or her personal records

The federal *Youth Criminal Justice Act* also contains several references to the rights and needs of victims. The Act states that:

- Victims should be treated with courtesy, compassion, and respect for their dignity and privacy, and should suffer the minimum degree of inconvenience as a result of their involvement with the youth criminal justice system.
- Victims should be provided with information about the proceedings and given an opportunity to participate and be heard.

- If a young person is dealt with by an extrajudicial sanction, a police officer, the Attorney General, the provincial director, or any organization established by a province to provide assistance to victims shall, on request, inform the victim of the identity of the young person and how the offence has been dealt with.

Under the *Criminal Code*, victims of crime are entitled to submit victim impact statements to the court during the sentencing phase. These impact statements describe “the harm done to, or loss suffered by, the victim arising from the commission of the offence.” When determining the appropriate sentence for an offender, the court is required to consider these statements. The victim may also read this statement in court (upon request) or present it in any other manner the court considers appropriate.

It is worth noting that under the *Criminal Code*, the term “victim” refers to “a person to whom harm was done or who suffered physical or emotional loss as a result of the commission of the offence.” If that person is dead, ill, or otherwise incapable of making an impact statement, he or she may be represented by a spouse or common-law partner, a relative, or anyone who has custody of that person or is responsible for the care or support of that person or any dependant of that person.

The *Criminal Code* recognizes the victim’s right to restitution as well as to an acknowledgment, by the offender, of the harm that he or she has caused the victim. In fact, Section 718 of the *Criminal Code* states that the objectives of sentencing include the following: “to provide reparations for harm done to victims or to the community” and “to promote a sense of responsibility in offenders, and acknowledgment of the harm done to victims and to the community.”

The *Victims of Crime Act* and documents listing references to victims in the *Youth Criminal Justice Act* and the *Criminal Code* are included in [Appendices B, C, and D](#), respectively.

## **Dynamics of victimization**

Community Accountability Programs can help victims recover from the harm caused by crime. However, to work effectively with victims, program volunteers must understand the impact of crime, the factors that affect the intensity and duration of that impact, and the needs that victims experience.

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Crime impacts victims in four ways:

- Physical: Victims may experience physical injury as a result of the crime or physiological reactions to the related stress.
- Financial: Victims may experience the financial impact either as a direct result of the crime or as a result of not being able to work or having increased expenses (medical, child care, and other costs).
- Emotional/psychological: Whether the crime is property-related or involves personal injury, victims experience varying degrees of impact, such as feeling violated, vulnerable, fearful, or disillusioned.
- Secondary: The secondary impact of crime may involve a lack of support services, an inappropriate intervention following the crime, the intrusive elements of the investigation, or feelings of isolation, exclusion, or being judged by others.

The impact of crime is affected by various factors, including:

- Degree, severity, or duration of the crime
- Victim's relationship to the offender
- Victim's current life circumstances
- Victim's past experiences
- Victim's coping mechanisms
- Service and support received from the immediate responder and others
- Outcome of the justice process

Victims of crime often share certain needs:

- Safety: To have their sense of security restored
- Information: To be kept informed and to receive accurate and comprehensive information
- Support: To be heard and supported as they move through the justice process
- Referrals: To be referred to victim services or other appropriate agencies
- Choice: To be included in the decision-making process
- Closure: To be informed of the final outcome of the case

## Guidelines for working with victims

- Be aware of the dynamics of victimization. Be especially sensitive to the fact that victims may be vulnerable to pressure from anyone seen as an authority figure (e.g., a police officer, volunteer, even the offender).
- When assessing a referral, determine whether participation in the process may jeopardize the victim's emotional, psychological, or physical safety.
- Give victims complete and accurate information about the restorative justice process, their choice to participate, and the limits to confidentiality and privacy. Make sure that victims understand that the goal of the process is not reconciliation and that there is no expectation that they will forgive the offender.
- Be aware that a victim's readiness to participate in the process is affected by various factors and that he or she will require support when deciding whether to participate. Victim services programs have the mandate and expertise to provide that support. (For more information on victim services programs, see page 22.)
- Ensure that the victim is represented at the non-judicial conference to discuss the circumstances of the offence. If the victims themselves cannot or are unwilling to attend, have the victim impact statement read at the conference, or arrange for a surrogate to represent the victim's perspective and concerns.
- Ensure that victims are informed about the outcome of the process and any agreement that the offender is expected to fulfil. Recognize that the outcome for the victim is as important as the outcome for the offender or the community.
- Familiarize yourself with the victim support organizations in your area. You will need this information in order to make effective referrals. (For more information, see page 22.)
- With the help of these organizations, develop a checklist of victim concerns that may arise before, during, and after the non-judicial conference. This checklist will enable you to provide victims with the pre- and post-conference support they need.
- Work with these agencies to ensure that victims' needs are met. Consult with victim services staff and volunteers, and include them as partners in your community work. (See [Appendix E](#).)
- When you meet with victims, find out whether they are aware of the support services available to them and whether they have received

service. (For details on the provincial Helpline for victims, see page 23.) Some victims may already be involved with a victim services organization. If so, that agency would be responsible for ensuring consistency of service and ongoing support.

- Ensure that program volunteers receive training on victimization and trauma.

## **Victim support services**

The Victim Services Division of the Ministry of Public Safety and Solicitor General funds a province-wide network of victim services programs that provide victims of crime with emotional support and practical assistance throughout the justice process, and help them recover from the impact of crime.

There are two general categories of victim support services: police-based victim services and specialized victim services. If more than one service is available in an area, protocols exist to ensure that services are coordinated.

### **POLICE-BASED VICTIM SERVICES**

Serving as the first point of contact for victims, these agencies are responsible for the following:

- Providing information, practical assistance, and emotional support to help the victim fully participate in the criminal justice system
- Serving as a link between the victim and the justice system
- Making referrals to resources
- Serving secondary victims of crime, such as relatives, friends, and witnesses
- Providing some mobile crisis services

### **SPECIALIZED VICTIM SERVICES**

These agencies assist victims of sexual offences, violence against women in relationships, and child sexual abuse by providing the following:

- Information, practical assistance, and emotional support
- Crisis services

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- Information on the justice system, court accompaniment, and third-party reports
- Referrals to other resources
- Services specific to particular cultural communities

You will find a directory of victim services programs at the following Web site: [http://www.pssg.gov.bc.ca/victim\\_services/index.htm](http://www.pssg.gov.bc.ca/victim_services/index.htm).

In addition to this network of programs, the Victim Services Division provides the following support services:

- VictimLINK (1 800 563-0808) is a 24-hour, toll-free, multilingual, province-wide telephone service that provides support and information to victims of crime. VictimLINK provides information and referral services to all victims and immediate crisis support to victims of family and sexual violence.
- The Crime Victim Assistance Program (1 866 660-3888) provides eligible victims, immediate family members, and witnesses with financial and other benefits.

### **A caution about power-based crimes**

In Part 1 of this manual, the caution was made that *Community Accountability Programs should not handle cases that involve violence against women in relationships, sexual offences, child abuse, or hate crimes.*

These crimes are often referred to as “power-based crimes.” These are crimes in which offenders abuse the power they hold over the victim, and the victim feels powerless to resist, avoid, or even speak about what is going on. The power that these offenders wield may be physical, emotional, psychological, social, or financial in nature, and is often based on gender, age, relationship, ability, race, country of origin, sexual orientation, or physical size. Most victims of crime feel that their ability to make a free choice has been diminished as a result of the experience. Victims of power-based crimes feel this more acutely. Hence, they usually require more attention and intensive support than can be provided by a Community Accountability Program.



## Dealing with the offender

Besides formal court proceedings, there are two methods for holding a person accountable for offences. These are:

- Informal police-initiated resolution
- Formal Crown-initiated resolution (also known as “alternative measures programs”)

Both methods are used for adults and youth. For cases involving young offenders, the *Youth Criminal Justice Act* (ss. 4-12) outlines specific requirements for the use of these methods, both of which are referred to in the Act as “extrajudicial measures.”

### Extrajudicial Measures

Both the police and Crown have the ability to impose extrajudicial measures in certain circumstances.

- **Informal police-initiated resolution** is referred to in the YCJA as “informal extrajudicial measures.” Examples include warnings, cautions, and referrals to community programs, such as Community Accountability Programs, which may help the young person avoid committing further offences.
- **Formal Crown-initiated resolution** is referred to in the YCJA as “extrajudicial sanctions.” These sanctions are analogous to the alternative measures programs provided for in the *Criminal Code* and the former *Young Offenders Act*. In these cases, Crown refers an individual to a probation officer or an accredited program. Formal consequences are imposed if the individual fails to comply with the terms of his or her agreement. Extrajudicial sanctions are considered the most formal type of extrajudicial measure.<sup>5</sup>

For more information on extrajudicial measures and the YCJA, see [Appendix F](#).

## Informal police-initiated resolution

When police attend the scene of an alleged offence, they investigate the incident, speak with the victim, interview witnesses, and deal with the alleged offender. If victims require support, the police officer refers them to victim services organizations in the community. Once the police have determined, on reasonable and probable grounds, that a crime has been

<sup>5</sup> Under the *Youth Criminal Justice Act*, extrajudicial sanctions may be used only if the youth admits to the offence and only if he or she cannot be adequately dealt with through the less formal measures, namely, a warning, caution, or referral.

committed, they then decide how to address the actions of the alleged offender.

If the police believe that an incident warrants charges or authorized alternative measures, they complete a Report to Crown Counsel (RCC) and send it to the local Crown counsel. In some cases, however, the police may exercise their discretion and deal with the situation in a way that does not involve Crown counsel and the courts. In effect, the police “divert” the person away from the criminal justice system, choosing to handle the case through a process of informal resolution rather than proceeding with charges.

Informal resolution is used for less serious (Category 3 and 4) criminal offences. (See [Appendix A](#).) This approach includes actions such as:

- Giving the offender an informal warning
- Sending a formal caution letter to the offender. In the case of young offenders, the letter is also sent to their parents.
- Referring the offender to a social, health, educational, or other agency
- Facilitating an informal resolution between the victim and the offender
- Referring the case to a Community Accountability Program

For cases involving youth, the *Youth Criminal Justice Act* contains many provisions that encourage the appropriate use of extrajudicial measures to deal with less serious offences. For example, under Sections 4 and 6 of the Act:

- Police officers are required to consider using extrajudicial measures before deciding to lay charges against a young person (s. 6).
- Extrajudicial measures are presumed to be adequate for first-time, non-violent young offenders (s. 4).
- Extrajudicial measures may be used even if the young offender has a previous record or has been dealt with previously through a restorative justice process (s. 4).



When an offence is dealt with through informal resolution, no formal charges are laid. If the offender does not comply with the terms of the informal resolution process, the Crown has no legal authority to prosecute the original offence.

The ability to track diverted cases, monitor their outcomes, and prosecute for non-compliance are important considerations for some communities. Consult with your local police to find out whether they prefer that all referrals be made by Crown counsel to an alternative measures program.

## **Formal Crown-initiated resolution and alternative measures**

Upon receiving an RCC from a police officer, Crown counsel reviews the report and applies a two-part charge-approval test. The Crown first determines whether there is a substantial likelihood of conviction or a strong body of evidence to present to the court. If so, the Crown then assesses whether it is in the public interest to prosecute the case.

In the charge-approval review process, Crown counsel may take one of several actions:

- Not approve the charge
- Approve the charge and bring the matter to court
- Issue a caution letter to the offender and, in the case of a young person, to the offender's parents
- Refer the offender to an authorized alternative measures program or to a probation officer

Alternative measures (or, in the case of youth, extrajudicial sanctions) are provided for under the *Criminal Code* and the *Youth Criminal Justice Act*. The legislation lists a number of pre-conditions for the use of alternative measures:

- An agent of the Attorney General (Crown counsel) must confirm that there is sufficient evidence to proceed with the prosecution of the offence and that prosecution of the offence is not in any way barred by law.
- The measures must be part of a program of alternative measures authorized by the Attorney General.
- The offender must be informed of the alternative measures and must fully and freely consent to participate.
- The offender must be advised of his or her right to be represented by counsel before consenting to participate in the alternative measures.

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- The offender must accept responsibility for the act or omission of the offence.
- The offender does not express the wish to have any charges dealt with by the court.
- An agent of the Attorney General (Crown counsel) is satisfied that such measures would be appropriate, considering the needs of the offender and the interests of society and the victim.

The legislation also stipulates that, if a person who has been dealt with by alternative measures fails to comply with the terms of those measures, the case may be returned to court for prosecution of the original offence.

Most alternative measures programs are provided through Corrections Branch service contracts and, for young offenders, by youth probation officers with the Ministry of Children and Family Development.

In summary, there are two methods for holding a person accountable for an offence outside of the court process:

	<b>Informal resolution</b>	<b>Formal resolution</b>
<b>Also known as</b>	Community Accountability Programs	Alternative Measures
<b>Initiated by</b>	Police	Crown
<b>At the</b>	Pre-charge stage	Post-charge stage
<b>Offenders are</b>	Warned, cautioned, or referred to a Community Accountability Program	Referred to an accredited program or probation officer
<b>Used for</b>	Usually Category 3 and 4 offences only	Crown has discretion over what types of offences can be referred
<b>Non-compliance</b>	No recourse for non-compliance	Cases can be returned to court
<b>YCJA application</b>	Represents the informal range of responses referred to as “extrajudicial measures”	Represents the most formal type of extrajudicial measure; referred to as “extrajudicial sanctions”

# Getting Started

## Introduction

The Province of British Columbia has supported the incorporation of restorative approaches within the justice system by expanding the use of alternative measures<sup>6</sup> and encouraging the development of Community Accountability Programs. These approaches are often called “diversion.” Diversion is the practice of employing discretion to hold offenders accountable, while avoiding having to turn to the courts to resolve less serious offences. Diversion is used with both adult and young offenders.

There are two types of diversion:

- **Informal police-initiated resolution**, where police use their discretion to refer minor offences at the pre-charge stage to local community-based programs. The *Youth Criminal Justice Act* refers to informal police-initiated resolution as an “extrajudicial measure” available to police when dealing with young offenders. Under the *Criminal Code*, police are empowered to use their discretion with adult offenders.
- **Formal Crown-initiated resolution**, where Crown uses its discretion to refer offences to an accredited alternative measures program, Youth Justice Services (probation), or Community Corrections (adult probation) after the charge-approval process has been completed. The YCJA refers to these programs as “extrajudicial sanctions.” These are a type of extrajudicial measure available for dealing with young offenders.

While both types of diversion are referred to in the sections that follow, the focus of this manual is on pre-charge, informal police-initiated resolution.

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<sup>6</sup> These are measures other than court proceedings that may be used to deal with a person who has committed an offence. Legislation stipulates that alternative measures may be used only if they do not endanger public safety and only if certain conditions are met. (See page 26 for more information.) Alternative measures programs are available for both adult and young offenders.

Diversion strategies and measures benefit victims, offenders, and communities:

- They take less time to initiate and complete than court proceedings, so resolutions are more immediate and meaningful to victims and offenders.
- They can redress the impacts of the offence through restitution to victims and the community rather than to the Crown.
- In some cases, they may incorporate preventive measures, such as counselling or training, that can reduce the likelihood of repeated offences. (The formal justice system also offers these measures.)
- They provide a resolution for minor offences, which are often more effectively dealt with at the community level rather than by invoking the full weight and complexity of court proceedings.
- They allow victims to be more meaningfully involved in the resolution of offences, which provides for greater victim satisfaction in the process.
- They eliminate the stigma of a criminal record for first-time offenders who have committed minor offences.
- They result in low rates of re-offending and recidivism, and in high rates of offender compliance with the agreements reached through the restorative justice process.

## Developing a Community Accountability Program

This section provides some practical advice on how to start a Community Accountability Program and identifies issues and challenges that require careful review. While each program will be delivered in a unique way, you may wish to consider the following points as you begin to develop yours.

### Needs assessment

#### DEFINING YOUR COMMUNITY

One of the first steps in developing a Community Accountability Program is to define your community. It need not be limited to a geographic area, such as a small town, a school district, or a neighbourhood. It could be a “community of interest” (a shopping mall, for example).

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Defining your community also involves identifying your “justice partners” – the justice agencies, resources, and programs already in place in your community. For example, what organizations provide services for victims, offenders, and their families? Invite these groups to join or assist you. Ask them to identify gaps in their ability to provide assistance, and explore ways to work with or build on existing services. This will help ensure that your program does not duplicate existing resources.

## **GATHERING INFORMATION**

Keeping in mind the guidelines for accepting referrals (see page 15), determine what your community’s concerns are. The following questions may help:

- What types of offences are committed in your community?
- How many youth and adult offenders are there?
- What are the demographics of your community?
- What justice resources are available?
- What gaps exist in the way justice is being served in your community?
- How are victims supported?
- How do justice system agencies and your community relate to one another?

There are several ways to begin answering these questions:

- Review reports on police statistics, victimization, public safety, crime prevention, and other issues.
- Do some research on Community Accountability Programs.
- Consult the police for information on local crime problems.
- If you are not already familiar with the types of crime that occur in your community, attend court proceedings to gain a better understanding.
- Ask community members about their perceptions of crime and what can be done about it.

## **ANALYZING THE INFORMATION**

When you have gathered enough information, analyze it. Examine factors such as the nature of the harm caused to victims, the types of offenders,

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and how offences are affecting your community. The information and analysis will help you develop a community profile, which will provide a solid foundation for your initiative and help you generate the community support you will need to develop your program.

For more information on the needs assessment process, refer to the booklet entitled *Identifying Your Community's Crime Problem: A Guide to Needs Assessment*. This booklet forms part of the *Safe Communities Kit* and can be downloaded from the Ministry of Public Safety and Solicitor General Web site at [www.pssg.gov.bc.ca/community\\_programs](http://www.pssg.gov.bc.ca/community_programs). To order a copy on CD-ROM, contact Community Programs Division. (See page 4 for contact information.)

## Community participation

### INFORMING THE COMMUNITY

The next step in developing a Community Accountability Program is to call a community meeting. This will allow you to present your information and ideas about developing a restorative justice program. It is an effective way to generate community interest and get people involved.

When planning your community meeting, consider the following:

- What do you want to achieve through this meeting?
- What is the most effective way to present your ideas?
- Where is the best place to hold it, and how long should it last?
- How should you get the word out so that you can include as many people as possible?
- How can you ensure that you are reaching out to everyone in your community and that all sectors and groups are represented?
- Do members of your community have any travel or commuting concerns that may affect their ability to attend?

When drawing up an invitation list, you may wish to include representatives from local government, justice-related organizations, and other community groups that may have knowledge of and experience in the justice system or restorative justice approaches. Make sure to invite criminal justice partners from your community, such as the police, Crown counsel, probation officers, and victim services organizations. They may be



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able to help identify steps you should take in establishing your program, and provide information and expertise. Always keep your criminal justice partners involved and informed about the progress of your program.

During the meeting, present the community profile you have drawn up and the ideas you have for a Community Accountability Program. After a full discussion, canvass interest in the program and encourage individual commitment to doing further work.

If you need help in determining appropriate contacts in your community or planning your meeting, contact Community Programs Division. (See page 4 for contact information.)

## **ORGANIZING A STEERING COMMITTEE**

Once you have held a community meeting and obtained support for your initiative, you will be ready to form a steering committee, whose primary role is to oversee the development of your Community Accountability Program. The committee will be responsible for the following:

- Determining how the program should be developed, implemented, and administered
- Building a strong relationship with local justice partners
- Developing program policies and procedures
- Identifying volunteer orientation and training needs
- Obtaining support for the program from local businesses and other community groups
- Raising funds

The steering committee will not necessarily participate in day-to-day program operation, although some committee members may eventually choose to become involved (as facilitators, for example) once the program is up and running.

The membership of the steering committee should reflect the diversity of your community. Make sure to include representatives from:

- Local police
- Local government
- Various cultural groups



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- Victim services and other justice organizations
- Schools
- Businesses
- Religious organizations
- Recreational services
- Social services
- Offender groups
- The justice system

### **COMMUNICATIONS – BUILDING AND MAINTAINING COMMUNITY SUPPORT**

The success of any Community Accountability Program depends on community support. To build and maintain support, devise a communication strategy that reaches individuals and groups representing the various interests and cultures of your community.

Establishing contact with local media can result in significant exposure for your program, which in turn can help with public awareness, fundraising, and volunteer recruitment. Find opportunities to tell people about your program, such as:

- Radio interviews and local cable TV shows
- Distribution of written materials
- Presentations to religious organizations, civic groups, college or high school classes, violence prevention groups, local or provincial government agencies, and social groups

Build your message around stories of real-life experiences, especially those about local people or conditions. Be careful, however, to respect confidentiality.

Highlight the differences between Community Accountability Programs and the court system. Let people know why you believe the restorative justice approach will benefit your community.

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## GOAL SETTING

Along with these organizational, research, and public awareness efforts, you will need to focus time and energy on defining and developing your Community Accountability Program.

The first step in defining your program is to establish its purpose and objectives. The purpose (often referred to as a “mission statement”) is the program’s overall aim and its reason for being. It describes in general terms what you intend to accomplish. Keep your mission statement as simple and concise as possible.

Objectives, on the other hand, are specific targets you want to achieve. They should be stated in clear and measurable ways as they will be your basis for evaluating the program later on.

To set your program purpose and objectives, draw on the results of your research and community consultations. Review the community profile you developed. Consider the following questions:

- What issues generated the ideas for your program?
- What community crime concerns will your program address?
- What gaps in service will it meet?
- What clientele will it work with – adults, youth, or both?
- What are its limits?
- What restorative justice model will it implement?

If you need help in articulating your program’s mission and objectives, consider approaching other community programs for advice or consult the following *Safe Communities Kit* booklets:

- *Getting Your Crime Prevention Strategies Underway: Project Planning Guide*
- *Splash and Ripple: Using Outcomes to Design and Guide Community Justice Work*

(See page 31 for details on how to obtain a copy of the *Safe Communities Kit*.)

Once you have set your program goal and objectives, you will need a detailed plan for program development and implementation. Create a workplan that lists all the activities to be completed. Identify who will

undertake each action, and set realistic timelines. This exercise will help your group set priorities. This is important because the success of a community program often depends on how thoroughly a workplan is developed and followed.

## Funding and resources

Think about the funding and resources you will need to establish your program, and identify possible sources of assistance. There may be a number of sources right in your community. Social organizations, municipal agencies, and local businesses may see a vital need for a Community Accountability Program and may be willing to provide funding or in-kind assistance. Strive to keep your program as self-sufficient as possible to ensure that it stays community-driven and that your community members feel they have ownership of an initiative that addresses their needs.

The Ministry of Public Safety and Solicitor General recognizes that programs may require start-up funding (for initial research, development of communication materials, volunteer outreach, etc.) as well as support for ongoing operations. For more information on the financial assistance available through the ministry, refer to page 49.

## Volunteers

### RECRUITMENT

Your program will need dedicated volunteers who are trained to work with and support victims and offenders. Recruiting good volunteers is not a quick or simple process. It requires public promotion of your program and sufficient time for screening and training. Since cases will be dealt with at various times of the day, you will need as many volunteers as possible to cover each day's schedule. Determine how many volunteers you need and then allow for more, in case some of them find that they cannot commit much time to the program.

When planning your recruitment efforts, consider the following:

- How many volunteers are necessary to make the program function?
- How can you ensure that the volunteers you recruit are representative of the community?

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- What responsibilities will volunteers have?
- Who will screen volunteers and how will that be done?
- What kind of training will volunteers need?
- What kind of support will they need?

Consider holding a volunteer recruitment meeting. Have volunteer application forms, sign-up sheets, and clearly worded job descriptions available at the meeting. Ask those in attendance to spread the word. Post signs throughout the community, including at the volunteer bureau.

## **ORIENTATION AND TRAINING**

Volunteer training is an ongoing process. Its goal is to ensure that volunteers who work with victims and offenders respect the rights of these individuals and strive to meet their needs. Adequate training also ensures that volunteers feel prepared and able to fulfil the tasks assigned to them.

If you need help in developing your training plan, consider approaching other community-based programs for advice. (Check the Provincial Directory of Restorative Justice Programs found in [Appendix G](#).) Your criminal justice partners (local victim services organizations in particular) may have information and resources that could assist you. Your own volunteers may have expertise in particular areas or may know other people who can help.

When deciding when and where to hold your orientation and training sessions, try to be flexible as volunteers will likely have other commitments. Be prepared to hold the sessions more than once to ensure that everyone receives the necessary information.

Include the following topics in your training sessions:

- Overview of restorative justice
- Your program model
- Job descriptions, roles, and responsibilities
- Program policies and procedures
- Skills training on facilitation, mediation, conflict resolution, and communication



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- Effects of victimization
- Working with victims and offenders
- Relevant legislation, such as the *Victims of Crime Act*, the *Criminal Code*, and the *Youth Criminal Justice Act*
- How the justice system operates
- Working with justice system partners
- Cultural sensitivity
- Dealing with crises and complaints

More information on training resources is provided in [Appendix H](#).

### **MOTIVATION AND RETENTION**

You should also consider how you will maintain your volunteer base once it is established. Develop strategies for ongoing recruitment, for ensuring that the work volunteers do for your program is meaningful and rewarding, and for recognizing their talents and participation. This can be done in a variety of ways. Here are some examples:

- By providing training opportunities, you give volunteers the expertise to make their work more productive and enjoyable. This can help your program retain volunteers.
- Thank-you notes, awards, certificates, acknowledgements, and even prizes show everyone that their work is appreciated.
- Consider nominating a volunteer, a local youth, or another community partner for one of the Ministry of Public Safety and Solicitor General's Crime Prevention and Community Safety Awards. Nominations for a variety of categories are called in the late spring and the awards are issued every September. For more information about these awards, contact Community Programs Division. (See page 4 for contact information.)

To create meaningful volunteer appreciation activities, you must understand why each of your volunteers has decided to work with your program. Why have they joined your organization? What drives them? What are their personal interests? While public recognition is important for some, others may want nothing more than to have their contributions noticed by their team-mates. Sue Vineyard's book, *Beyond Banquets, Plaques and Pins: Creative Ways to Recognize Volunteers and Staff*, is full

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of interesting ideas. For more information about this book, visit the Marketplace section of the Volunteer Canada Web site at [www.volunteer.ca](http://www.volunteer.ca).

## Program management policies

You will need to develop policies that address the following important issues:

- Confidentiality
- Criminal record checks for volunteers
- Reference checks for volunteers
- Records management
- Handling complaints and critical incidents
- Liability
- Volunteer appreciation and recognition (See page 37 for more information on this topic.)

### CONFIDENTIALITY

Maintaining confidentiality when dealing with victims, offenders, and the community is extremely important. We recommend that each program develop a confidentiality policy that covers the following points:

- Program participants must be apprised of the policy. They must also be forewarned of the limits to confidentiality. They should be aware, for example, that conference records may be subpoenaed by the court and that program volunteers have the legal duty to report any instances where there are reasonable grounds to believe that a child is being abused or neglected or is for any other reason in need of protection. In such cases, the report should be made to the Ministry of Children and Family Development (MCFD). Reports can be made to the MCFD Helpline for Children at 310-1234 (no area code needed). For more information, check this Web site: [http://www.mcf.gov.bc.ca/getting\\_help/help.htm](http://www.mcf.gov.bc.ca/getting_help/help.htm).
- The program must not release any personal information about any participant unless it has obtained permission to do so from the person concerned. Wherever possible, permission should be obtained in writing.



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- Volunteers and any other persons involved in the program must adhere strictly to program policies on the release of information to individuals or agencies.
- Information on the disposition of a case or the results of a person's participation in the restorative justice process may be disclosed only to authorized personnel of the referring agency.
- No aspect of a case may be discussed with any person outside the program.

Anyone associated with the program should be made fully aware of the policy and should commit to abide by it. Swearing an oath or affirmation has the effect of solemnizing such a commitment and emphasizes the seriousness of the issue. ([Appendices I](#) and [J](#) contain a sample oath of confidentiality and a sample Community Accountability Program Agreement, respectively.)

### **CRIMINAL RECORD CHECKS**

We also recommend that you develop a policy on criminal record checks for program volunteers. A criminal record check is a database search carried out by police to determine whether a person has a criminal record. In accordance with the requirements of the *BC Freedom of Information and Protection of Privacy Act* and Section 8(1) of the federal *Privacy Act*, this procedure cannot be performed without the person's consent.

All those who apply for volunteer positions in your program should be informed that this check is an application requirement and should be asked whether they consent to it. They should also be informed that the results of the check may or may not disqualify them from involvement in the program. If applicants agree to the procedure, they should bring a signed consent form to the local detachment. Fingerprinting may be required to complete the process. Results are sent directly to the organization. Applicants should then be given the opportunity to explain any findings that may preclude them from involvement in your program.

When developing your criminal record check policy, consider the following:

- How will the applicant's privacy be protected during this process? For example, where and how will the information be stored and who will have access to it?



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- What criteria will be used to determine whether the presence of a criminal record is relevant to the position being applied for?
- Who will be responsible for assessing the relevance of a criminal record?
- What criteria will be used to determine whether the presence of a criminal record should disqualify an applicant?
- Who will be responsible for determining whether an applicant should be disqualified?
- Will an appeal mechanism be in place for disqualified applicants?
- Will applicants be required to cover the cost of their own criminal record check? (Note that the RCMP may be willing to provide the service at no cost as one aspect of their partnership with your program.)

Be aware that there are limitations to criminal record checks. Not all convictions will be on record. A search may reveal some convictions, peace bonds, conditional discharges, and dispositions, but will not provide information about investigations, pardons, pending charges, or criminal convictions in other countries. Hence, criminal record checks are just one step in the screening process. You can supplement these checks with careful interviews and thorough reference checks.

A number of volunteer organizations have policies on conducting criminal record checks. It may be helpful for you to review these. You should also contact your local police to find out how criminal record checks are done in your community and if there are any costs involved.

## REFERENCE CHECKS

It would be prudent to conduct reference checks in addition to criminal record checks for your volunteers. This will allow you to assess the character and suitability of each volunteer and provide you with information on work experience, skills, knowledge, and abilities. As a guideline, request a minimum of three references from each applicant.

Reference questions may include the following:

- Does the applicant work well with people?
- Does the applicant have good listening and communication skills?
- Does the applicant have experience and abilities relevant to the position?
- What strengths will the applicant bring to the program?

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## RECORDS MANAGEMENT

The goal of a records management system is to ensure that program records are properly filed, stored, and protected from damage, theft, and any unauthorized access. An effective records management system helps preserve confidentiality and privacy.

When developing your records management policy and procedures, consider the following:

- What types of information should be documented?
- What kinds of records will be kept?
- How can the program facilitate authorized access to records while preserving confidentiality and privacy?
- What kind of security measures need to be taken?
- How long will records be retained?
- How will non-current files be stored?
- How will records be disposed of once they are no longer needed?

Case files are normally returned to the referring agent upon completion of the case. However, any relevant information in your program files may be accessible through the *Freedom of Information and Protection of Privacy Act* (FOIPP). More information on the requirements of the FOIPP Act is available at [http://www.lcs.gov.bc.ca/privacyaccess/index\\_toc.htm](http://www.lcs.gov.bc.ca/privacyaccess/index_toc.htm).

## HANDLING COMPLAINTS AND CRITICAL INCIDENTS

At one time or another, your program will need to deal with complaints as well as unforeseen incidents that can put the program at risk. You will need to set up a process by which program volunteers and participants can document and report complaints and critical incidents. Reporting, documenting, and responding to complaints and critical incidents should be a simple and open process that is accessible to everyone. ([Appendix K](#) provides a sample of a critical incident report form.)

Not all incidents or complaints need to be reported to the steering committee, but some do. Here are a few examples:

- A person says that he or she wants to harm himself/herself or another person.

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- An accident involving a client, volunteer, or visitor occurs on the premises of the program or elsewhere while program business is being conducted.
- An internal or external complaint is made, alleging harassment or unfair treatment by program volunteers.
- A workplace hazard or unsafe practice is identified.

Determine who will be responsible for assessing the severity of incidents, and detail the procedures for dealing with them. You should also be familiar with the complaints process of the agencies with which your program works. For example, any complaint alleging misconduct by an RCMP officer should be forwarded to the Office of the Police Complaint Commissioner. If you are uncertain how to proceed with a complaint or critical incident, contact Community Programs Division. (See page 4 for contact information.)

If there are reasonable grounds to believe that a child is being abused or neglected or is for any other reason in need of protection, a report must be made to the Ministry for Children and Family Development (MCFD). Reports can be made to the MCFD Helpline for Children at 310-1234 (no area code needed). Ensure that all staff and volunteers understand this responsibility and are familiar with the procedures and mechanisms for reporting such cases.

### LIABILITY

Your program must also be prepared to deal with situations that may place it in a position of liability. Your municipal government, umbrella organization, or other justice-serving programs in your community may be able to help you with insurance and liability coverage. We recommend, however, that you obtain legal advice on this issue.

The Province of British Columbia, through the Ministry of Public Safety and Solicitor General, Risk Management Branch, provides Community Accountability Programs with access to limited insurance coverage. Your program may qualify for one of the following options:

- **Volunteer Insurance Program**

This program provides a Comprehensive/Commercial General Liability (CGL) policy and an Accidental Death and Dismemberment (AD & D) policy. The coverage is provided for persons who volunteer directly to or for the province and also for Order in Council per diem appointees. To be eligible, volunteers must be reporting to and under the direction



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of the provincial government. The province is responsible for monitoring the volunteer services and developing and enforcing any standards of service.

- **Master Insurance Policy (MIP)**

This is a Comprehensive/Commercial General Liability (CGL) policy offered to eligible agencies which, under a Transfer Agreement or Grant, provide program services to third parties on behalf of government. There must be a formal agreement describing the service. The contracting office must register the agency/contractor (or grant recipient) with the insurance broker (AON Reed Stenhouse). The MIP does not include AD & D coverage. If this coverage is desired, it is up to the agency/contractor/grant recipient to arrange for it through the commercial insurance market.

These insurance options apply to Community Accountability Programs in the following ways:

- Programs that do *not* receive funding through a society or other legal entity and that are provided by volunteers reporting directly to the province (e.g., the provincial Community Accountability Programs coordinator) may be covered under the Volunteer Insurance Program.
- Programs that are provided by a society that receives funding from the province and that use volunteers to provide the service may be eligible to receive Master Insurance Policy coverage. Such programs would not be eligible for Volunteer Insurance Program coverage because the volunteers do not report directly to the province.

Every June, the Risk Management Team of the ministry's Finance and Administration Division asks all ministry branches to report the number of volunteers to be covered through these policies. Community Accountability Programs requiring coverage through these policies must therefore submit volunteer numbers to the provincial coordinator by May 15 of each year. (See page 4 for contact information.)

## Operating procedures

The following guidelines are meant to assist Community Accountability Programs to deliver alternative justice services in a manner consistent with the principles set out in the *Youth Criminal Justice Act*. Although these guidelines are applicable to youth referrals, the information on Program Delivery Expectations and Eligibility Criteria may be applicable to adult referrals also.

### Note

The following guidelines apply to Community Accountability Programs that offer conferencing services, but they do not apply and should not be confused with the specific conferencing provisions of the YCJA (Section 19), which allow the police (among others) the discretion to conduct a conference about a young person for the purposes of determining the appropriate course of action under the YCJA. If, as a result of a police-initiated conference, the police decide to refer the young person to a Community Accountability Program, the police will inherently have an interest in the process and outcomes, as they are accountable under the *Police Act*. If a Community Accountability Program process is deemed to be flawed, clearly biased, unfair, or lacking due process, the officer is obliged to withdraw the matter and take appropriate action.

### PROGRAM DELIVERY EXPECTATIONS

The Pre-Charge Protocol forms the operational basis for the delivery of services by Community Accountability Programs, which are required to carry out the following:

- Ensure that the police have provided the program with the written consent of the victim and offender (and, if they are under the age of 19, of their parent or guardian) for the release of personal information (including name, address, and telephone number). The written consent should be provided to the program before the program initiates contact with the victim and offender.
- Assess the victim's needs and willingness to voluntarily participate in the process.
- Assess the young person's needs and ensure acceptance of responsibility.
- Assess the community's needs and the willingness of community members to participate in a conferencing process.
- Explain to the victim, offender, and all other participants the justice process, the conferencing process, and their roles in each.

# Part THREE

- Facilitate restorative justice conferences.
- Provide follow-up service to the victim and offender, including the monitoring of the agreement.
- Ensure that the agreement reached does not impose an outcome that is more onerous than what the young person would reasonably expect through the traditional criminal justice system process, and that the outcome is fair and proportionate to the crime.
- Ensure that opportunities exist in the community for the young person to make amends.
- Recognize that all discussions, notes, recordings, documentation, or written reports associated with the process are deemed to be confidential and are subject to all of the provisions related to confidentiality and youth records set out in the YCJA.
- Ensure that a sufficient training plan is in place which incorporates the particulars associated with the conferencing process.

## ELIGIBILITY CRITERIA

Before a youth is accepted by a Community Accountability Program, the program representative(s) should confirm with the police that the following minimum requirements have been met or are understood:

- The referral is considered appropriate with regard to the interests of the victim, the young person, and the community.
- Referrals are made by the police for Category 3 and 4 offences only. (See [Appendix A](#).)
- Situations involving sexual offences, relationship violence/abuse, child abuse, and hate-motivated crimes are not referred.
- Prosecution of the offence is not barred by law.
- There must be demonstrated community and criminal justice system support, including the support of victim services organizations.
- If a community-based conferencing process occurs, the young person must attend.
- Every effort should be made to ensure that the young person is accompanied by a parent or other supportive person.
- For pre-charge police-based referrals to Community Accountability Programs, there is no legal recourse for non-compliance.

## CONFERCING GUIDELINES

*At all times – Confidentiality is paramount*

Confidentiality is paramount. Programs must ensure that the following guidelines are understood by all participants involved:

- Community Accountability Program conference participants will be expected to keep confidential any information shared during a conference. Participants should be advised, however, that there are no legal provisions protecting the confidentiality of such information (apart from the information that would identify the young person or a victim under 18). For example, conference participants could be subject to subpoena regarding information obtained during a conference that is considered relevant in other civil or criminal proceedings.
- There are legal limits on the use of statements made by youths in pre-charge extrajudicial measures. In general, statements cannot be used in subsequent proceedings, although absolute confidentiality cannot be guaranteed.
- The youth's identity and other information regarding his or her participation in the offence can only be disclosed in accordance with the provisions of the YCJA. (Note: *Police are obliged to inform the victim of the young person's identity.*)
- Information regarding a youth's participation in a Community Accountability Program conference may not be used in any subsequent court proceedings as evidence of prior offending, but it may be shared with other law enforcement personnel.

*Before, during, and after a conference*

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**Before a conference is convened**

- Policies to deal with criminal record checks, conflict of interest, and breach of confidentiality for all participants must be in place.
  - The victim, young person, and community members are actively involved in the justice process at the outset.
  - All victims and young persons who participate in a Community Accountability Program conference are made aware of support services available to them in their communities.
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## Part THREE

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### **Before a conference is convened (continued)**

- A complaints process regarding the conference must be established and accessible to all participants, and they are made aware of this process.
- All participants have an opportunity to have the process and potential outcomes fully explained to them by a program representative.
- The referring agent and/or program representative must initiate the approach with the young person and the victim.
- All parties choose to participate in the process voluntarily and are not under any threat or coercion to do so by any party.
- A letter of informed consent is obtained from all parties participating in the process, acknowledging that the process has been fully explained and that they agree to take part.
- The nature of the alleged offence must be explained to the young person, who must voluntarily accept responsibility and accountability for the harm done.
- The young person (and parents or legal guardians) have been fully apprised of their right to legal counsel and their right to have the matter dealt with in a different manner.

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### **During a conference**

- The requirements and limits of confidentiality are fully explained to all participants.
- All participants are treated with respect and dignity at all times.
- Involvement in the process is safe and accessible, and does not endanger any participant.
- A neutral, non-threatening approach, and whenever possible, a neutral location, is utilized.
- The conclusions and recommendations of the conference are recorded.
- Victims are afforded the opportunity to explain, in a safe environment, how they were impacted by the offence.
- The young person is given an opportunity to “make things right” and to ask for help with problems that may have contributed to the offence.

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### **After a conference has concluded**

- Appropriate record keeping is undertaken and case file management is maintained.
  - The young person is informed about the content of the agreement and voluntarily accepts it.
  - The young person understands the problems that may have contributed to the wrongdoing and is supported in addressing them.
  - A process is in place to follow up with the victim and young person once the terms of the agreement are completed.
  - Once the agreement is reached and fulfilled, the referring agent is informed and the file is returned.
  - If an agreement is reached but not complied with, the referring agent is informed and the file is returned.
-



## Writing a program plan

### Why plan?

A clear and detailed plan is the foundation of a quality program. The plan should reflect the program's purpose, objectives, and operating structures. Developing a plan that includes these components will help you obtain support from the community and funding assistance from local businesses and other organizations. (A program plan template is included in [Appendix L](#).)

### Components of a program plan

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<b>Program purpose</b>	Outline what you discussed when you formed your working group: <ul style="list-style-type: none"><li>• What is the purpose of your program?</li><li>• What services will it provide?</li><li>• What is the vision behind the program? What inspired this undertaking? For example, "To work towards greater peace in our community" or "To help victims of crime in our community."</li></ul>
<b>Program objectives</b>	State the long- and short-term aims of your program. Include all the needs you intend to meet for the victim, the community, and the offender. For example, "To reduce the frequency of shoplifting by youths in our community" or "To increase satisfaction with the resolution of minor offences in our community."
<b>List of steering committee members</b>	List the members of your steering committee and describe the role and function of each one. Provide information on: <ul style="list-style-type: none"><li>• Guidelines used in selecting the committee members</li><li>• Qualifications for membership</li><li>• A brief description of each position, its responsibilities, duration of term, etc.</li><li>• Protocols for re-assigning members to different positions within the committee</li><li>• Decision-making process</li><li>• Frequency and duration of meetings</li><li>• Record-keeping protocols (e.g., minutes, records of decisions)</li></ul>

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# Part THREE

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**Volunteer orientation and training**

Describe the training you provide or intend to provide for your volunteers. Include the following:

- Orientation materials you have developed
- Training curriculum
- Information on how and when you provide volunteers with training and whether you require a time commitment from volunteers before you train them
- List of any ministry (or other) training materials and resources you are using. If necessary, contact Community Programs Division for information. (See page 4 for contact information.)
- Information on any assessment or performance review processes you may have

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**Program policies and procedures**

Include a brief description of any policies and procedures you have developed regarding the following issues:

- Confidentiality
- Support for victims
- Criminal record and reference checks for volunteers
- Records management
- Handling complaints and critical incidents
- Liability
- Volunteer appreciation

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**Program evaluation plan**

Describe how you will monitor and evaluate your program. Include the following:

- Key evaluation questions
- List of the data you intend to collect
- How you will collect and document this data
- How this information will be shared with your committee and other stakeholders

More information on program evaluation is provided on page 51.

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## Applying for financial assistance

The Ministry of Public Safety and Solicitor General offers financial support for the development of Community Accountability Programs. Start-up funding of up to \$5,000 is available as a one-time grant for program development. Established programs that meet the criteria for ongoing funding (see below) may qualify for an ongoing, annual financial grant of up to \$2,500 in following years. Funds granted to communities will be subject to normal audit and accountability processes.

## General criteria

Community Accountability Programs must:

- Be volunteer-based
- Adhere to restorative justice practices and approaches
- Demonstrate community and criminal justice system support, including support from victim services organizations
- Accept referrals from the police for Category 3 and 4 offences only
- Not accept referrals for sexual offences, relationship violence/abuse, child abuse, and hate-motivated crimes
- Conduct criminal record checks on all volunteers
- Maintain strict confidentiality

## Criteria for start-up grants

To apply for start-up financial support, provide the following information:

- Identify the members of your steering committee and provide contact information.
- Explain the need at the local level for a Community Accountability Program.
- Explain how your program will adhere to restorative justice practices and approaches.
- Explain how the funds will be used.
- Acknowledge all sources of support received by your program.

As part of your application, submit letters of support from your community, local government, and criminal justice partners.

## Criteria for ongoing funding grants

Program funding will be provided to support the following activities:

- Volunteer training
- Volunteer recognition
- Administrative and operational support

# Part THREE

Program applications must provide the following:

- Description of the program, identifying the program process and referral type
- Proof of financial contribution from the community (in-kind or monetary)
- Volunteer training plan (must include *Youth Criminal Justice Act* training)
- Plan to monitor and track program participants (reporting template to be provided)
- Budget
- Two semi-annual reports documenting the number of referrals accepted, compliance rates, victim and offender satisfaction, number of volunteers, and training provided

You may download application forms from the Community Programs Division Web site:

[http://www.pssg.gov.bc.ca/community\\_programs/justice/index.htm](http://www.pssg.gov.bc.ca/community_programs/justice/index.htm).

Send the completed application to Community Programs Division. (See page 4 for contact information.)

## Preparing to evaluate your program

### Why evaluate?

Program evaluation allows you to assess the different aspects of your program, including its design, implementation, effectiveness, and efficiency. It is a way of ensuring accountability to the community and your funding agencies.

Evaluation can tell you many things about your program, including:

- Whether your program was designed in a way that enabled it to meet its objectives
- Whether it has been implemented as originally intended
- Whether it is serving the people it was created for

# Part THREE

- Whether and how it has changed over time
- How effective it has been in achieving its objectives
- Its particular successes and failures
- The costs associated with running it
- Its impacts – both intended and unintended

While you may evaluate your program at different points of implementation, you should plan for the evaluation right at the outset. Earlier, we noted that your program purpose and objectives form the foundation of your program plan. They are also the basis for a proper evaluation.

## Information to gather

The kinds of evaluation data you gather will depend on the kind of program you implement, its objectives, and your evaluation questions. There are four categories of information you should be aware of. A complete evaluation should address all four types:

- **Inputs:** Resources required to carry out the program (e.g., number of volunteers and volunteer hours, funding, operating facility, etc.)
- **Activities:** Steps taken to carry out a program (e.g., coordinating mediation sessions or conferences, training volunteers, monitoring agreements, etc.)
- **Outputs:** Measurable and direct results of program activities (e.g., number of mediation sessions or conferences held, number of agreements reached, etc.)
- **Outcomes:** Measurable impact of your program activities and outputs on clients or the community (e.g., less re-offending, victims and offenders satisfied with the process and agreements reached, etc.)

You may wish to gather additional data that will answer particular evaluation questions you have about your program. Your evaluation plan should also indicate how and when the evaluation will be undertaken and with whom you will share the evaluation results. A quarterly data collection form is included in [Appendix M](#).

For more information about developing an evaluation plan, refer to the *Safe Communities Kit* booklet, *Splash and Ripple: Using Outcomes to Design and*



# Part THREE

*Guide Community Justice Work.* (See page 31 for details on how to obtain a copy of the *Safe Communities Kit*.)

*If you have questions about getting started or want assistance in communicating with your criminal justice partners either to call a meeting or get more information, contact Community Programs Division. (See page 4 for contact information.) We would be happy to provide you with information, answer any questions you might have, and facilitate contacts with appropriate criminal justice system personnel.*



# Appendices

Appendix A – Categories of Offences

Appendix B – *Victims of Crime Act*

Appendix C – References to Victims in the YCJA

Appendix D – References to Victims in the *Criminal Code*

Appendix E – Victim Service Directory

Appendix F – Extrajudicial Measures and the YCJA

Appendix G – Restorative Justice Program Provincial Directory, 2002

Appendix H – Training Resources

Appendix I – Sample Oath of Confidentiality

Appendix J – Sample Community Accountability Program Agreement

Appendix K – Sample Critical Incident Report Form

Appendix L – Program Plan Template

Appendix M – Quarterly Data Collection Form

## Appendix A – Categories of Offences



# CATEGORIES OF OFFENCES

\* **Please note:** This list should be used as a guide only. Where a case is referred to your program that does not fall within the categories listed below, please consult the referring agent regarding the appropriateness of the referral.

CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
<ul style="list-style-type: none"> <li>▪ First and second degree murder</li> <li>▪ Attempted murder</li> <li>▪ Conspiracy to commit murder</li> <li>▪ Manslaughter</li> <li>▪ Sexual assault with a weapon, or threats to third parties, or causing bodily harm or aggravated sexual assault</li> <li>▪ Sexual offences involving breach of trust and/or children</li> <li>▪ Robbery</li> <li>▪ Aggravated assault</li> <li>▪ Criminal harassment</li> <li>▪ Arson with disregard for human life</li> <li>▪ Break and enter or unlawfully in a dwelling house involving injury or attempted violence</li> <li>▪ Hostage taking</li> <li>▪ Extortion</li> <li>▪ Criminal negligence</li> <li>▪ Impaired driving or dangerous driving causing death or bodily harm</li> <li>▪ Use of explosives which are likely to cause bodily harm or death</li> <li>▪ Sabotage</li> <li>▪ Using a firearm in the commission of an offence</li> <li>▪ Kidnapping</li> <li>▪ Unlawful confinement</li> <li>▪ Prison breach</li> <li>▪ Escape lawful custody (involving violence)</li> <li>▪ Living on the avails of prostitution, procuring etc. (s.212)</li> <li>▪ Obtaining or attempting to obtain sexual services of children (s.212(4))</li> <li>▪ Counterfeiting</li> <li>▪ Bribery</li> <li>▪ Obstructing justice</li> <li>▪ Perjury</li> <li>▪ Mischief causing danger to life</li> <li>▪ Pornography offences (possession or making) involving children</li> <li>▪ Hate/propaganda offences</li> </ul>	<ul style="list-style-type: none"> <li>▪ Abduction (parental)</li> <li>▪ Impaired driving and driving while over .08</li> <li>▪ Dangerous driving and driving while disqualified</li> <li>▪ Impaired driving or dangerous driving involving a high speed chase</li> <li>▪ Spouse assault and violence against women in relationships (except for aggravated assaults noted in Category 1)</li> <li>▪ Assaulting a peace officer</li> <li>▪ Arson (except those arson offences noted in Category 1)</li> <li>▪ Break and enter of a dwelling house</li> <li>▪ Carry a concealed weapon</li> <li>▪ Possession of a prohibited weapon</li> <li>▪ Possession of a weapon for a purpose dangerous to the public peace</li> <li>▪ Possession of a restricted weapon</li> <li>▪ Careless use, storage or pointing a firearm</li> <li>▪ Escaping lawful custody (non-violent)</li> <li>▪ Uttering threats to cause death or bodily harm</li> <li>▪ Possession of an explosive substance</li> <li>▪ Possession of forged currency and passports</li> <li>▪ Public mischief</li> <li>▪ Criminal contempt</li> <li>▪ Indecent act (targeting children)</li> <li>▪ Failures to appear and unlawfully at large</li> <li>▪ Sexual assault (other than those sexual offences noted in Category 1)</li> <li>▪ Theft, possession of stolen property, forgery, fraud, false pretences, uttering, unlawful use of a credit card, unauthorized use of a computer, (involving public funds, public documents, internal theft, a scheme of organized criminal activity, a position of trust or a vulnerable victim)</li> <li>▪ Hate bias offences (except as noted in Category 1)</li> <li>▪ Assault causing bodily harm</li> <li>▪ Assault with a weapon</li> <li>▪ Child abuse (except when there is a Category 1 offence)</li> <li>▪ Breach of probation or other court order</li> </ul>	<ul style="list-style-type: none"> <li>▪ Break and enter other than a dwelling house</li> <li>▪ Theft over \$5,000 (except as noted in Category 2)</li> <li>▪ Possession of stolen property over \$5,000 (except as noted in Category 2)</li> <li>▪ Forgery, fraud, false pretences, uttering, unlawful use of a credit card, in amounts over \$5,000 (except as noted in Category 2)</li> <li>▪ Unauthorized use of a computer (except as noted in Category 2)</li> <li>▪ Assault – s.266 (except VAWIR)</li> <li>▪ Mischief over \$5,000</li> <li>▪ Indecent act (except for offences targeting children as noted in Category 2)</li> <li>▪ Possession of house/car breaking instruments</li> <li>▪ Take auto without consent</li> <li>▪ Trespass at night</li> <li>▪ Communication for the purposes of prostitution (exception: demonstrated nuisance in the community, in which case the matter should be dealt with as a Category 2 offence)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Theft under \$5,000 (except as noted in Category 2)</li> <li>▪ Possession of stolen property under \$5,000 (except as noted in Category 2)</li> <li>▪ False pretences, uttering, unlawful use of a credit card, where the amounts involved are under \$5,000 (except as noted in Category 2)</li> <li>▪ Causing a disturbance</li> <li>▪ Mischief under \$5,000</li> </ul>

## Appendix B – *Victims of Crime Act*

# VICTIMS OF CRIME ACT

[RSBC 1996] CHAPTER 478

## *Contents*

### *Section*

- [1 Definitions](#)
- [2 Right to courtesy and respect](#)
- [3 Legal representation of victims](#)
- [4 Presentation of the victim's perception of the impact of the offence](#)
- [5 Information that must be offered](#)
- [6 Information that must be given on request](#)
- [7 Information that will be given in appropriate circumstances](#)
- [8 Goals](#)
- [8.1 Victim surcharge levy](#)
- [9 Victim Surcharge Special Account](#)
- [10 No cause of action created by this Act](#)
- [11 Validity of proceeding, etc.](#)
- [12 Ombudsman](#)
- [13 Annual report](#)
- [14 Employers are not to penalize](#)
- [15 Offence](#)
- [16 Power to make regulations](#)

## **Definitions**

**1** In this Act:

**"accused"** means a person who is charged with an offence;

**"child"** includes

- (a) a child of a victim born after the death of the victim,
- (b) a stepchild of a victim, and

(c) a person who, although not a child of the victim by birth or adoption, is like a child to the victim;

**"justice system personnel"** means auxiliary constables, chief constables, chief officers, designated constables, enforcement officers, municipal constables, provincial constables, special municipal constables and special provincial constables as defined in section 1 of the *Police Act*, officers and employees appointed or employed under section 4 of the *Parole Act* and personnel in the Court Services Branch, Criminal Justice Branch and Corrections Branch of the Ministry of Attorney General;

**"offence"** means, except in section 15, a contravention, that harmed a victim, of an enactment of British Columbia or Canada;

**"offender"** means a person convicted of an offence;

**"parent"** includes

(a) a stepparent of the victim,

(b) a person who has, in law or in fact, the custody of the victim or who is responsible for the care or financial support of the victim, and

(c) a person who, although not a parent of the victim by birth or adoption, is like a parent to the victim;

**"sentence"** includes a disposition as defined in the *Young Offenders Act (Canada)* or the *Young Offenders (British Columbia) Act*;

**"special account"** means the Victim Surcharge Special Account established under section 9;

**"spouse"** means a person who

(a) is married to another person, or

(b) is living and cohabiting with another person in a marriage-like relationship, including a marriage-like relationship between persons of the same gender;

**"victim"** means an individual who suffers, in relation to an offence,

(a) physical or mental injury or economic loss as a result of an act or omission that forms the basis of the offence, or

(b) significant emotional trauma and is an individual against whom the offence was perpetrated or, with respect to an individual against whom the offence was perpetrated, is a spouse, sibling, child or parent of the individual,

but does not include a person listed within the definition of "justice system personnel" in relation to an offence to which the person responds in the line of duty;

**"victim service"** means a service that is designed to assist victims and is provided or funded by the government.

### **Right to courtesy and respect**

**2** All justice system personnel must treat a victim with courtesy and respect and must not discriminate against a victim on the basis of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, gender, sexual orientation, political belief or age.

### **Legal representation of victims**

**3** On request by a victim, the Attorney General must take reasonable measures to ensure that the victim is provided with advice and representation by a lawyer if

- (a) the victim requires representation independent from that of Crown counsel in response to an application for disclosure of information, not in the possession of the police or Crown counsel, relating to the personal history of the victim, and
- (b) the victim would not otherwise receive this representation because of a lack of financial resources.

### **Presentation of the victim's perception of the impact of the offence**

**4** Crown counsel must ensure that a victim is given a reasonable opportunity to have admissible evidence concerning the impact of the offence, as perceived by the victim, presented to the court before sentence is imposed for the offence.

### **Information that must be offered**

**5** Justice system personnel must offer a victim general information concerning

- (a) the structure and operation of the justice system,
- (b) victim services,
- (c) the *Freedom of Information and Protection of Privacy Act*,
- (d) the *Crime Victim Assistance Act*, and
- (e) this Act.

### **Information that must be given on request**

**6** (1) Subject to the *Young Offenders Act* (Canada) and insofar as this does not prejudice an investigation or prosecution of an offence, justice system personnel must arrange, on request, for a victim to obtain information on the following matters relating to the offence:

- (a) the status of the police investigation;

- (b) the specific counts with which the accused is charged or for which the offender is convicted;
- (c) the reasons why a decision was made respecting charges;
- (d) the name of the accused;
- (e) the date, location and reasons for each court appearance that is likely to affect the final disposition, sentence or bail status of the accused;
- (f) the outcome of each court appearance that is likely to affect the final disposition, sentence or bail status of the accused;
- (g) the length of any sentence that the offender is serving and the date the sentence began;
- (h) the means for the victim to report breaches of the terms of supervision by the offender released under supervision;
- (i) the means to contact agencies that may grant or amend conditions of parole or authorize release from custody of the offender;
- (j) the eligibility and review dates applicable to the offender and how to make representations in any proceedings that may lead to a change in the custodial status or release conditions of the offender.

(2) Subject to the *Young Offenders Act* (Canada), justice system personnel must arrange, on request, for a victim to obtain copies of orders and permits setting conditions for the accused or offender that are relevant to the safety of the victim.

### **Information that will be given in appropriate circumstances**

**7** (1) The minister charged with the administration of the *Correction Act* or the designate of the minister or the chair of the Board of Parole for the Province of British Columbia or the designate of the chair must give the following information relating to the offence to a victim on request if, in the opinion of the person giving the information, the interests of the victim outweigh the privacy interest of the accused or offender in the circumstances:

- (a) whether the offender is in custody and, if the offender is in custody, the name and address of the institution where the sentence is being served;
- (b) if the accused or offender is in custody and is to be released, the date the release will begin, the length of the release and the terms of supervision during that release;
- (c) if the accused or offender is released from custody under supervision and the terms of supervision are to change, the nature of the change and the date the change begins;

(d) if the offender is or will be on supervised probation, parole or temporary absence, the area of British Columbia where the offender may be and whether the offender will be in the vicinity of the victim while travelling to that area.

(2) Subsection (1) applies despite the *Freedom of Information and Protection of Privacy Act* but is subject to the *Young Offenders Act* (Canada).

## Goals

8 To the extent that it is practicable, the government must promote the following goals:

(a) to develop victim services and promote equal access to victim services at all locations throughout British Columbia;

(b) to have victims adequately protected against intimidation and retaliation;

(c) to have property of victims obtained by offenders in the course of offences returned promptly to the victims by the police if the retention is not needed for investigation or prosecution purposes;

(d) to have justice system personnel trained to respond appropriately to victims;

(e) to give proper recognition to the need of victims for timely investigation and prosecution of offences;

(f) to have facilities in courthouses that accommodate victims awaiting courtroom appearance separately from the accused and witnesses for the accused;

(g) to afford victims throughout British Columbia equal access to

(i) courtrooms and prosecutors' offices that are designed to be used by persons with physical disabilities,

(ii) interpreters for speakers of any language, and

(iii) culturally sensitive services for aboriginal persons and members of ethno-cultural minorities.

## Victim surcharge levy

8.1 (1) If a fine is imposed on a person under a prescribed enactment of British Columbia, the person must pay to the government, at the time and place where the fine is payable, a victim surcharge levy calculated in accordance with the prescribed formula.

(2) Without limiting subsection (1), if a person pays or is obligated to pay a fine under the *Offence Act*, the person must pay to the government, at the time and place where the fine is payable, a victim surcharge levy calculated in accordance with the prescribed formula.

(3) to (6) [Repealed 1997-10-29.]

### **Victim Surcharge Special Account**

**9** (1) The Victim Surcharge Special Account is continued as a special account of the consolidated revenue fund.

(2) The Attorney General must pay into the special account money paid to the government under section 8.1.

(3) The special account consists of

(a) payments made by the Attorney General under subsection (2),

(b) victim fine surcharge money that under section 737 of the *Criminal Code* the Lieutenant Governor in Council directs be paid into the special account,

(c) donations people make to the special account,

(d) any money transferred to the special account from a vote, as defined in the *Financial Administration Act*, and

(e) any interest and other income of the special account.

(4) The Attorney General may pay money out of the special account to do one or more of the following:

(a) defray the costs incurred under sections 3 to 8;

(b) pay costs associated with the administration of the special account;

(c) provide funding, directly or indirectly, to a service or project, all or any part of which may benefit victims or lead to the development of services that may benefit victims.

(5) Subsection (4) applies despite section 21 (3) of the *Financial Administration Act*.

(6) The special account must not be used to provide direct compensation to individual victims.

(7) The cumulative total of amounts paid out of the special account under subsection (4) must not exceed the cumulative total of money paid into the special account under subsection (3).

### **No cause of action created by this Act**

**10** Subject to section 82 (7) of the *Offence Act*, no cause of action, right of appeal, claim for damages or other remedy in law exists because of this Act or anything done or omitted to be done under this Act.



## **Validity of proceeding, etc.**

**11** (1) A proceeding in respect of an offence must not be delayed or held to be invalid on the grounds that a right granted by this Act has been infringed or denied or that this Act has not been complied with, and the court must not make an order respecting the conduct of that proceeding or the validity or propriety of an order, conviction, sentence or any other thing done in that proceeding on those grounds.

(2) An order, conviction or sentence may not be appealed on the grounds that a right granted by this Act has been infringed or denied.

## **Ombudsman**

**12** (1) The *Ombudsman Act* applies to this Act.

(2) Despite subsection (1), the Ombudsman must refuse to investigate the appropriateness of a decision by a member of the Criminal Justice Branch of the Ministry of Attorney General, or a special prosecutor as described in section 7 of the *Crown Counsel Act*,

- (a) to approve the prosecution of an offence,
- (b) to decline to approve the prosecution of an offence,
- (c) to delay proceeding with the prosecution of an offence,
- (d) to stay the prosecution of an offence,
- (e) to conduct or decline to conduct an appeal or other proceeding in respect of an offence, or
- (f) to exercise any other aspect of prosecutorial discretion.

## **Annual report**

**13** The annual report under section 6 of the *Attorney General Act* must include a report on the administration of this Act.

## **Employers are not to penalize**

**14** An employer must not discharge, suspend, intimidate, coerce, impose any financial or other penalty on or otherwise discriminate against an employee because that person is absent from work

- (a) to appear in court as a witness in a proceeding respecting an offence, or
- (b) to attend at a meeting with justice system personnel at the request of those personnel to assist in an investigation or preparation for the prosecution of an offence.

## **Offence**

**15** (1) A person who contravenes section 14 commits an offence and is liable on conviction to a fine of not more than \$2 000 or to imprisonment for a term of not more than 6 months or to both.

(2) Section 5 of the *Offence Act* does not apply to the Act.

## **Power to make regulations**

**16** (1) The Lieutenant Governor in Council may make regulations referred to in section 41 of the *Interpretation Act*.

(2) Without limiting the generality of subsection (1), the Lieutenant Governor in Council may make regulations as follows:

- (a) prescribing an enactment for the purposes of section 8.1 (1);
- (b) prescribing the formula for the purposes of section 8.1 (1) and (2);
- (c) [Repealed 1997-3-4.]



## **Appendix C – References to Victims in the YCJA**

*The following information was taken directly from the Youth Criminal Justice Act Canada Pocket Guide 2003 - British Columbia Edition, originally published by the Province of Nova Scotia, and is based on Moving Forward: Pocket Guide to the Youth Criminal Justice Act Canada.*

## **VICTIMS' ISSUES**

Victims are mentioned in several provisions of the Act.

### **Preamble**

Canadian society should have a youth criminal justice system that...takes into account the interests of victims.

### **Peace Bonds**

Peace Bonds may be ordered under subs.14(2) (youth court judges) & subs.20(2) (JPs – where the jurisdiction permits and authorizes).

### **General principles**

Measures taken against a YP should encourage the repair of harm done to victims and communities. [subpara.3\(1\)\(c\)\(ii\)](#)

Special considerations apply to proceedings against YPs. In particular

- Victims should be treated with courtesy, compassion, and respect for their dignity and privacy, and should suffer the minimum degree of inconvenience as a result of their involvement with the youth criminal justice system [subpara.3\(1\)\(d\)\(ii\)](#)
- Victims should be provided with information about the proceedings and given an opportunity to participate and be heard [subpara.3\(1\)\(d\)\(iii\)](#)

### **Principles of youth sentencing**

[subpara.38\(2\)\(e\)\(iii\)](#)

Subject to the limit of proportionality, the sentence SHALL promote a sense of responsibility in the YP and an acknowledgement of the harm done to victims and the community.

### **Factors to consider in youth sentencing**

In determining a *youth sentence* the court SHALL take into account

- The harm done to victims and whether it was intentional or reasonably foreseeable [para.38\(3\)\(b\)](#)
- Any reparation made by the YP to the victim or the community [para.38\(3\)\(c\)](#)

## Protective Measures

A Justice has jurisdiction to make an order under Section 810 (recognizance – fear or injury of damage) of the Criminal Code in respect of a YP [subs.20\(2\)](#)

## Objectives of extrajudicial measures [para.5\(d\)](#)

Extrajudicial measures provide an opportunity for victims to participate in decisions related to the measures selected and to receive reparation.

## Extrajudicial sanctions [s.12](#)

Victims are entitled, on request, to information about the identity of the YP and how the *offence* was dealt with when *extrajudicial sanctions* were used.

## Youth Justice Committees [s.18](#)

Youth Justice Committees may support the victim by soliciting their concerns or facilitating reconciliation.

## Victim fine surcharge [s.53](#)

The YCJA allows the province to use a percentage of a fine for the assistance of victims and allows for a surcharge to be ordered where the province does not establish one.

## Publication [s.111](#)

(see “Rules governing young witnesses and victims”, p.102)

## Unchanged from the YOA

As with the YOA

- Victims should be interviewed for a *pre-sentence report* if reasonably possible [para.40\(2\)\(b\)](#)
- Victim impact statement provisions of the CC apply to *youth sentence* proceedings [s.50](#)
- *Publication* of the identity of *child* or young victims and witnesses is NOT permitted except as provided for in the Act (see “Rules governing young witnesses and victims,” p.102) [s.111](#)

Victims may have access to certain *records* under the YCJA. [para.119\(1\)\(d\)](#) (see “Victims’ access to records,” p.60)

### **British Columbia Victims of Crime Act (1996)**

- To be treated with courtesy and respect
- To information on the justice system, victims services, crime victim assistance and related legislation
- To be given a reasonable opportunity to provide a victim impact statement
- On request (and subject to the YCJA\*), the right to receive certain case-specific information on the investigation, prosecution and sentencing and release of an accused/offender
- To independent legal representation, provided free of charge where they cannot afford it, concerning the disclosure of their personal records.

\* Note: Current [BC] Victims of Crime Act refers to YOA. Amendments are pending.



## **Appendix D – References to Victims in the *Criminal Code***

## REFERENCES TO VICTIMS IN THE *CRIMINAL CODE*

<b><u>Section</u></b>	<b><u>Description</u></b>
Section 717(1)(b)	When alternative measures may be used
Sections 718(e) & (f), 718.2(a)(iii)	Purpose and principles of sentencing
Section 722	Victim impact statements
Section 738(1)	Restitution to victims



## Appendix E – Victim Service Directory

## **VICTIM SERVICE DIRECTORY**

The Victim Service Directory lists all victim service programs in British Columbia. You can also contact VictimLINK, the 24-hour, toll-free, province-wide telephone service at 1-800-563-0808 to find the program nearest you.

Click on the following link to access the Victim Service Directory:

[www.pssg.gov.bc.ca/victim\\_services/directory/index.htm](http://www.pssg.gov.bc.ca/victim_services/directory/index.htm)



## Appendix F – Extrajudicial Measures and the YCJA

The following information was taken directly from the Youth Criminal Justice Act Canada Pocket Guide 2003 - British Columbia Edition, originally published by the Province of Nova Scotia, and is based on Moving Forward: Pocket Guide to the Youth Criminal Justice Act Canada.

## EXTRAJUDICIAL MEASURES

### Summary

These are measures that can be used by the police and Crown attorneys to deal with YPs without using the formal *youth justice court system*. *Extrajudicial measures* include *extrajudicial sanctions*, which is the formal program known as Alternative Measures under the YOA.

Before laying a charge or referring the matter to *extrajudicial sanctions*, a police officer SHALL consider whether it would be sufficient to

- Take no further action subs.6(1)
- Warn the YP subs.6(1)
- Administer a caution (if a program is established s.7) subs.6(1),7
- Refer the YP to a program or agency in the community that may assist the YP not to commit offences. This option requires that the YP consent to the referral. subs.6(1)

The Crown may also issue a formal caution under s.8 if such a program is established.

If a YP cannot be adequately dealt with by warning, caution, or referral, the YP may be referred to an *extrajudicial sanctions* program. subs.10(1)

### Principles governing extrajudicial measures

s.4

(subject to the overall principles in s.3)

#### *Extrajudicial measures*

- a** are often the most appropriate and effective way to address youth crime
- b** allow for effective and timely interventions focused on correcting offending behaviour
- c** are presumed to be adequate to hold first-time, non-violent offenders accountable

AND

- d** should be used when they are adequate to hold a YP accountable for their offending behaviour. Nothing in the YCJA prohibits the use of *extrajudicial*

*measures* if the YP has previously been dealt with by *extrajudicial measures* or has been found guilty of an *offence*

## Objectives of extrajudicial measures

s.5

*Extrajudicial measures* should be designed to

- a provide an effective and timely response to offending behaviour outside of judicial proceedings
- b encourage YPs to acknowledge and repair the harm caused to the victim and the community
- c encourage the involvement of families, including extended families and members of the community, in designing and implementing the measures
- d provide victims with an opportunity to participate in decisions that relate to the measures that are selected, and to receive reparation

AND

- e respect the rights and freedoms of YPs, and be proportionate to the seriousness of the *offence*

## Warnings, cautions, and referrals

Before a police officer can refer a matter to the formal *extrajudicial sanctions* program or lay a charge, they shall consider whether it would be sufficient based on the principles of *extrajudicial measures* to

- take no further action
- warn the YP
- administer a caution if a program has been established
- with the YP's consent, refer them to a program or agency in the community that may assist the YP not to commit *offences*. [subs.6\(1\)](#) Examples include recreation, drug dependency, or counseling programs

The failure of a police officer to consider these options does not make any subsequent charges against the YP for the *offence* invalid. [subs.6\(2\)](#)

The Crown also has the option of administering a caution if a program is established.  
[s.8](#)

Evidence that the YP received a warning, caution, or referral, or that no further action was taken, and evidence of the *offence*, are NOT admissible to prove prior offending behaviour in a *youth justice court* against the YP. [s.9](#)

## Extrajudicial sanctions

### Background

*Extrajudicial sanctions* are an important part of *extrajudicial measures* and provides a good option for YP to be held accountable and to make up for the harm caused by their *offence*, as an alternative to the formal court process.

### Limitations on use

*Extrajudicial sanctions* may be used only if a YP cannot be appropriately dealt with by a warning, caution, or referral because of

- the seriousness of the *offence*
- the nature and number of previous *offences* committed

OR

- any other aggravating circumstances [subs.10\(1\)](#)

### Similar to alternative measures

*Extrajudicial sanctions* programs are subject to similar conditions as alternative measures programs were under the YOA. [subs.10\(2\)](#)

One of the important conditions for police is that there is 'sufficient evidence to proceed with the prosecution of the offence.' [para.10\(2\)\(f\)](#)

### Informing parents of YP

*Parents* of a YP shall be informed, by the person who administers the program, of the *extrajudicial sanction* used. [s.11](#)

### Informing a victim

A police officer, Crown, *provincial director*, or representative from Victims' Services shall, on request, inform a victim of the identity of the YP dealt with by an *extrajudicial sanction* and how an *offence* has been dealt with. [s.12](#)



## **Appendix G – Restorative Justice Program Provincial Directory, 2002**



**RESTORATIVE  
JUSTICE  
PROGRAMS**

2002

Y R O - C E R - D F L A - C N - V O R P



# Provincial Directory of Restorative Justice Programs 2002

## Foreword and Acknowledgements

The Ministry of Public Safety and Solicitor General is pleased to send you the Provincial Directory of Restorative Justice Programs. We are committed to supporting communities that have developed or are developing Accountability Programs that use restorative approaches to address crime. This directory, prepared by the Chilliwack Restorative Justice and Youth Diversion Association, reflects an emerging partnership between the province and citizens who are taking initiative at the local level.

Since 1998, several Community Accountability Programs have been initiated in British Columbia. This directory was developed in an attempt to increase information sharing and networking among programs. It outlines program contact information, target audiences, program structure and model, goals and objectives, referral types and sources, funding support, staffing structures, training and volunteer information.

We hope that this directory becomes a contact resource for you and we trust that it will provide you with the necessary information you require to connect with other programs and establish networks province wide. The directory is presented in binder format so that it can be supplemented with information on additional programs as they emerge over time. This information will also be made available on line at [www.takingastand.com](http://www.takingastand.com).

**This Directory was made possible with support from the following:**



Chilliwack RCMP



National Crime  
Prevention Centre



City of Chilliwack



Ministry of  
Public Safety and  
Solicitor General

A special thank you to the staff of Chilliwack Restorative Justice and Youth Diversion Association, Sharon Williams and Anna Elias, for your work in organizing, designing, and formatting the directory.

Programs are found in this directory listed in alphabetical order according to program location. To find the location of a program using the program name, use the "By Program Name" contents list following the "By Location" content list.

## By Location

100 Mile House	100 Mile House Community Accountability Program
Agassiz	Chehalis Indian Band
Burns Lake	Justice Alternatives - Lakes District
Castlegar	Castlegar and District Community Justice Forum
Chase	West Shuswap Alternative Measures
Chilcotin	Tsilqhotin Community Justice Punky Lake Wilderness Camp Society
Chilliwack	Chilliwack Restorative Justice and Youth Diversion Association
Chilliwack	Qwi:qwelstom - Sto:lo Nation Justice Programs
Clearwater	Clearwater Restorative Justice Program
Coquitlam	Community Youth Justice Program Fraser-Burrard Community Justice Society
Cranbrook	Cranbrook Community Restorative Justice
Creston	Creston Valley Community Justice Program
Dawson Creek	Dawson Creek Community Justice Program
Fernie	Fernie Youth Assistance and Accountability

Fort St. John	Fort St. John Community Justice Program
Fraser Valley	Fraser Region Community Justice Initiatives Association
Golden	Golden Youth and Adult Diversion Program
Granisle	Granisle and Area Community Accountability Program
Harrison	Harrison-Kent Youth Diversion and Community Accountability Association
Hope	Hope Community Justice Program
Kamloops	Secwepemc Community Justice Program
Kaslo	Kaslo Restorative Justice Committee
Kelowna	Central Okanagan Restorative Justice
Kitimat	Kitimat Restorative Justice Program
Ladysmith	Ladysmith and District Community Accountability Program
Lake Cowichan	Cowichan Lake Restorative Justice Program
Langley	Langley Youth and Family Services
Lumby	Lumby Community Accountability Program
Mackenzie	Justice Alternatives for Mackenzie
Maple Ridge	Ridge-Meadows Youth and Justice Advocacy Association
Mission	Community Peacemaking Circles
Nanaimo	Nanaimo Region John Howard Society: Restorative Justice Program
North Cowichan - Duncan	North Cowichan/ Duncan Restorative Justice Project
Parksville	Arrowsmith Community Justice Program
Peachland	Peachland Restorative Justice
Penticton	Penticton RCMP Crime Prevention Unit
Port Hardy	Port Hardy Restorative Justice Society

Port McNeill	Port McNeill RCMP Community Justice Program
Prince George	Whu Neeh Nee' - Guiders of Our People (Carrier Sekani Family Services Alternative Dispute Resolution Program)
Prince Rupert	Prince Rupert Restorative Justice Program
Qualicum	School District #69 Qualicum Restorative Justice Program
Quesnel	Quesnel Community Accountability Program
Revelstoke	Community Connections
Richmond	Richmond Restorative Justice
Salt Spring Island	Community Justice of Salt Spring Island
Sicamous	Eagle Valley Youth Community Measures Programs
Sidney	Peninsula CrossRoads Community Justice Program
Surrey	Surrey Youth Intervention Program - Surrey RCMP Community Justice Program
Trail	Trail Youth Justice Program
Vancouver	Victim Offender Mediation Program
Vancouver	Vancouver Aboriginal Transformative Justice Services
Vancouver	Vancouver Association of Transformative Justice: Just Solutions
Victoria - North Saanich	North Saanich/ Sidney Restorative Justice - RCMP
Victoria - Oak Bay	Restorative Justice Oak Bay
Victoria - Saanich	Restorative Justice Saanich
Victoria - Saanich	Saanich Community Justice Program (John Howard Society)
Victoria	Restorative Justice Coalition - William Head Institution
Victoria	Spirit of Justice
Victoria - West Shore	West Shore Community Justice Program
Williams Lake	Williams Lake Community Council for Restorative Justice

## By Program Name

100 Mile House Community Accountability Program	100 Mile House
Arrowsmith Community Justice Program	Parksville
Carrier Sekani Family Services Alternative Dispute Resolution Program	Prince George
Castlegar and District Community Justice Forum	Castlegar
Central Okanagan Restorative Justice	Kelowna
Chehalis Indian Band	Agassiz
Chilliwack Restorative Justice and Youth Diversion Association	Chilliwack
Clearwater Restorative Justice Program	Clearwater
Community Peacemaking Circles	Mission
Community Justice of Salt Spring Island	Salt Spring Island
Community Connections	Revelstoke
Cowichan Lake Restorative Justice Program	Lake Cowichan
Cranbrook Community Restorative Justice	Cranbrook
Creston Valley Community Justice Program	Creston
Dawson Creek Community Justice Program	Dawson Creek
Eagle Valley Youth Community Measures Programs	Sicamous
Fernie Youth Assistance and Accountability	Fernie
Fort St. John Community Justice Program	Fort St. John
Fraser-Burrard Community Justice Society	

Community Youth Justice Program	Coquitlam
Fraser Region Community Justice Initiatives Association	Fraser Valley
Golden Youth and Adult Diversion Program	Golden
Granisle and Area Community Accountability Program	Granisle
Harrison-Kent Youth Diversion and Community Accountability Association	Harrison
Hope Community Justice Program	Hope
Justice Alternatives for Mackenzie	Mackenzie
Justice Alternatives - Lakes District	Burns Lake
Kaslo Restorative Justice Committee	Kaslo
Kitimat Restorative Justice Program	Kitimat
Ladysmith and District Community Accountability Program	Ladysmith
Langley Youth and Family Services	Langley
Lumby Community Accountability Program	Lumby
Nanaimo Region John Howard Society: Restorative Justice Program	Nanaimo
North Cowichan/ Duncan Restorative Justice Project	North Cowichan - Duncan
North Saanich/ Sidney Restorative Justice - RCMP	Victoria - North Saanich
Peachland Restorative Justice	Peachland
Peninsula CrossRoads Community Justice Program	Sidney
Penticton RCMP Crime Prevention Unit	Penticton
Port Hardy Restorative Justice Society	Port Hardy
Port McNeill RCMP Community Justice Program	Port McNeill
Prince Rupert Restorative Justice Program	Prince Rupert

Punky Lake Wilderness Camp Society	Chilcotin
Quesnel Community Accountability Program	Quesnel
Qwi:qwelstom - Sto:lo Nation Justice Programs	Chilliwack
Restorative Justice Saanich	Victoria - Saanich
Restorative Justice Coalition (at William Head Institution)	Victoria
Restorative Justice Oak Bay	Victoria - Oak Bay
Richmond Restorative Justice	Richmond
Ridge-Meadows Youth and Justice Advocacy Association	Maple Ridge
Saanich Community Justice Program (John Howard Society)	Victoria - Saanich
School District #69 Qualicum Restorative Justice Program	Qualicum
Secwepemc Community Justice Program	Kamloops
Spirit of Justice	Victoria
Surrey RCMP Community Justice Program	Surrey
Surrey Youth Intervention Program	Surrey
Trail Youth Justice Program	Trail
Tsilqhotin Community Justice	Chilcotin
Vancouver Aboriginal Transformative Justice Services	Vancouver
Vancouver Association of Transformative Justice: Just Solutions	Vancouver
Victim Offender Mediation Program	Vancouver
West Shuswap Alternative Measures	Chase
West Shore Community Justice Program	Victoria - West Shore
William Head Institution	Victoria
Williams Lake Community Council for Restorative Justice	Williams Lake
Whu Neeh Nee' - Guiders of Our People	Prince George

## **100 Mile House Community Accountability Program**

### **Contact Information**

100 Mile and District Community Policing  
Consultative Committee  
Donna Barnett  
Box 1087  
100 Mile House, BC  
V0K 2E0

Phone: (250) 395-3422 or (250) 395-2022 (home)  
Fax: (250) 395-3625 or (250) 359-3420  
E-mail: barnett@bcinternet.net

### **Program Information**

Structure of program:	Non-profit
Target Group:	First-time offenders
Goals and Objectives:	To prevent first time offenders from committing a second offence.
Program Model:	Family Group Conferencing (Community Justice Forum)
Referral Source(s):	RCMP
Referral Types:	Theft, minor drug possession, family conflict
Support/ Funding:	Community; start-up grant from Ministry of Public Safety and Solicitor General (PSSG)
Staffing Structure:	No paid staff
Volunteers Involved:	8 facilitators; 1 coordinator
Years in Operation:	4
Partners Involved:	RCMP, volunteers, Crown, municipality
Training:	RCMP Community Justice Forum facilitator training
Indicators of Success:	96% (completion rate with no-recidivism one year later)
Challenges/ Obstacles:	Having RCMP buy into program
Resources Available:	Community facilities; volunteers



## **Chehalis Indian Band**

### **Contact Information**

Karen Bobb-Reid  
Comp #66  
Agassiz, BC  
V0M 1A0

Phone: (604) 796-2116  
Fax: (604) 796-3946  
E-mail: N/A

### **Program Information**

Structure of program:	Non-profit
Target Group:	Chehalis community
Goals and Objectives:	To provide preventative measures
Program Model:	Family Group Conferencing
Referral Source(s):	RCMP, community, Crown, self
Referral Types:	Theft under, mischief, minor assault, etc.
Support/ Funding:	Start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	Facilitators, Elders, Assessment Committee
Years in Operation:	1
Partners Involved:	Chilliwack Restorative Justice; Qwi:qwelstom
Training:	Restorative Justice facilitator training, peacemakers joint training; fish and wildlife - historical abuse, Qui:qwelstom
Challenges/ Obstacles:	Non-acceptance from some youth; need more community involvement
Resources Available:	Health and Family Services, Elders, anti-drug task force, Qwi:qwelstom, neighboring restorative justice programs.

## **Justice Alternatives - Lakes District**

### **Contact Information**

College of New Caledonia  
Vera Beerling  
Box 5000  
Burns Lake, BC  
V0J 1E0

Phone: (250) 692-1705  
Fax: (250) 692-1750  
E-mail: [beerlingv@cnc.bc.ca](mailto:beerlingv@cnc.bc.ca)

RCMP Burns Lake Detachment  
Cst. Hayley NIELSEN  
201 Highway 35, Box 759  
Burns Lake, BC  
V0J 1E0

Phone: (250) 692-7171  
Fax: (250) 692-3869

### **Program Information**

Structure of program:	Undecided (At information stage)
Target Group:	Youth ages 12 to 18
Goals and Objectives:	Crime Prevention
Program Model:	RCMP Community Justice Forum
Referral Source(s):	RCMP, Victim Services
Referral Types:	Theft, mischief, B&E
Support/ Funding:	None
Staffing Structure:	RCMP member as Coordinator
Volunteers Involved:	30 +
Years in Operation:	New program
Partners Involved:	College of New Caledonia; RCMP
Training:	RCMP Community Justice Forum facilitator training for all volunteers.

## **Castlegar and District Community Justice Forum**

### **Contact Information**

Inga Lamont, Coordinator  
440 Columbia Avenue  
Castlegar, BC  
V1N 1G7

Phone: (250) 368-3168  
Fax: (250) 368-3168  
E-mail: inga\_lamont@telus.net

### **Program Information**

Structure of program:	Council which has become a Society
Target Group:	Youth and adult first-time offenders
Goals and Objectives:	To provide restorative justice which will facilitate achievable accountability of first time offenders, while acknowledging the rights and needs of victims, thus enabling the participants to reintegrate into the community.
Program Model:	Community Justice Forum
Referral Source(s):	RCMP
Referral Types:	All except homicide or domestic violence
Support/ Funding:	Local support, start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	1 Coordinator, 8 others
Years in Operation:	3 years
Partners Involved:	RCMP
Training:	Community Justice Forum facilitator training (RCMP)
Indicators of Success:	In 47 cases, only 2 have re-offended (94% success)
Challenges/ Obstacles:	Resolutions that are effective and useful to the community; issues of divorce, abuse, neglect, etc.
Resources Available:	Community financial support

## **West Shuswap Alternative Measures**

### **Contact Information**

Chase RCMP  
Cst. Natalie Mitchell  
Box 960, 226 Shuswap Avenue  
Chase, BC  
V0E 1Z1

Phone: (250) 679-3221  
Fax: (250) 679-3821  
E-mail: natalie.a.mitchell@rcmp-grc.gc.ca

### **Program Information**

Structure of program:	Umbrella Organization
Target Group:	Adult and young offenders
Goals and Objectives:	To provide an alternative response for first-time offenders
Program Model:	Community Justice Forum
Referral Source(s):	To be determined
Referral Types:	To be determined
Support/ Funding:	Local
Staffing Structure:	No paid staff
Volunteers Involved:	To be determined (approximately 10-14)
Years in Operation:	Program not yet operational as of April 2002

Training: Community Justice Forum facilitator training (RCMP)

Resources Available: Community support, use of meeting rooms, supportive media, and local trainer.

## **Tsilqhotin Community Justice**

### **Contact Information**

Punky Lake Wilderness Camp Society  
Mary Anne Arcand, Executive Director  
101 - 153 Borland Street  
Williams Lake, BC  
V2G 1R1

Phone: (250) 392-4197  
Fax: (250) 398-9043  
E-mail: plcsho@hotmail.com

### **Program Information**

Structure of program:	Non-profit
Target Group:	Young offenders: Aboriginal and other
Goals and Objectives:	To help primarily First Nations youth find a better path for life.
Program Model:	Aboriginal Peace Making Circle
Referral Source(s):	RCMP; Crown; Condition of Sentence; Condition of Discharge from Custody; Community (Chief and Council, families)
Referral Types:	All
Support/ Funding:	Provincial and Federal Government contribution agreement
Staffing Structure:	1 Coordinator; 2 Field staff
Volunteers Involved:	20 Co-Facilitators
Years in Operation:	4
Partners Involved:	Ministry of PSSG; Justice Canada; Tsilqhotin National Government; ICBC
Training:	Critical incident stress debriefing; problem solving and conflict resolution; facilitation
Indicators of Success:	Less recidivism; less first-time offenders; less incarceration; reduction in crime rates in member communities; less violence; more trust between RCMP and communities.
Challenges/ Obstacles:	Racism; infrastructure (lack of phones and roads); cultural values; language.
Resources Available:	Handbook; self-directed training manual and video "How to Build a Community Based Organization"; Handbook and Video "Aboriginal Justice - Peacemaking Circles".

## **Chilliwack Restorative Justice and Youth Diversion Association**

### **Contact Information**

Sharon Williams  
45924 Airport Road  
Chilliwack, BC  
V2P 1A2  
Phone: (604) 702-4214  
Website: [www.chilliwack.com/services/crjyda](http://www.chilliwack.com/services/crjyda)  
Fax: (604) 702-4243  
E-mail: [crjyda@chilliwack.com](mailto:crjyda@chilliwack.com)

### **Program Information**

Structure of Program:	Non-profit, Society
Target Group:	First-time offenders ages 12 and up. (May accept youth under 12 after discussion with referral agency and guardian.)
Goals and Objectives:	To provide solutions to victims and first-time offenders. To reconnect offenders with their families, victims, and the community. To promote a safer community. To educate and promote public awareness of Restorative Justice principles.
Program Model(s):	Community Accountability Panel and Community Justice Forum.
Referral Source(s):	RCMP, Crown Counsel, Schools (pilot project).
Referral Types:	Category 3 and 4, plus minor assaults, arson, possession, etc.
Support/ Funding:	Grant from City of Chilliwack, in-kind donation from RCMP (office), service club donations, community donations.
Staffing Structure:	Full-time contractor as "Program Coordinator", part-time contractor as funds permit, practicum students.
Volunteers Involved:	Approximately 30: mentors, committee members, facilitators, public awareness, fundraising, office support.
Years in Operation:	Since May 1998
Partners involved:	Crown Counsel, RCMP, City, School District, service providers, community work hour sponsors, restitution sponsors.
Training:	Orientation for new volunteers, including observation of three meetings. Buddy system (pairing new and established volunteers). Ongoing training through monthly meetings, with special guest presenters. Special training sessions when available (College, RCMP).
Indicators of Success:	RCMP program assessment completed in 1999, shows low incidence of recidivism, and high satisfaction from all parties involved. Assessment currently being conducted by student of University College of the Fraser Valley.
Challenges/ Obstacles:	Funding; lack of youth programs, resources, and services; maintaining high level of community support.
Resources Available:	Operations Manual (on website and available from National Crime Prevention Centre), Facilitation Guide for Panel Members, speakers, trainers, resource library in office; support programs for youth (Restoring Relationships, Counseling, etc.)

## **Qwi:qwelstom**

### **Contact Information**

Qwi:qwelstom - Sto:lo Nation Justice Programs  
Wenona Victor  
#1 - 7201 Vedder Road  
Chilliwack, BC  
V2R 4G5

Phone: (604) 858-3366  
Fax: (605) 824-5129  
E-mail: N/A

### **Program Information**

Structure of program:	Sto:lo First Nations Program
Target Group:	First Nations within Sto:lo territory
Goals and Objectives:	To repair harm and restore balance and harmony after a dispute
Program Model:	Traditional Sto:lo Process. Case-by-case dealing of disputes to restore harmony and balance within families and communities.
Referral Source(s):	Self referrals, community members, RCMP, Crown Counsel
Support/ Funding:	Provincial and Federal governments
Staffing Structure:	Justice Coordinator, 2 Justice Workers, 1 Youth Worker
Volunteers Involved:	20
Years in Operation:	3
Partners Involved:	Sto:lo House of Justice
Training:	Circle Facilitator training
Indicators of Success:	Increase in referrals, requests for presentations, community support, no incarcerations.
Challenges/ Obstacles:	Educating the public regarding the process; lack of financial resources.
Resources Available:	Elders; access to counseling services and programs.

## **Clearwater Restorative Justice Program**

### **Contact Information**

Sgt. Steve Giesinger  
205 Dutch Lake Road, P.O. Box 338  
Clearwater, BC  
V0E 1N0

Phone: (250) 674-2237  
Fax: (250) 674-3518  
E-mail: [steve.giesinger@rcmp-grc.gc.ca](mailto:steve.giesinger@rcmp-grc.gc.ca)

### **Program Information**

Structure of program:	RCMP, non-profit (via Rotary Club)
Target Group:	First-time offenders (youth and adult)
Goals and Objectives:	To provide an alternative to sentencing
Program Model:	Community Justice Forum
Referral Source(s):	RCMP
Support/ Funding:	Start up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	4, 1 Volunteer Coordinator
Years in Operation:	1 ?
Partners Involved:	Rotary Club
Training:	In-house
Indicators of Success:	Parents are happy
Challenges/ Obstacles:	Lack of referrals
Resources Available:	CAP Binder



## **Community Youth Justice Program**

### **Contact Information**

Fraser-Burrard Community Justice Society  
Anna McCormick and Alan Patola Moosmann (Program Managers)  
640 Poirier Street  
Coquitlam, BC  
V3J 6B1  
Phone: (604) 931-3165  
Fax: (604) 931-3176  
E-mail: fbcjs@tieus.com

### **Program Information**

Structure of program:	Operated by Fraser Burrard Community Justice Society (registered society)
Target Group:	Youth accused of chargeable offences in Coquitlam, Port Moody, Anmore, Belcarra, and Port Coquitlam; Victims of these crimes.
Goals and Objectives:	To enhance the quality of justice in the Tri-City communities through restorative measures, which attempt to repair the harm caused by crime, resolve conflict and restore balance to relationships.
Program Model:	Modified Family Group Conference with co-facilitators.
Referral Source(s):	Police; some community and school referrals.
Referral Types:	Mostly category 3 and 4 offences (mischief, B&E, assault, theft). <i>Not restricted to first time offenders.</i>
Support/ Funding:	50% municipal government, 50% other (mostly private), start-up grant from Ministry of PSSG
Staffing Structure:	2 half-time Program Managers, 1 half-time Program Assistant
Volunteers Involved:	9 Board members, 10 active facilitators (current training in progress to increase number)
Years in Operation:	Accepting cases since January 2000
Partners Involved:	Police; school district; MCFD; community resources (volunteer work placements, youth employment agencies, family programs, drug and alcohol services, anger management program).
Training:	Facilitators complete 80 hour training program covering restorative justice principles and models of practice, communication skills, mediation, youth and victim issues, and community resources. New volunteers paired with experienced volunteers as co-facilitators.
Indicators of Success:	Anonymous evaluations completed by participants at end of resolution conference show high satisfaction. 98% of youth have successfully completed terms of their conference agreements.
Challenges/ Obstacles:	Operating funds; Lack of provincial support challenges ongoing municipal funding; Pressures to accept referrals for non-criminal incidents; Volunteer retention; Need for community education.

## **Cranbrook Community Restorative Justice**

### **Contact Information**

Cranbrook RCMP  
Cst. Stephanie Mount  
31 - 11<sup>th</sup> Avenue South  
Cranbrook, BC  
V1C 2N9

Phone: (250) 417-4231

Fax: (250) 417-4211

E-mail: Stephanie.MOUNT@rcmp.grc-gc.ca

### **Program Information**

Structure of program:	RCMP and Community operated
Target Group:	Young and adult offenders
Goals and Objectives:	To increase referrals and train new volunteers.
Program Model:	Community Justice Forum
Referral Source(s):	Police, crown, probation, schools
Referral Types:	Property offences, neighborhood issues, mischief, assault.
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	2 facilitators
Years in Operation:	5
Training:	Community Justice Forum facilitator training
Indicators of Success:	Very low recidivism rate; referrals from police greatly increased.
Challenges/ Obstacles:	Training new volunteers; advertising program.
Resources Available:	Conference facilities provided.

## **Creston Valley Community Justice Program**

### **Contact Information**

Roma Rowed-Falconer (Coordinator)  
c/o Creston RCMP Detachment  
421 - 16<sup>th</sup> Avenue  
Creston, BC  
V0B 1G0

Phone: (250) 482-9313

Fax: (250) 482-7314

E-mail: darobe@kootenay.com

### **Program Information**

Structure of program:	Program run out of Creston RCMP Detachment (Cpl. Terry MacKELLAR)
Target Group:	Youth and adult offenders.
Goals and Objectives:	To provide a quality service to the community.
Program Model:	Community Justice Forum
Referral Source(s):	Over 90% RCMP
Support/ Funding:	Grants and donations; start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	10
Years in Operation:	Program started in 2000, but then lost its coordinator. Program is starting again, May 2002.
Partners Involved:	Local businesses, and Lower Kootenay Band.
Training:	Facilitators trained by RCMP.
Challenges/ Obstacles:	Keeping volunteer staff.
Resources Available:	RCMP, other programs in the province.

## **Dawson Creek Community Justice Program**

### **Contact Information**

NCO i/c Dawson Creek Detachment  
1230 102<sup>nd</sup> Avenue  
Dawson Creek, BC  
V1G 4V3

Phone: (250) 784-3700

Fax: (250) 784-3721

E-mail: N/A

### **Program Information**

Structure of program: Runs under the detachment with a steering committee made up of private citizens, the NCO i/c and Ops NCO. Not formally incorporated as a society.

Target Group: Young offenders

Goals and Objectives: To reduce crime by young offenders in the community and bring some healing to the victims of crime through consultation and communication with offenders.

Program Model: Family Group Conferencing based on the Sparwood model (as designed by S/Sgt. Jake Bouwman)

Referral Source(s): RCMP, Probation, Crown, and victims who request the service

Support/ Funding: Start-up grant from Ministry of PSSG. No ongoing funding.

Staffing Structure: No paid staff

Volunteers Involved: 3 on Steering committee, and 6 facilitators

Years in Operation: 4

Partners Involved: RCMP members, Crown, Defense Counsel, Judge, Mayor and Council, community

Training: In house training provided to new facilitators

Indicators of Success: Community willingness to be involved in the program and asking for it on many occasions; no repeat offenders; observed behavior of participants following a session wherein they are happy, feel they received a benefit from the program, and speak very positively about the experience as opposed to traditional courts; we have had a couple of incidents where the offender has worked at a victim's business to pay back the offence, then the business has been so happy they hired the people.

Challenges/ Obstacles: Proper funding to train volunteers and expand the program; not having a full time coordinator.

The Province is saving a lot of money through this system and should be funding it rather than us always having to do more with less. Without funding in the future all programs will fail.

More training and information sessions should be held in the North so volunteers don't have to travel to the Lower Mainland.

## **Fernie Youth Assistance and Accountability Program**

### **Contact Information**

Fernie RCMP  
Cst. M. M. Tieman  
496 13<sup>th</sup> Street, P.O. Box 430  
Fernie, BC  
V0B 1M0

Phone: (250) 423-4404  
Fax: (250) 423-6462  
E-mail: N/A

### **Program Information**

Structure of program:	RCMP
Target Group:	Young offenders
Goals and Objectives:	To be an alternative to court and reduce the number of repeat offenders.
Program Model:	Victim - Offender Reconciliation
Referral Source(s):	Police
Referral Types:	Criminal offences
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	2 (coordinator and facilitator)
Years in Operation:	6
Training:	Coordinator and facilitator attended seminars
Indicators of Success:	Reduced recidivism rate
Challenges/ Obstacles:	Extra work for members to be involved in structured program

## **Fort St. John Community Justice Program**

### **Contact Information**

Chris Drummond, Program Manager  
10648 - 100<sup>th</sup> Street  
Fort St. John, BC  
V1J 1R8

Phone: (250) 787-8109  
Fax: (250) 787-8133  
E-mail: drummond@solarwinds.com

### **Program Information**

Structure of program:	Non-profit program under the umbrella of the Northern Peace Society.
Target Group:	First-time offenders of any age.
Goals and Objectives:	To create conditions for an offender to fix their mistakes for themselves, repair the harm they have done, and return to the community strengthened. To provide the victim(s) with support needed to give a voice to their hurts and needs. To facilitate and draw out each forum participant's human capacity to forgive and be forgiven and to heal and be healed in order that relationships can be healed and transformed.
Program Model:	Victim-Offender Mediation
Referral Source(s):	RCMP, schools, private citizens.
Referral Types:	Theft under, B&E, assault, threats, fraud, mischief, possession, arson, etc.
Support/ Funding:	Gaming Commission, bingo, raffles; donations; grants
Staffing Structure:	One paid Program Manager
Volunteers Involved:	10, facilitators
Years in Operation:	6
Partners Involved:	RCMP, Northern Peace Community Resources, Northern Peace Addictions Services, Salvation Army, SPCA, MCFD, City, First Nations Friendship Centre.
Training:	RCMP facilitation training.
Indicators of Success:	Decreasing rate of non-compliance; low recidivism; positive feedback from families and victims.
Challenges/ Obstacles:	Finding qualified trainer to train facilitators; high drop-out rate of facilitators; selling program to RCMP; lack of time for PR; lack of support for offenders; lack of community service hours placements; community perceptions of "justice"; increasing demands, and lack of funding.

**Comment:** I would like to see a central support and information centre for Alternative Measures Programs where we can call in to get information and support. We are an isolated community in the province and it would be nice to connect with other programs so we can encourage and support one another.

## **Fraser Region Community Justice Initiatives Association**

### **Mailing Address**

20678 Eastleigh Crescent  
Langley, BC  
V3A 4C4  
Phone: (604) 534-5515  
Fax: (604) 534-6989  
E-mail: [cjibc@axionet.com](mailto:cjibc@axionet.com)

### **Program Information**

Structure of organization: Non-profit society

☆☆ CJIBC has three programs which will each be described here. ☆☆

### **Victim Offender Reconciliation Program**

Contact: Eric Stutzman, Lydia Steer, or Catherine Bargaen

Target Group: Youth and adults from Delta to Abbotsford

Goals and Objectives: To affect understanding and reconciliation between victim and offender; to involve community people in work with problems that normally lead into the criminal justice process.

Program Model: Victim Offender Mediation, Conciliation, and application of various restorative justice models

Referral Source(s): Crown, probation

Referral Types: B&E, theft, assault, mischief, etc.

Support/ Funding: Provincial Alternative Measures contracts; private donations

Staffing Structure: Two full-time equivalents

Volunteers Involved: 10: involved in case development and facilitation

Years in Operation: 21

Partners Involved: Crown Counsel, Probation

Training: 36 hour training in restorative justice and Victim Offender Mediation, or Justice Institute Certificate plus three day Victim Offender Mediation orientation.

Indicators of Success: New understanding; victims and offenders encountered by each other as real people; responsibility taken; healing of relationships; agreements reached and carried through; victim restitution; service; behavioral contracts; low recidivism.

Challenges/ Obstacles: Limited public sector funding; limited community resources to which to refer clients; co-opting of restorative justice by retributive criminal justice system.

## **Fraser Region Community Justice Initiatives Association**

### **Victim Offender Mediation Program**

Contact:	Sandi Bergen or David Gustafson
Target Group:	Victims, offender, and their families impacted by serious and violent crime throughout BC and the Yukon
Goals and Objectives:	To meet the needs for healing and closure for people responsible for or harmed by the most serious and violent crime.
Program Model:	Facilitated Therapeutic Dialogue, Applied Restorative Justice
Referral Source(s):	Victim assistance providers, National Parole Board, Correctional Service of Canada staff, Therapists, Native Elders, religious leaders
Referral Types:	Serious and violent offences (e.g. murder, rape)
Support/ Funding:	Correctional Services of Canada
Staffing Structure:	Two full-time
Volunteers Involved:	None
Years in Operation:	12
Indicators of Success:	Therapeutic gains (victim trauma recovery and offender empathy development); high participant satisfaction in objective evaluations; new understanding; victims and offenders encountered as real people; responsibility taken; healing of individuals and relationships.
Challenges/ Obstacles:	Highly controversial nature of work; "politicization", and territorial claims.

### **Education for Peacebuilding**

Contact:	Eric Sutzman or Catherine Bargaen
Target Group:	Langley School District
Goals and Objectives:	To build capacity for respectful, peacemaking, and restorative justice interventions at every level in the Langley School District educational hierarchies, thereby reducing the incidence of adversarial, punitive, and retributive response to conflicts and tensions that arise.
Program Model:	Applied Restorative Action (varied by situation)
Referral Source(s):	Any person in the Langley School District
Referral Type(s):	All types of conflict with real harm
Support/ Funding:	Grants; School District funding; private donations
Staffing Structure:	One full-time equivalent
Volunteers Involved:	Many in various schools
Years in Operation:	2
Partners Involved:	Langley School District
Training:	Five day training in Restorative Justice



Indicators of Success: New understanding; people harmed and causing harm are encountered as real people; responsibility taken; healing of relationships; agreements reached and carried through.

Challenges/ Obstacles: Provincial funding cuts to education system.

☆☆ **CJIBC also offers training, education, consultation and technical assistance**  
☆☆

## **Golden Youth and Adult Diversion Program**

### **Contact Information**

Golden RCMP  
Cpl. M. Shehovac or Cst. Garth Burluck  
Dona Gylander, Coordinator  
Box 810  
Golden, BC  
Phone: (250) 344-2521  
VOA 1H0

Phone: (250) 344-2221  
Fax: (250) 344-2841  
E-mail: N/A

### **Program Information**

Structure of program:	Non-profit
Target Group:	First-time adult and young offenders
Goals and Objectives:	To offer another option for victims, police and offenders
Program Model:	Alternative Resolution (Sparwood model)
Referral Source(s):	RCMP
Referral Types:	Minor offences, where victim is in agreement
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	Coordinator, plus 3 facilitators
Years in Operation:	7
Partners Involved:	Civilian member coordinators
Training:	Seminars put on by Attorney General
Indicators of Success:	Victim satisfaction; offender's parent see more consequences than through court.
Challenges/ Obstacles:	Training new community member (previous coordinator moved)

## **Granisle and Area Community Accountability Program**

### **Contact Information**

Ian Ward-Cox  
Box 256  
Granisle, B.C.  
V0J 1W0

Phone: (250) 697-2414  
Fax: (250) 697-6246  
E-mail: N/A

### **Program Information**

Structure of program:	Under RCMP Detachment with Community Consultative Group
Target Group:	First time offenders
Goals and Objectives:	Offender accountability through community involvement
Program Model:	Community Justice Forum
Referral Source(s):	RCMP
Referral Types:	Criminal Code offences, Type 4
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG
Staffing Structure:	Under development
Volunteers Involved:	1 Facilitator (trained by RCMP)
Years in Operation:	2
Partners Involved:	RCMP, school, Village Counsel, social workers
Training:	RCMP Community Justice Forum facilitation training
Indicators of Success:	98% of cases have not re-offended
Challenges/ Obstacles:	FAS; drugs; lack of recreational facilities
Resources Available:	RCMP, social workers, drug and alcohol counselors.

<b>Harrison-Kent Youth Diversion and Community Accountability Association</b>
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**Contact Information**

Kitty Chisholm, Coordinator  
Box 494  
Harrison Hot Springs, BC  
V0M 1K0

Phone: (604) 796-3999  
Fax: (604) 796-2517  
E-mail: N/A

**Program Information**

Structure of program:	Non-profit society
Target Group:	Local young offenders
Goals and Objectives:	To provide closure and, if needed, financial restitution for the victim(s); to provide an opportunity for the young offender to understand the impact of the offense; to integrate, through community work hours, the youth into his/ her community and foster a feeling of responsibility in the youth; to refer youth to anger management and/ or drug and alcohol counseling, if needed.
Program Model:	Community Accountability Panel with mentors.
Referral Source(s):	RCMP, Crown Counsel
Support/ Funding:	Start-up grant from Ministry of PSSG; local funding.
Staffing Structure:	No paid staff
Volunteers Involved:	9
Years in Operation:	A little over 1 year
Training:	Initial training provided by another area program. In house training for volunteers.
Indicators of Success:	We have accepted 27 youth, and 20 have completed the program successfully and have not re-offended.
Challenges/ Obstacles:	Youth who come from homes where there is no reinforcement of youth's rehabilitation; youth from foster homes, where foster parents are hampered by their inability to enforce rules.

## **Hope Community Justice Program**

### **Contact Information**

Gerry Dyble  
Box 40  
Hope, BC  
V0X 1L0

Phone: (604) 869-7758  
Fax: (604) 869-7755  
E-mail: N/A

### **Program Information**

Structure of program:	Non-profit
Target Group:	First-time young offenders
Goals and Objectives:	To promote awareness and education of restorative justice philosophy, principles and practice; to facilitate reconciliation in relationships between victims, offenders, and the community; to strengthen our sense of community by involvement in a restorative process in an effort to reduce crime; to facilitate a process whereby victims, offenders and community experience justice.
Program Model:	Community Justice Forum
Referral Source(s):	RCMP
Referral Types:	Category 3 and 4 (theft, mischief, fraud, etc.)
Support/ Funding:	Community, start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	1 Program Coordinator, 18 facilitators and Board members
Years in Operation:	10 months
Partners Involved:	RCMP
Training:	Community Justice Forum facilitator training

## **Secwepemc Community Justice**

### **Contact Information**

c/o Whispering Pines/ Clinton Indian Band  
Edith Fortier  
RR #1, Site 8, Comp 4  
Kamloops, BC  
V2B 8P6

Phone: (250) 579-5772  
Fax: (250) 579-8367  
E-mail: [wpcib@telus.net](mailto:wpcib@telus.net)  
Website: [www.wpcib.com](http://www.wpcib.com)

### **Program Information**

Structure of program:	Whispering Pines/ Clinton Indian Band administers the program.
Target Group:	Youth and adult offenders
Program Model:	Community Justice Forum, Alternative Measures (youth and adult)
Referral Source(s):	RCMP, community, schools, Crown Counsel
Support/ Funding:	Start-up grant from Ministry of PSSG
Volunteers Involved:	25

## **Kaslo Restorative Justice Committee**

### **Contact Information**

Larry Moore or Kevin Stanway  
Box 1111  
Kaslo, BC  
V0G 1M0

Phone: (250) 353-2809 (Larry Moore)  
Website: [www.krjc.org](http://www.krjc.org)  
Phone: (250) 353-7364 (Kevin Stanway)  
E-mail: N/A

### **Program Information**

Structure of program: Circle of volunteers  
Target Group: People who are in conflict with each other or with the law  
Goals and Objectives: To learn and integrate the values and principles of restorative justice into our lives; to build capacity in the community to have heartfelt dialogue about difficult issues; to assist persons in conflict with others or the law in arriving at their own mutually agreeable settlements when requested; to give considered options and recommendations to justice professionals, government, and others.

Program Model: Flexible (uses principles of Peacemaking Circles, Victim Offender Reconciliation, and Family Group Conferencing).

Referral Source(s): Community, schools, police, court, probation  
Referral Types: Any conflicts  
Support/ Funding: Donations  
Staffing Structure: No paid staff  
Volunteers Involved: 7 facilitators and 5 supporting members  
Years in Operation: Since August 1997  
Partners Involved: Teachers, school administrators, politicians, RCMP, inmate restorative justice groups, and community.

Training: Experiential training and dialogue about values and principles.

Indicators of Success: Committee members have incorporated restorative justice principles into relationships and workplaces; over 25% of the community's population has attended public educational events; high satisfaction of clients.

Challenges/ Obstacles: Political agenda of "getting tough on crime"; retributive social conditioning; enormous volunteer time and effort to introduce officers to the principles and processes of restorative justice because of RCMP relocation.

Resources Available: Support and guidance from psychologists, criminologists, judges, spiritual advisors, native elders and other restorative justice groups and practitioners; library of books, articles, websites and videos.

KRJC members co-facilitate Alternatives to Violence Project workshops.

## Central Okanagan Restorative Justice

### **Contact Information**

Central Okanagan Boys and Girls Club  
S. Dawn Wilkinson  
1633 Richter Street  
P.O. Box 75  
Kelowna, BC  
V1Y 7N3  
Phone: (250) 762-3914  
Website: [www.boysandgirlsclub.ca](http://www.boysandgirlsclub.ca)  
Fax: (250) 762-6562  
E-mail: [dwilkinson@boysandgirlsclub.ca](mailto:dwilkinson@boysandgirlsclub.ca)

### **Program Information**

Structure of program:	Central Okanagan Boys and Girls Club is non-profit organization acting as the home agency. Provides a regional approach which includes central administration and local implementation for 5 communities.
Target Group:	Youth ages 12 to 18
Goals and Objectives:	To provide a regional program that is centrally administered and locally implemented; to provide an RCMP referred, non-court alternative for youth who are involved in a minor chargeable incident for the first time.
Program Model:	Community Conferencing Model, plus mentor.
Referral Source(s):	RCMP
Referral Types:	Category 3 and 4; Drug Free Zone incidents (We have integrated policies among the RCMP, SD #23, and Central Okanagan Restorative Justice).
Support/ Funding:	Term funding from all four levels of government (City, Regional, Provincial, Federal); project funding from service groups.
Staffing Structure:	Full-time paid coordinator reports to Executive Director of Central Okanagan Boys and Girls Club.
Volunteers Involved:	30; administrative, case management, records management, events management, "front line" volunteers; all volunteers trained as facilitators, co-facilitators, and mentors.
Years in Operation:	Coordinator hired August 2000; Volunteers trained January 2001; First referrals received March 2001.
Partners Involved:	Advisory Committee members
Training:	Orientation training by Boys and Girls Club; facilitation training by Transformative Justice Australia; mentor training by Community Services; ongoing monthly training.
Indicators of Success:	Evaluation process is under development.
Challenges/ Obstacles:	Consistent funding to sustain the program.
Resources Available:	Articles, books, and videos; display equipment and materials.



## **Kitimat Restorative Justice Program**

### **Contact Information**

Peggy Bare, Cst. JoAnne Ruppenthal, or Cst. Brenda Daly  
888 Lahakas Blvd.  
Kitimat, BC  
V8C 2H9

Phone: (250) 632-7111  
Fax: (250) 632-2326  
E-mail: N/A

### **Program Information**

Structure of program:	Under umbrella of Kitimat RCMP
Target Group:	All offenders
Program Model:	Community Justice Forum
Referral Source(s):	RCMP
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	Coordinator and 5 volunteers
Years in Operation:	3
Training:	Community Justice Forum facilitator training
Indicators of Success:	Low recidivism rate; positive response from participants, as shown in post conference evaluations
Challenges/ Obstacles:	Making the public aware of our presence.

## **Ladysmith and District Community Accountability Program**

### **Contact Information**

E. J. (Gay) Armstrong  
801 Malone Road  
Ladysmith, BC  
V9G 1N2

Phone: (250) 245-7032

E-mail: agnus\_armstrong@telus.net

### **Program Information**

Structure of program:	Non-profit under LS Resource Centre umbrella organization for financial account management and for charitable donations
Target Group:	Young and adult offenders
Goals and Objectives:	To prevent re-offending and assist teen and parent growth.
Program Model:	Community Justice Forum; CAP from Ministry of PSSG
Referral Source(s):	RCMP
Referral Types:	Category 3 and 4 offences
Support/ Funding:	Town of Ladysmith and local individual/ club donations; start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	10: Coordinator; facilitator; co-facilitator
Years in Operation:	3
Partners Involved:	ADAPT Youth at Risk Worker/ Youth Mental Health Worker
Training:	Community Justice Forum facilitator training
Indicators of Success:	Completion of Conference requirements with 95% one year later
Challenges/ Obstacles:	Need for ongoing progress program after completion of case to follow offender and assist with counseling, etc.; getting weekend community hours for youth in school.
Resources Available:	Limited

## **Cowichan Lake Restorative Justice Program**

### **Contact Information**

Cst. R. F. Wallace or Ken Stock  
70 Stanley Street  
P.O. Box 1290  
Lake Cowichan, BC  
V0R 2G0

Phone: (250) 749-6668  
Fax: (250) 749-6458  
E-mail: N/A

### **Program Information**

Structure of program:	Non-profit
Target Group:	Youth and adult offenders
Goals and Objectives:	To educate, reduce crime, and encourage participation
Program Model:	Community Justice Forum (RCMP)
Referral Source(s):	RCMP
Referral Types:	Criminal Code offences
Support/ Funding:	Community Policing Access Centre
Staffing Structure:	No paid staff
Volunteers Involved:	16: facilitators and mentors
Years in Operation:	5
Partners Involved:	Police, community
Training:	Given locally. Both facilitators and mentors attend workshops.
Indicators of Success:	Low recidivism rate; client satisfaction
Challenges/ Obstacles:	Keeping resolutions creative and relevant.
Resources Available:	Two instructors on Detachment

## **Langley Youth and Family Services**

### **Contact Information**

Karl Friesen  
5569 204<sup>th</sup> Street  
Langley, BC  
V3A 1Z4

Phone: (604) 514-2900  
Fax: (604) 530-1835  
E-mail: tanyar@city.langley.bc.ca

### **Program Information**

Structure of program:	Local government-funded service with a mandate to provide service to police referrals and “at risk” community referrals.
Target Group:	Children and Youth who come in contact with the law or potential conflict with the law and are identified by acting out behavior.
Goals and Objectives:	To prevent child/ youth entry into the criminal justice system by strengthening families and reducing child/ youth and family problems where the child/ youth are identified by potential or actual conflict with the law; to coordinate community conferences to address responsibility and accountability for their behavior and address the repair of harm experienced by the victim; to promote early identification and early intervention for the purpose of crime prevention for children/ youth.
Program Model:	Integration of family counseling with Family Group Conferencing
Referral Source(s):	Police, community (schools, physicians, MCFD)
Referral Types:	Theft under, behavioral concerns
Support/ Funding:	Municipal governments and short-term funding from NCPC grant.
Staffing Structure:	Half-time Coordinator/ Facilitator
Volunteers Involved:	Volunteer program is in development
Years in Operation:	1 ?
Partners Involved:	RCMP; Township and City of Langley; Langley Child and Youth Committee
Training:	Justice Institute courses
Indicators of Success:	Low recidivism; agreements completed; family self-report on behavior change and satisfaction; victim satisfaction; family counseling assessment.
Challenges/ Obstacles:	Integrating family counseling and community conferencing with the two services enhancing each other’s work.

## **Lumby Community Accountability Program**

### **Contact Information**

Whitevalley Community Resource Centre  
Sue Rossi  
Box 661  
2114 Shuswap Avenue  
Lumby, BC  
V0E 2G0

Phone: (250) 547-8866  
Fax: (250) 547-6285  
E-mail: [wrcr@junction.net](mailto:wrcr@junction.net)

### **Program Information**

Structure of program:	Non-profit
Target Group:	Non-violent, first-time young offenders
Goals and Objectives:	To provide restitution in a restorative process.
Program Model:	Community Justice Forum
Referral Source(s):	RCMP
Referral Types:	Non-violent
Support/ Funding:	Private; RCMP veterans; community
Staffing Structure:	1 coordinator (5 hours a week)
Volunteers Involved:	12: steering committee and trained facilitators
Years in Operation:	2 ?
Partners Involved:	Whitevalley Community Resource Centre; RCMP; high school; health unit; Lumby Counsel; Crossroads Learning Centre
Training:	5 volunteers completed Community Justice Forum facilitation training March 2001
Indicators of Success:	Increased awareness of Community Justice Forum in Lumby; decrease in recidivism with young offenders
Challenges/ Obstacles:	Funding; networking with the province; the existing administration structure of Community Justice Forum
Resources Available:	Library books, meeting space and office equipment (in-kind)

## **Justice Alternatives for Mackenzie**

### **Contact Information**

Jonathan Toews, Co-Chair/ Director  
1 Mackenzie Boulevard  
P.O. Box 135  
Mackenzie, BC  
V0J 2C0

Phone: (250) 997-5244  
Fax: (250) 997-5247  
E-mail: jtoews@sd57.bc.ca

### **Program Information**

Structure of program:	Non-profit Society
Target Group:	Young offenders
Goals and Objectives:	To participate in the Community Accountability Program established by the Ministry of PSSG. To develop and increase public participation in the alternative justice system programs. To stimulate lay and professional participation, assessment and improvement of alternative justice programs. To target young offenders and intervene in criminal behavior early and decisively in order to prevent such behavior from recurring
Program Model:	Family Group Conferencing
Referral Source(s):	RCMP, Probation, Crown Counsel
Referral Types:	Theft under, mischief, community disputes, (discussion in progress of possibly accepting school and workplace disputes)
Support/ Funding:	\$5000 start up grant from Ministry of PSSG; \$250 per year from District of Mackenzie
Staffing Structure:	No paid staff
Volunteers Involved:	Board of directors, Program Coordinator, and FGC facilitators (12)
Years in Operation:	Three (The Justice Alternatives for Mackenzie Society was registered on June 29, 1999)
Partners Involved:	Municipal (District of Mackenzie) provides rooms, provincial, and federal governments for funding; RCMP; local business
Training:	Family Group Conferencing facilitation certificates for all facilitators and Program Coordinator
Indicators of Success:	Use of program by RCMP, local businesses, etc.; low incidence of recidivism; testimonial evidence from Program Coordinator
Challenges/ Obstacles:	Funding; need for more support from local businesses; use of the program by RCMP.
Resources Available:	None yet.

## **Ridge-Meadows Youth and Justice Advocacy Association**

### **Contact Information**

Lola Chapman or Barb Dovanne  
228 - 11960 Haney Place  
Maple Ridge, BC  
V2X 6G1

Phone: (604) 467-5889  
Fax: (604) 467-8544  
E-mail: youthdiv@smartt.net

### **Program Information**

Structure of program:	Non-profit
Target Group:	Young offenders
Goals and Objectives:	To step in at the first offence and by intervention and community involvement prevent re-offending, while including the victim. We will provide one-on-one mentoring and access to other service providers. We help the offender understand the impact of his/ her actions. We hope to leave each youth with a sense of empathy and involvement.
Program Model:	Community Accountability Panel, plus mentoring
Referral Source(s):	RCMP, Crown
Referral Types:	Category 3 and 4; some category 2
Support/ Funding:	Municipal Councils
Staffing Structure:	Coordinator; Assistant Coordinator
Volunteers Involved:	29: mentors and committee members
Years in Operation:	7 ?
Partners Involved:	Business community, special needs groups, churches. Etc.
Training:	Ongoing in-house training with occasional professionals brought in.
Indicators of Success:	Low rate of recidivism one year later
Challenges/ Obstacles:	Funding.
Resources Available:	Board of Directors; supportive community.

## **Community Peacemaking Circles**

### **Contact Information**

Mission Restorative Justice Coalition  
Meredith Egan/ Dr. Liz Elliott  
32959 Third Avenue  
Chilliwack, BC  
V2V 1N5  
Phone: (604) 826-8859  
Fax: (604) 820-8535  
E-mail: pacific\_mission@telus.net

### **Program Information**

Structure of program:	Community coalition, advised and supported by Advisory Group (sub-committee of the District of Mission's Justice Council)
Target Group:	Anyone in Mission who is in conflict and wishes our help
Goals and Objectives:	To facilitate Community Peacemaking Circles for motivated parties instead of - or before, throughout, and after - the criminal justice process. Inclusiveness is inherent in all circle or victim mediation processes.
Program Models:	Peacemaking Circles, VORP, Circles of Support, Multi-Party Mediation. Model is based on needs of case.
Referral Source(s):	RCMP, community, and schools
Referral Types:	Criminal and non-criminal conflicts
Support/ Funding:	Limited; applying for funding through municipal projects.
Staffing Structure:	No paid staff
Volunteers Involved:	5 trained facilitators, 2 coordinators, and more than 20 other community members assisting and supporting our work
Years in Operation:	Less than one
Partners Involved:	Advisory committee made up of members from School District, Probation, Parole, RCMP, and Downtown Business Association; community groups.
Training:	Trained Victim-Offender Mediation mediators, facilitators, and circle keepers.
Indicators of Success:	Satisfaction with the program; continued community support.
Challenges/ Obstacles:	Funding; resources are often taxed (volunteers have limited time. Paid staff would move the process along more quickly.)
Resources Available:	We partner with many community groups, service providers, and churches. We have built important relationships with many within and outside of our community who have been assisting us in this project.



## **Nanaimo Region John Howard Society Restorative Justice Program**

### **Contact Information**

Nanaimo Region John Howard Society  
Violet Smith, Program Coordinator  
200-1585 Bowen Road  
Nanaimo, BC  
V9S 1G4

Phone: (250) 754-2340  
Fax: (250) 754-1266  
E-mail: [jhsoc@mail.island.net](mailto:jhsoc@mail.island.net)

### **Program Information**

Structure of program:	Non-profit
Target Group:	First-time offenders
Goals and Objectives:	To provide an alternative program for dealing with offenders who have committed an offence and who have little or no criminal history.
Program Model:	Community Justice Forum
Referral Source(s):	RCMP; Crown
Referral Types:	Varied
Support/ Funding:	NRJHS; start-up grant from Ministry of PSSG
Staffing Structure:	1 Coordinator
Volunteers Involved:	10 Facilitators
Years in Operation:	4
Partners Involved:	RCMP
Training:	Community Justice Forum facilitation training by RCMP
Indicators of Success:	Conference evaluations; 98% successful completions
Challenges/ Obstacles:	Funding

## **North Cowichan/ Duncan Restorative Justice Project**

### **Mailing Address**

c/o Volunteer Cowichan  
Georg Stratemeyer  
1 Kennedy Place  
Duncan, BC  
V9L 5G3

Phone: (250) 748-2133

Fax: (250) 748-3509

E-mail: [gstratemeyer@volunteercowichan.bc.ca](mailto:gstratemeyer@volunteercowichan.bc.ca)

### **Program Information**

Structure of program:	Non-profit umbrella organization: Community Police Advisory Committee
Target Group:	Young offenders
Program Model:	Victim Offender Conference
Referral Source(s):	RCMP
Support/ Funding:	Community group donations
Staffing Structure:	No paid staff
Volunteers Involved:	1 Coordinator, 2 Trainers, 5 Facilitators
Years in Operation:	Since 1997
Partners Involved:	North Cowichan/ Duncan RCMP
Training:	Two day program, plus co-facilitation
Indicators of Success:	Disposition agreement completed
Challenges/ Obstacles:	Funding

## **Arrowsmith Community Justice Program**

### **Contact Information**

Sharon Farinha  
727 West Island Highway  
Parksville, BC  
V9P 1B9

Phone: (250) 954-2968  
Website: <http://nanaimo.ark.com/~qbpolice/justice/>  
Fax: (250) 248-4962  
E-mail: [sfarinha@nanaimo.ark.com](mailto:sfarinha@nanaimo.ark.com)

### **Program Information**

Structure of program:	Non-profit
Target Group:	Minor offenders in Parksville/ Qualicum
Goals and Objectives:	To restore harmony in our communities
Program Model:	Modified Family Group Conferencing
Referral Source(s):	RCMP, Crown
Referral Types:	Category 3 and 4 offences
Support/ Funding:	City of Parksville, Town of Qualicum, start-up grant from Ministry of PSSG
Staffing Structure:	1 paid coordinator
Volunteers Involved:	44 (6 are School District volunteers only)
Years in Operation:	3
Partners Involved:	RCMP, Qualicum First Nations, City of Parksville, Town of Qualicum
Indicators of Success:	Evaluations; high completion and compliance rate; low recidivism rate; increased use of program.
Challenges/ Obstacles:	Maintaining interest and skills of volunteers.
Resources Available:	Human resources!

## **Peachland Restorative Justice**

### **Contact Information**

Peachland Community Policing  
Bob Harriman  
P.O. Box 1166  
Peachland, BC  
V0H 1X7

Phone: (250) 767-9109  
Fax: (250) 767-9109  
E-mail: harriman@okanagan.net

### **Program Information**

Structure of program:	Non-profit umbrella organization (Peachland Community Policing)
Target Group:	First-time young offenders in Peachland
Goals and Objectives:	To operate a "community" Restorative Justice program consistent with the 2000 Ministry of PSSG's C.A.P. Guidelines.
Program Model:	Community Justice Forum
Referral Source(s):	RCMP
Referral Types:	Theft under, B&E, minor assault, bullying, mischief, etc.
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG
Staffing Structure:	Volunteer Coordinator, Volunteer Assistant Coordinator
Volunteers Involved:	9, Facilitators
Years in Operation:	2002 Start-up
Partners Involved:	None
Training:	All Peachland Restorative Justice volunteers are RCMP certified facilitators; Coordinator attended VORP Mediation Workshop, Revelstoke (Aug 01)
Indicators of Success:	To date, training of volunteers, a community forum, and media PR.
Challenges/ Obstacles:	Obtaining RCMP cooperation and referrals; maintaining community and media support and interest.
Resources Available:	Private secure meeting rooms in the Peachland Community Policing Office; trained, capable volunteers; adequate operating funds.

## **Penticton RCMP Crime Prevention Unit**

### **Contact Information**

Al Sismey  
1168 Main Street  
Penticton, BC  
V2A 5E8

Phone: (250) 770-4721  
Fax: (250) 492-4851  
E-mail: al.Sismey@rcmp-grc.gc.ca

### **Program Information**

Structure of program:	Operates under the umbrella of a non-profit society, Penticton Crime Prevention Institute
Target Group:	First-time young offenders
Goals and Objectives:	To offer victims and offenders a meaningful way to resolve and repair harm done through petty crime; to teach offenders the importance of accountability, responsibility, and the value of making good choices.
Program Model:	Group or Resolution Conference Model
Referral Source(s):	Police
Referral Types:	Provincial Statute offences and Criminal Code offences which are Summary Conviction or dual procedure
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG; Penticton Crime Prevention Institute
Staffing Structure:	Staff member from Penticton Crime Prevention Institute coordinates program part-time
Volunteers Involved:	Facilitators
Years in Operation:	Since 2000
Partners Involved:	RCMP Crime Prevention Unit
Training:	Restorative Justice Seminars, along with local training
Indicators of Success:	High completion rate; low recidivism rate.
Challenges/ Obstacles:	Human resources; being able to change the "mind set" of the community with respect to following new processes when dealing with Young Offenders; convincing all available resources to work together in a community for a common good.
Resources Available:	Mentoring programs, community service opportunities, drug and alcohol counseling, parenting programs.

## **Port Hardy Restorative Justice Society**

### **Contact Information**

Florence Van Graven, Coordinator  
Box 86  
Port Hardy, BC  
V0N 2P0

Phone: (250) 949-6335  
Fax: (250) 949-6337  
E-mail: cadeo@island.net

### **Program Information**

Structure of program:	Non-profit society
Target Group:	First-time offenders
Goals and Objectives:	To maintain a community driven group of volunteers, linked with the local schools and RCMP case files; to build bridges between the surrounding three First Nations Bands utilizing the Elders from each Band; to ensure the community takes responsibility for their citizens.
Program Model:	Community Based Forum
Referral Source(s):	RCMP
Referral Types:	Minor offences
Support/ Funding:	National Crime Prevention Centre; in-kind from RCMP; start-up grant from Ministry of PSSG
Staffing Structure:	1 paid coordinator
Volunteers Involved:	49 volunteers: mentors, facilitators, recorders (plus 11 RCMP officers)
Years in Operation:	2 1/2
Partners Involved:	Links with 27 local agencies; town of Port Hardy; RCMP
Training:	Training by RCMP; on-going in-house training
Indicators of Success:	97% success rate; on-going evaluations; feedback from members of the community.
Challenges/ Obstacles:	Loss of volunteers (due to job market)
Resources Available:	Meeting rooms in community; Program Manual

## **Port McNeill RCMP Community Justice Program**

### **Contact Information**

Kelly M. Carson  
Box 730  
Port McNeill, BC  
V0N 2R0

Phone: (250) 956-4114  
Fax: (250) 956-2187  
E-mail: kcarson@island.net

### **Program Information**

Structure of program:	Non-profit
Target Group:	Young and adult offenders
Program Model:	Group Conferencing (Community Justice Forum)
Referral Source(s):	RCMP, School District
Referral Types:	All offences except domestic violence or sexual assault
Support/ Funding:	\$5000 start-up grant from Ministry of PGGG
Staffing Structure:	No paid staff
Volunteers Involved:	Volunteer manager, plus 10 volunteers
Years in Operation:	3 1/2
Training:	Community Justice Forum facilitator training
Indicators of Success:	High rate of compliance; low recidivism rate
Challenges/ Obstacles:	Funding; legislation for non-compliance

## **Whu' Neeh Nee' - Guiders Of Our People**

### **Contact Information**

Carrier Sekani Family Services Alternative Dispute Resolution Program  
Joann Friske or Benna Rathburn  
987 Fourth Avenue  
Prince George, BC  
V2L 3H7

Phone: (250) 562-3591  
website: [www.csfs.org](http://www.csfs.org)  
Fax: (250) 562-2272  
E-mail: [benna@csfs.org](mailto:benna@csfs.org)

### **Program Information**

Structure of program:	Non-profit, Umbrella
Target Group:	First Nations community
Goals and Objectives:	To resolve family disputes; to promote community participation; to foster confidence in the process; to ensure the mechanism is accessible
Program Model:	Mediation, negotiation, arbitration
Referral Types:	Legal disputes



## **Prince Rupert Restorative Justice Program**

### **Contact Information**

Lax Kw'alaams Band  
Teresa Wesley  
P.O. Box 415  
Prince Rupert, BC  
V8J 3R2

Phone: (250) 622-2891  
Website: [www.laxkwalaam.ca](http://www.laxkwalaam.ca)  
Fax: (250) 622-2893  
E-mail: [twesley@cibytel.net](mailto:twesley@cibytel.net)

### **Program Information**

Structure of program:	Umbrella
Target Group:	Youth and adults, with a First Nations focus
Program Model:	Community Accountability Panel; Family Group Conferencing; Sentencing Advisory
Referral Source(s):	RCMP, Crown, other organizations
Referral Types:	All offenses
Support/ Funding:	Department of Justice
Staffing Structure:	1 ? paid staff positions
Volunteers Involved:	Justice Committee: 8
Years in Operation:	2
Partners Involved:	Department of Justice, RCMP, Native Community
Training:	Community Justice Forum facilitator training
Indicators of Success:	Increased number of files; client satisfaction; agency satisfaction
Challenges/ Obstacles:	Lack of funding; lack of resources; funding instability; underutilization.

## **School District #69 Qualicum Restorative Justice Program**

### **Contact Information**

Sharon Farinha  
727 West Island Highway  
Parksville, BC  
V9P 1B9

Phone: (250) 954-2968  
Website: <http://nanaimo.ark.com/~qbpolicy/justice/>  
Fax: (250) 248-4962  
E-mail: [sfarinha@nanaimo.ark.com](mailto:sfarinha@nanaimo.ark.com)

### **Program Information**

Structure of program:	Directed by School District #69. Accountable to School District Committee and Superintendent
Target Group:	School District #69 students and employees
Goals and Objectives:	To provide an alternative to conventional discipline.
Program Model:	Modified Family Group Conferencing
Referral Source(s):	School staff and administration
Referral Types:	Disciplinary or minor criminal incidents
Support/ Funding:	School District #69
Staffing Structure:	1 Coordinator
Volunteers Involved:	18 School District volunteers
Years in Operation:	2
Partners Involved:	P.A.C.; SD #69 PVPA; SD #69 CUPE and MATA (teachers); RCMP; School Board
Training:	8 to 10 week, on-site, locally developed training program
Indicators of Success:	Evaluations submitted; completion of obligations in contracts; increased use of program.
Challenges/ Obstacles:	School AOS may be reluctant to ask for help.
Resources Available:	School and community facilitators, conference teams.

## **Quesnel Community Accountability Program**

### **Contact Information**

Candace King, Coordinator  
345 Anderson Avenue  
Quesnel, BC  
V2J 1G3

Phone: (250) 992-5743

Fax: (250) 992-5743

E-mail: N/A

### **Program Information**

Structure of program:	Non-profit
Target Group:	First-time youth and adult offenders
Goals and Objectives:	To involve the community in solving the problems associated with crime and provide the motivation and personal help to keep the first-time offender from becoming a repeat offender.
Program Model:	Family Group Conferencing
Referral Source(s):	Police
Referral Types:	Less serious offences, such as theft under, possession of stolen property, minor assault, causing a disturbance; and mischief.
Support/ Funding:	City of Quesnel provides wages for employee for 4 hours per week.
Staffing Structure:	One part-time coordinator
Volunteers Involved:	5 trained facilitators
Years in Operation:	4
Partners Involved:	City of Quesnel, RCMP
Training:	Facilitators trained by role playing with students from a drama class, meeting with a police officer, and observing conferences.
Indicators of Success:	Upon completion, each case is assessed a compliance rate.
Challenges/ Obstacles:	Getting police officers on board with the program.
Resources Available:	Real Justice Training Manual; Provincial Community Coordinator, Ministry of Public Safety and Solicitor General.

## **Community Connections**

### **Contact Information**

Julie Briese  
111 - 1<sup>st</sup> Street West  
P.O. Box 596  
Revelstoke, BC  
V0E 2S0

Phone: (250) 837-2920 (ext. 71)  
Fax: (250) 837-2909  
E-mail: [tranquil.shores@revelstoke.net](mailto:tranquil.shores@revelstoke.net)

### **Program Information**

Structure of program:	Non-profit/ Umbrella organization
Target Group:	Young offenders, adult offenders, victims.
Goals and Objectives:	To create opportunities for Restorative Justice or Collaborative Justice.
Program Model:	CJIC model used in Langley at Justice Initiatives/ VORP
Referral Source(s):	Police, occasionally Probation, Crown
Referral Types:	Minor Criminal Code offences
Support/ Funding:	Grants; community donations
Staffing Structure:	One mediator (hourly rate)
Volunteers Involved:	N/A
Years in Operation:	3
Partners Involved:	City; Columbia River Basin; Community Connections umbrella; BC Ministry of PSSG
Training:	Victim-Offender Reconciliation Training Program offered at Justice Initiatives and delivered by CJIC, Langley.
Indicators of Success:	Client satisfaction sheets have all been positive.
Challenges/ Obstacles:	Getting referrals.
Resources Available:	Contact with other communities; reading materials; phoning Justice Initiatives in Langley for advice.

Revelstoke hosted a VORP Mediator Workshop September 2001 with funding from Crime Prevention Canada. Eric Stutzman from CJIC was the facilitator. It was a great opportunity for mediators from Okanagan/ Thompson/ Columbia and Kamloops to attend.

The program is in the process of setting up a meeting with the RCMP to promote/ support this community program.

## **Richmond Restorative Justice**

### **Contact Information**

Richmond RCMP  
S/Sgt. Colin Abel  
6900 Minoru Blvd.  
Richmond, BC  
V6Y 1Y3

Phone: (604) 207-4713

Fax: (604) 207-4792

E-mail: [colin.abel@rcmp-grc.gc.ca](mailto:colin.abel@rcmp-grc.gc.ca)

### **Program Information**

As of April 2002 this program is at the planning stage only. It is awaiting City Council approval.

## **Community Justice of Salt Spring Island**

### **Contact Information**

Irene Wright, Coordinator, or Meredith Knox  
c/o RCMP  
401 Lower Ganges Road  
Salt Spring Island, BC  
V8K 2V4

Phone: (250) 537-5347 (home)      or (250) 537-5555 (RCMP)  
Fax: (250) 537-5357 (home)      or (250) 537-1631 (RCMP)  
E-mail: iwright@saltspring.com

### **Program Information**

Structure of program:	Under co-sponsorship of the Salt Spring Community Services Society, the RCMP, and the Salt Spring Crime Prevention Association.
Target Group:	Youth and adult offenders
Goals and Objectives:	To significantly reduce minor crime in our community; to restore peace of mind to victims of crime; to help offenders accept responsibility for their actions; to respond appropriately and rapidly to first-time criminal acts; to provide an opportunity for offender-victim reconciliation; to provide a means to make amends and to learn appropriate ways to solve problems; to be responsive to the needs of the victim, the offender, and community; to develop a sense of community.
Program Model:	Victim-offender reconciliation, plus mentorship
Referral Source(s):	RCMP, Crown
Referral Types:	Minor offences, including simple assault but not including domestic violence; traffic offences
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG; gifts from individuals and organizations; office space from RCMP; accounting services and insurance through Salt Spring Community Services.
Staffing Structure:	No paid staff
Volunteers Involved:	50: chair/ facilitators, mentors, record keepers, pseudovictim (in "victimless" crime), training officer, coordinator, administrative
Years in Operation:	4
Partners Involved:	Salt Spring Community Services Society, the RCMP, and the Salt Spring Crime Prevention Association.
Training:	12 hours up front for all volunteers and ongoing monthly in-service.
Indicators of Success:	Number of volunteers who remain active; evaluation at each step in the process; annual evaluation by team members; support from the public; victim and offender satisfaction.
Challenges/ Obstacles:	Funding; accepted use of alcohol (and other drugs); time.
Resources Available:	A binder for workers in the program (available to others for \$3.50)

## **Eagle Valley Youth Community Measures Program**

### **Contact Information**

Eileen Whitehead  
RR1 55 C29  
Sicamous, BC  
V0E 2V0

Phone: (250) 836-2545  
Fax: (250)836-4067  
E-mail: eileenw@sicamous.com

### **Program Information**

Structure of program:	Non-profit
Target Group:	Youth and adult offenders
Goals and Objectives:	To provide an avenue of integration back into the community for persons offending
Program Model:	Community Accountability Panel and Community Justice Forum
Referral Source(s):	RCMP
Referral Types:	Criminal Code offences
Support/ Funding:	Start-up grant from Ministry of PSSG; no ongoing funding
Staffing Structure:	No paid staff
Volunteers Involved:	12
Years in Operation:	6 years
Training:	By probation from Salmon Arm Community Justice Forum facilitation training.
Indicators of Success:	Most youth have finished their tasks and seem to be okay.
Challenges/ Obstacles:	All our resources are centered in Salmon Arm. We have "people resources" in Sicamous.

At this time, I am looking into restructuring our program and extending to more of the community.

## **Peninsula CrossRoads Community Justice Program**

### **Contact Information**

Etta Connor  
P.O. Box 2203  
Sidney, BC  
V8L 3S8

Phone: (250) 658-8922  
Fax: (250) 658-8110  
E-mail: etta@connor.bc.ca

### **Program Information**

Structure of program:	Non-profit society
Target Group:	Young offenders in Sidney and North Saanich
Goals and Objectives:	To assist in resolving criminal problems of less serious nature by bringing together victim, offender, significant supporters and community members deemed helpful. To take a transformative approach to understanding the needs underlying the offending behavior and aim to help address systemic problems.
Program Model:	Community Justice Forum/ Family Group Conferencing
Referral Source(s):	RCMP; Central Saanich Municipal police; School District; community organizations/ individuals for conflict resolution.
Referral Types:	Typically Category 4 - theft, mischief, minor assault, etc.
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG; in 1999; in-kind contributions from community supporters (office, meeting space, auto expenses, printing)
Staffing Structure:	No paid staff
Volunteers Involved:	25 active members. Executive Committee, public speakers, area coordinators, facilitators, mentors, historian, school liaison, trainer.
Years in Operation:	3
Partners Involved:	Police services (RCMP and municipal); School District; Peninsula Community Services
Training:	A lead trainer, certified to train Family Group Conference facilitators by REALJustice and an experienced probation officer, both with VORP training, conduct 2-day basic training for volunteers. Monthly Facilitator Clinics. Mini workshops at monthly volunteer meeting.
Indicators of Success:	Conference agreement completion; School District administration is progressive in introducing restorative measures in school discipline.
Challenges/ Obstacles:	Funding for office support, training subsidies, conference expenses, auto expenses, etc; consensus on training models, training providers, and cost.
Resources Available:	Supportive media; availability of human services experts.



## **Surrey Youth Intervention Program - Surrey RCMP Community Justice Program**

### **Contact Information**

Surrey RCMP Detachment  
Julia Marcoux, Program Manager  
14355 57<sup>th</sup> Avenue  
Surrey, BC  
V3X 1A9

Phone: (604) 599-7781  
Fax: (604) 599-8892  
E-mail: N/A

### **Program Information**

Structure of program:	RCMP Community Policing Division
Target Group:	First-time young offenders (ages 9 to 17)
Goals and Objectives:	To provide a professional, early intervention service to youth and their families; to minimize child and youth entry into the Criminal Justice System; to hold young offenders accountable for their behavior; to offer victims an opportunity to be actively involved with the offender in the reparation process; to provide the offender with skills necessary to make clear, positive decisions; to provide victim satisfaction with meaningful and immediate consequences for youth.
Program Model:	Holistic and Systemic Counseling Model
Referral Source(s):	RCMP
Referral Types:	Minor offences
Support/ Funding:	City of Surrey
Staffing Structure:	1 Supervisor and 1 staff
Volunteers Involved:	2 or 3 practicum/ internship students
Years in Operation:	8
Training:	Program orientation, close supervision in liaison with University Internship Program
Indicators of Success:	Low recidivism rates; evaluations
Challenges/ Obstacles:	Funding; staffing resources
Resources Available:	Partnering with the community businesses and non-profits.

## **Trail Youth Justice Program**

### **Contact Information**

Kay Medland (VAP Coordinator) or Sheila Crockett  
Trail RCMP Detachment  
3601 Laburnum Drive  
Trail, BC  
V1R 2S9

Phone: (250) 364-1200 (Trail RCMP),  
E-mail: kay.medland@rcmp-grc.gc.ca  
(250) 364-2326 (Specialized Victim Services)  
Fax: (250) 364-1453

### **Program Information**

Structure:	Administered by an Advisory Board
Target Group:	Young offenders
Objective:	To implement Section 69 of the Young Offenders Act; to provide a forum which educates young offenders on the emotional and practical impact of crime on their victims and others in the community; to hold young offenders accountable for their behaviors, while reconnecting them with the community; to work in partnership with the Justice System; to represent the rights and needs of the victim; to deal with offenses promptly; to involve the community.
Program Model:	Family Group Conferencing
Referral Source(s):	RCMP
Referral Types:	First-time category 3 or 4 offenses, or second time offenses where the first offense was a minimum of two years prior.
Support/ Funding:	\$5000 start up grant from Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	12: Board, Coordinator, facilitators
Years in Operation:	5
Partners Involved:	RCMP
Training:	In house Community Justice Forum, and on communication skills, justice system, victimization.
Indicators of Success:	Positive feedback on follow-up evaluations.
Challenges/ Obstacles:	Extreme lack of funding.
Resources Available:	Program pamphlet, Program Standards, Program Policy and Procedures.

## **Victim Offender Mediation Program**

### **Contact Information**

The John Howard Society of the Lower Mainland  
Melissa Ouellette, Coordinator Youth Service  
300 - 96 E. Broadway  
Vancouver, BC  
V5T 4N9

Phone: (604) 872-5651 (ext. 313)  
Fax: (604) 872-4165  
E-mail: [jhsyouth@adsl.intergate.ca](mailto:jhsyouth@adsl.intergate.ca)

### **Program Information**

Structure of program:	Operated by non-profit agency
Target Group:	Youth (12-17) who have committed a criminal code offence for which they could be charged in the Lower Mainland
Program Model:	Flexible Victim Offender Mediation/ conferencing model
Referral Source(s):	Police, probation, defense counsel, judges
Referral Types:	All offences
Support/ Funding:	MCFD; start-up grant from Ministry of PSSG
Staffing Structure:	1 paid staff
Volunteers Involved:	Several volunteer mediators
Years in Operation:	Since 1998
Training:	Provided through Fraser Region Community Justice Initiatives
Indicators of Success:	Positive follow up meetings and evaluations; completion of agreements.

## **Vancouver Aboriginal Transformative Justice Services**

### **Contact Information**

Barry Warhaft  
1607 East Hastings Street  
Vancouver, BC  
V5L 1S7

Phone: (604) 251-7200  
Fax: (604) 251-7201  
E-mail: [vatjs@vafcs.org](mailto:vatjs@vafcs.org)

### **Program Information**

Structure of program:	Non-profit
Target Group:	Adult offenders (young offender program in development)
Goals and Objectives:	To provide aboriginal people who come into contact with the law and the people affected by their actions with a safe, supportive, and culturally appropriate process that leads to healing and overall wellness.
Program Model:	Community Council Forum
Referral Source(s):	Provincial and Federal Crown
Support/ Funding:	Federal and Provincial government
Staffing Structure:	1 Program Director, 2 Coordinators, 1 Administrative Assistant
Volunteers Involved:	30
Years in Operation:	Over 2
Partners Involved:	Various community services and organization as referral sources.
Training:	In-house and contract
Indicators of Success:	Reduced recidivism; offender and victim satisfaction and perception of fairness; community involvement.
Challenges/ Obstacles:	Funding; program awareness; referral type and rate.
Resources Available:	Small library.

**Vancouver Association of Transformative Justice:  
Just Solutions**

**Contact Information**

Charlotte Gottschau  
1023 Mclean Drive  
Vancouver, BC  
V5L 3N2

Phone: (604) 254-2373

Fax: (604) 254-5822

E-mail: N/A

**Program Information**

Structure of program:	Non-profit, Umbrella organization
Target Group:	Vancouver communities
Goals/ Objectives:	Education
Support/ Funding:	VanCity/ National Crime Prevention Centre
Staffing Structure:	No paid staff
Volunteers Involved:	7 directors
Years in Operation:	2

## **North Saanich/ Sidney Restorative Justice - RCMP**

### **Contact Information**

Wm. D. (Bill) Bird, Coordinator  
c/o 10886 Madrona Drive  
North Saanich, BC  
V8L 5N9

Phone: (250) 656-7833  
Fax: (250) 656-7833  
E-mail: [bbird@pinc.com](mailto:bbird@pinc.com)

### **Program Information**

Structure of program:	Non-profit. Part of the Peninsula Cross Roads group.
Target Group:	Offenders in the District of North Saanich and town of Sidney (areas served by RCMP Saanich Detachment)
Goals and Objectives:	To establish a team of facilitators who are residents living in two areas - facilitators who are experienced and well trained and are committed to addressing the community based restorative justice needs of the area, to working with the RCMP, the schools and other community agencies involved with the families in the area.
Program Model:	RCMP (Community Justice Forum) model
Referral Source(s):	RCMP, schools, community agencies.
Referral Types:	Criminal offenses; school issues.
Support/ Funding:	\$5000 start-up grant from Ministry of PSSG; expect to receive funds from community; hope to get funds from prov./ fed. gov't.
Staffing Structure:	One paid coordinator (who is member of the Peninsula Cross Roads organization).
Volunteers Involved:	4 trained facilitators (10 more scheduled for training)
Years in Operation:	1
Partners Involved:	RCMP; Peninsula Community Services; schools; both municipalities; Chambers of Commerce; local newspapers.
Training:	RCMP Community Justice Forum training; additional ongoing development seminars and monthly meetings.
Indicators of Success:	valuation of successful completion of the agreement done at the end of the session, how the offender's behavior was affected, the victim's feedback. 95% of the forums are successful.
Challenges/ Obstacles:	Need more assistance from Provincial and Federal Governments.
Resources Available:	Start-up grant; great volunteers; meeting rooms provided by local hospitality business; administration resources from RCMP.

We would be pleased to provide information to anyone who would be interested in the progress we are making in setting up a Restorative Justice support group through the Family Court and Youth Justice Committee. E-mail at the above address for more information.

## **Restorative Justice Oak Bay**

### **Contact Information**

Hilda Earl  
664 Kelly Road  
Victoria, BC  
V9B 3A5

Phone: (250) 391-0817  
Fax: (250) 391-1822  
E-mail: hildaearl@shaw.ca

### **Program Information**

Structure of program:	Non-profit
Target Group:	Youth and adult offenders
Goals and Objectives:	To promote principles of restorative justice
Program Model:	Family Group Conferencing
Referral Source(s):	Police
Referral Types:	Category 4 offences
Support/ Funding:	Community support; start-up grant from Ministry of PSSG
Staffing Structure:	No paid staff (in development)
Volunteers Involved:	Facilitators
Years in Operation:	1
Partners Involved:	Justice system, police, municipality, other restorative justice groups
Challenges/ Obstacles:	Funding; school participation
Resources Available:	Human support from City Council; mentors in other restorative justice organizations

Restorative Justice Oak Bay began in May 2001. We are about to apply for Society status. Election of the first Board is scheduled for May 2002.

## **Restorative Justice Saanich**

### **Contact Information**

Desmond M. Connor, Chair  
5096 Catalina Tce.  
Victoria, BC  
V8Y 2A5

Phone: (250) 658-1323  
Fax: (250) 658-8110  
E-mail: connor@connor.bc.ca

### **Program Information**

Structure of program:	Non-profit organization
Target Group:	Adult and youth of the municipality of Saanich
Goals and Objectives:	To educate the citizens of Saanich about restorative justice through the media, meetings, contact with schools, etc. (See note at bottom of page)
Program Model:	Community Justice Forum/ Family Group Conferencing
Referral Source(s):	Ideally Saanich Police Dept.; expecting from Saanich Recreation, and perhaps some schools.
Referral Types:	Category 4 (theft, mischief, assault, fraud, etc.)
Support/ Funding:	In-kind from Saanich Recreation (meeting space); application in process for \$5000 start-up grant from Attorney Ministry of PSSG
Staffing Structure:	No paid staff
Volunteers Involved:	30: 16 trained facilitators plus Executive.
Years in Operation:	Since May 2001
Partners Involved:	Saanich Recreation, Boys and Girls Club Services, Saanich Rotary Club.
Training:	Monthly meeting including videos and discussion; Facilitator training by RCMP or Etta Connor
Indicators of Success:	Evidence of greater public awareness and knowledge; number of conferences and agreements completed; satisfaction of participants; range of issues addressed at conferences.
Challenges/ Obstacles:	Securing a working relationship with Saanich Police; maintaining a strong community-based program; countering tendencies for established, traditional justice-related organization to co-opt restorative justice into less fully restorative models; increasing the public's awareness, knowledge, and appreciation; funding; developing and managing a non-directive regional resource; maintaining the initial and main focus of restorative justice, yet moving unobtrusively into transformative justice.

In January of 2002, the Saanich Police Board allocated a one-year contract to the John Howard Society. We are currently exploring ways to cooperate with the JHS to enable our 16 trained facilitators to provide conferences in their (4 different) neighborhoods. We expect to provide conferences to Saanich Recreation for incidents which occur with youth in their four Recreation Centres.



## **Saanich Community Justice Program**

### **Contact Information**

John Howard Society of Victoria  
Lisa Blais, Restorative Justice Coordinator  
2675 Bridge Street  
Victoria, BC  
V8T 4Y4

Phone: (250) 386-3428  
Fax: (250) 361-4561  
E-mail: Lisa@johnhoward.victoria.bc.ca

### **Program Information**

Structure of program:	Umbrella of non-profit
Target Group:	First time offenders
Goals and Objectives:	To bring together the victim, the offender and their respective support groups with a trained and experienced John Howard facilitator. To assist participants in gaining healing, closure and satisfactory reparation.
Program Model:	Community Justice Conferencing Model
Referral Source(s):	Saanich Police Department
Referral Types:	Low risk and minor first time offences
Support/ Funding:	In progress - Community Partners are being canvassed
Staffing Structure:	Coordinator through John Howard
Volunteers Involved:	6: 3 facilitators, 3 co-facilitators
Years in Operation:	Commencing April 2002
Partners Involved:	RCMP
Training:	Ongoing Conflict Resolution and Conferencing Model
Indicators of Success:	Victims, offenders and community members will be asked to complete evaluations.
Resources Available:	Current programs administered by John Howard Society

Saanich Community Justice Program is guided by a community advisory Working Group which meets bi-monthly with West Shore RCMP, John Howard Board Members, Program Coordinator and a Volunteer Facilitator.

## **Restorative Justice Coalition**

### **Contact Information**

William Head Institution

David Hough (outside contact person) or Kelly Toop (inside contact person)

P.O. Box 4000 Station 'A'

Victoria, BC

V8X 3Y8

Phone: (250) 391-8872

E-mail: N/A

### **Program Information**

Goals and Objectives:

To strive towards nonviolent and pro-social attitudes that will ultimately lead to a more peaceful society.

Staffing Structure:

No paid staff

Volunteers Involved:

Volunteers from outside the prison have all been involved with restorative justice processes throughout the world. Some are currently involved in going to Uganda and other parts of Africa. Some are involved in Native healing circles. We have people involved with the RCMP and youth organizations.

Years in Operation:

3

The coalition is based inside William Head institution, which is a federal penitentiary. We are a coalition of many different and varied groups within the institution such as Alternatives to Violence Project, First Nations, Non Violent Communications and also we have many outside members.

We discuss a variety of topics that range from each person's personal issues to conflicts around the world. We sponsor workshops that open dialogue and exchange of ideas and ideals that explore possibilities outside, and within, the judiciary system. We invite guests to participate from colleges, the courts, police, prison staff and interested parties from the general public.

## **Spirit of Justice**

### **Contact Information**

Victoria Native Friendship Centre  
Shirley Lang, Coordinator  
610 Johnson Street  
Victoria, BC  
V8W 1M4

Phone: (250) 708-0377 or (250) 384-3211

Fax: (250) 708-0311 or (250) 384-1586

E-mail: [spiritofjustice@shaw.ca](mailto:spiritofjustice@shaw.ca)

### **Program Information**

Target Group: Aboriginal offenders

Goals and Objectives: To establish, formulate, initiate and promote mechanisms to foster the Aboriginal community involvement in the justice process, therefore, ensuring successful integration of Aboriginal persons who are in contact with the criminal justice system.

Program Model: Pre-sentence conferencing; pre-release conferences (assistance with parole applications)

Referral Types: Criminal Code offences

## **West Shore Community Justice Program**

### **Contact Information**

John Howard Society of Victoria  
Lisa Blais, Restorative Justice Coordinator  
2675 Bridge Street  
Victoria, BC  
V8T 4Y4

Phone: (250) 386-3428  
Fax: (250) 361-4561  
E-mail: Lisa@johnhoward.victoria.bc.ca

### **Program Information**

Structure of program:	Umbrella of non-profit
Target Group:	First time offenders
Goals and Objectives:	To bring together the victim, the offender and their respective support groups with a trained and experienced John Howard facilitator. To assist participants in gaining healing, closure and satisfactory reparation.
Program Model:	Community Justice Conferencing Model
Referral Source(s):	West Shore RCMP
Referral Types:	Low risk and minor first time offences
Support/ Funding:	In progress - Community Partners are being canvassed
Staffing Structure:	Coordinator through John Howard
Volunteers Involved:	6: 3 facilitators, 3 co-facilitators
Years in Operation:	1 year
Partners Involved:	RCMP
Training:	Ongoing Conflict Resolution and Conferencing Model
Indicators of Success:	Victims, offenders and community members will be asked to complete evaluations.
Resources Available:	Current programs administered by John Howard Society

West Shore Community Justice Program is guided by a community advisory Working Group which meets bi-monthly with Saanich Police Department, John Howard Board Members, Program Coordinator and a Volunteer Facilitator.

## **Williams Lake Community Council for Restorative Justice**

### **Contact Information**

Sandra Hawkins, Chairperson  
RR #3 Bass Box #10  
Williams Lake, BC  
V2G 1M3

Phone: (250) 392-2346  
E-mail: [sandra\\_hawkins@sd27.bc.ca](mailto:sandra_hawkins@sd27.bc.ca)

Cst. Michele Johanson  
Williams Lake RCMP Detachment  
575 Borland Street  
Williams Lake, BC  
V2G 1R9

Phone: (250) 392-6211  
Fax: (250) 392-8707  
E-mail: [michele.johanson@rcmp-grc.gc.ca](mailto:michele.johanson@rcmp-grc.gc.ca)

### **Program Information**

Structure of program:	Non-profit
Target Group:	Youth and Adult offenders
Goals and Objectives:	To repair the damage and minimize further harm caused by the offending behavior and to maximize the social justice achieved for victims, offenders, and other members of the community affected by the offending behavior.
Program Model:	Family Group Conferencing
Referral Source(s):	RCMP
Referral Types:	Where an offender admits responsibility and has willingness to repair harm.
Support/ Funding:	Williams Lake Community Policing
Staffing Structure:	Community Police Officer oversees group
Volunteers Involved:	12: facilitators, record keeper
Years in Operation:	5
Partners Involved:	RCMP
Training:	Community Justice Forum facilitator training
Indicators of Success:	Number of referrals; positive participant feedback; low recidivism rate; presentations to community groups are well received; School District has shown an interest in having conferencing in schools; First Nations band has asked for assistance in setting up conferencing.
Challenges/ Obstacles:	We are always in search of just sanctions that are acceptable to the person affected by the offending behavior and/ or the community at large, which, at the same time, give the offender an opportunity to feel he or she is doing something to make up for the wrongful behavior; no funding sources readily available.
Resources Available:	Brochure for educating the community; detailed booklet for committee members.

## Appendix H – Training Resources

# TRAINING RESOURCES

## Books

Braithwaite, J. (1998). *Crime, Shame and Reintegration*. New York, NY: Cambridge University Press.

Ross, Rupert. (1996). *Returning to the Teachings: Exploring Aboriginal Justice*. Canada: Penguin Books.

Sharpe, Susan. (1998). *Restorative Justice: A Vision for Healing and Change*. Edmonton, Alberta: Mediation and Restorative Justice Centre.

VanNess, Dan and Karen Heetderks Strong. (2001). *Restoring Justice*. Anderson Press, USA (2nd Ed.)

Umbreit, M.S. (1994). *Victim meets offender: The impact of restorative justice and mediation*. Monsey, NY: Willow Tree Press.

*Youth Justice Renewal: An Introduction to the Youth Criminal Justice Act*. Justice Institute of BC - Corrections & Community Justice Division. December 2001.

Zehr, Howard. (1990-95). *Changing Lenses: A New Focus for Crime and Justice*. Scottsdale, Pennsylvania: Herald Press.

Zehr, Howard. (2002). *The Little Book of Restorative Justice*. Intercourse, Pennsylvania: Good Books Inc.

## Reports

Bonta, James; Ronney, Jennifer and Suzanne Wallace-Capretta. (October 1998). *Restorative Justice: An Evaluation of the Restorative Resolutions Project*. Department of the Solicitor General, Canada.

Cpl. Len Busch; Cpl. Larry Lavalley; and Karen Marshall. (1998). *Community Justice Forum: A Canadian Resource Guide*. RCMP Report, Minister, Public Works and Government Services, Canada.

*Keeping an Open Mind: A Look at Gender Inclusive Analysis, Restorative Justice and Alternative Dispute Resolution* (1999). By Provincial Association Against Family Violence. Newfoundland, Canada.

Latimer, Jeff and Steven Kleinknecht. (January, 2000). *The Effects of Restorative Justice Programming: A Review of the Empirical Research*. Research & Statistics Division, Department of Justice, Canada.

Latimer, Jeff; Dowden, Craig and Danielle Muise. (2001). *The Effects of Restorative Justice Practices: A Meta-Analysis*. Research & Statistics Division, Department of Justice, Canada.

*Restorative Justice Programs: British Columbia Provincial Directory*. (September 2002). Prepared by Chilliwack Restorative Justice & Youth Diversion Association.

Shaw, Margaret; Jane, Frederick. (August 1998). *Restorative Justice and Policing in Canada: Bringing the Community into Focus*. RCMP Report, Canada.

*YCJA British Columbia - Pocket Guide*. (2003). Adapted from *Moving Forward: Pocket Guide to the Youth Criminal Justice Act Canada* developed by the Department of Justice, Province of Nova Scotia, copyright holder.

### **Web sites**

Arrowsmith Community Justice Society, Parksville, BC: [www.acjs.ca](http://www.acjs.ca)

Chilliwack Restorative Justice and Youth Diversion Association: Chilliwack, BC: [www.gov.chilliwack.bc.ca/main/page.cfm?id=178](http://www.gov.chilliwack.bc.ca/main/page.cfm?id=178)

Department of Public Safety and Emergency Preparedness Canada: [www.psepc-sppcc.gc.ca](http://www.psepc-sppcc.gc.ca)

Kaslo Restorative Justice Program - Kaslo, BC: [www.kin.bc.ca/Restore\\_Just/RJHome.html](http://www.kin.bc.ca/Restore_Just/RJHome.html)

Mennonite Central Committee - BC: [www.mennonitecc.ca/bc/restore\\_justice/](http://www.mennonitecc.ca/bc/restore_justice/)

Ministry of Public Safety & Solicitor General, Community Programs Division - BC: [www.pssg.gov.bc.ca/community\\_programs/justice/index.htm](http://www.pssg.gov.bc.ca/community_programs/justice/index.htm).

Native Law Centre of Canada: [www.usask.ca/nativelaw/publications/jah/](http://www.usask.ca/nativelaw/publications/jah/)

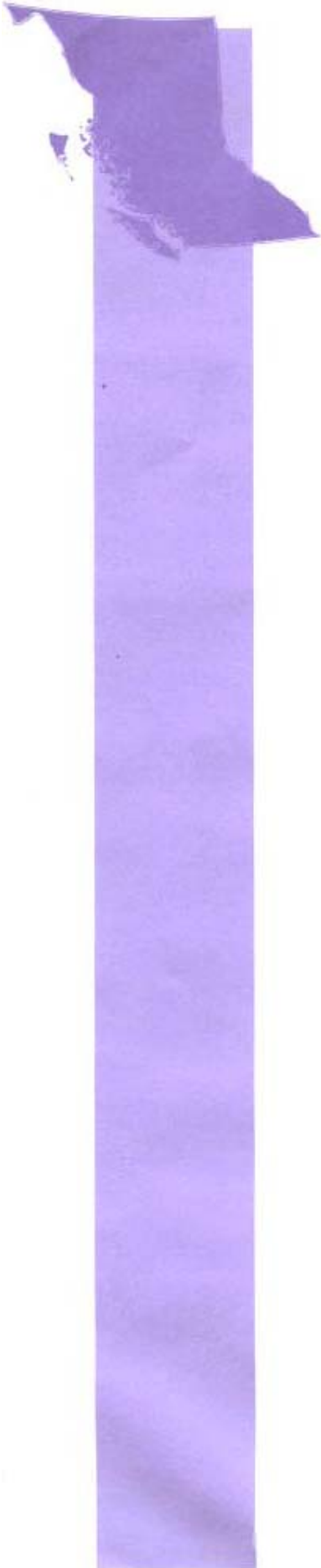
Simon Fraser University, Centre for Restorative Justice - Burnaby, BC: [www.sfu.ca/cfrj/](http://www.sfu.ca/cfrj/)

### **Multimedia**

*A Healing River: An invitation to explore restorative justice*. (2004) Produced by Heartspeak Productions. Email: [heartspeakone@yahoo.ca](mailto:heartspeakone@yahoo.ca)



## Appendix I – Sample Oath of Confidentiality



**[INSERT PROGRAM NAME]  
OATH OF CONFIDENTIALITY**

I, \_\_\_\_\_, do swear that I will not disclose or make known any matter or thing regarding the clients, business of the program, or its volunteers that comes to my knowledge by reason of my role as a volunteer with the program.

I understand that maintaining confidentiality is critical to the credibility of the program and that a breach of confidentiality will result in dismissal from the program.

I further acknowledge that I have read and will comply with the specific guidelines of the policy on confidentiality and understand both my responsibilities to maintain confidentiality and the limits of confidentiality therein.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ at \_\_\_\_\_  
British Columbia.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Print Name



## **Appendix J – Sample Community Accountability Program Agreement**

## COMMUNITY ACCOUNTABILITY PROGRAM AGREEMENT

I, \_\_\_\_\_, freely and voluntarily agree to participate in the \_\_\_\_\_ program on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

I acknowledge responsibility for the offence of \_\_\_\_\_ occurring on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

I was apprised of my right to legal counsel and was given reasonable opportunity to contact legal counsel prior to participating in the program.

I freely and voluntarily agree to the following terms and conditions resulting from my participation in the \_\_\_\_\_ program:

---

---

---

---

---

I understand that if I do not complete the terms of this agreement, this information will be forwarded to the referring police officer and may be recorded on my police file.

Dated this \_\_\_\_ day of \_\_\_\_\_, 20\_\_ at \_\_\_\_\_ British Columbia.

Offender signature: \_\_\_\_\_

Parent/guardian signature (if applicable): \_\_\_\_\_

Victim/complainant signature: \_\_\_\_\_

Program representative signature: \_\_\_\_\_

Investigating officer signature: \_\_\_\_\_



## Appendix K – Sample Critical Incident Report Form



## Appendix L – Program Plan Template

# PROGRAM PLAN TEMPLATE

Your program plan should include the following information:

1. **Program name**
2. **Name of sponsoring organization (if different from program name)**
3. **City/community**
4. **Program contact person**
  - Telephone numbers (day and evening)
  - Fax number
  - Mailing address
  - E-mail address
5. **Alternate contact person**
  - Telephone numbers (day and evening)
  - Fax number
  - Mailing address
  - E-mail address
6. **Website address**
7. **Purpose of your program**
  - Describe the community's need for a Community Accountability Program.
  - Provide a description of the program and any mission statement of the program. Include the restorative justice model you may base your program on.
8. **Objectives of your program**
  - List the main objectives of your program.
9. **Steering Committee members**
  - Provide a brief background on each member of the committee.
  - Describe the structure and functions of your committee.
10. **Training**
  - Describe what training you have provided or will be providing for your volunteers
11. **Policies and procedures**
  - Include all relevant policies and procedures developed for your program including policies related to confidentiality, volunteer recruitment and selection criteria, case referral policy, and any other policies and procedures you have developed.
12. **Monitoring and evaluation**
  - Outline your strategy for monitoring and evaluating your program's outcomes and results.





## Appendix M – Quarterly Data Collection Form

# QUARTERLY DATA COLLECTION FORM

Name of program: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Telephone numbers: ( ) \_\_\_\_\_ Fax Number ( ) \_\_\_\_\_

Email: \_\_\_\_\_

Contact name: \_\_\_\_\_

Quarter: January-March  April-June  July-September  October-December

Year: \_\_\_\_\_

### STATUS OF PROGRAM:

- Under development but hasn't been implemented yet
- Program plan complete  Yes  No
- Operational  (start date) \_\_\_\_\_
- Other (specify) \_\_\_\_\_

### TYPE OF PROGRAM:

- Family Group Conferencing
- Victim Offender Reconciliation Program
- Neighborhood Accountability Panel
- Circle Remedy
- Other (specify) \_\_\_\_\_
- Undetermined at this time

### CLIENTELE:

- Youth  Adults  Both

**AGE RANGES:**

### IF PROGRAM IS OPERATIONAL:

List all referring agents:

- |  |   |
|--|---|
| Police <input type="checkbox"/>        | Probation Officer <input type="checkbox"/>      |
| Crown counsel <input type="checkbox"/> | Corrections contractor <input type="checkbox"/> |
| Judiciary <input type="checkbox"/>     | Parents <input type="checkbox"/>                |
| School <input type="checkbox"/>        | Other (please specify) _____                    |

Number of volunteers \_\_\_\_\_  
Number of volunteers trained \_\_\_\_\_  
Type of training provided (please describe) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Number of volunteers with criminal record checks \_\_\_\_\_

Insurance coverage  Yes (please specify type) \_\_\_\_\_  
 No



COMMENTS:

\_\_\_\_\_  
Signature of person completing report

\_\_\_\_\_  
Name of person completing report

\_\_\_\_\_  
Date

## Instructions for Completing the First Quarterly Report

Thank you for your assistance. The information gathered in the quarterly reports will be used to monitor and evaluate the CAP initiative on a provincial level. Privacy will be ensured, as only aggregate information will be used in Ministry reports.

Please complete all sections relevant to your program.

Please use the 'comments box' or attach separate sheets of paper if more space is needed.

Please call the Community Coordinator (Cynthia Bishop) at 604 660-3697 if you have any questions or concerns about this document.

### 1. Status of Program:

- please tick all relevant boxes (e.g., a program may still be under development but the program plan may be complete)
- if the program is operational please indicate the start date (day/month/year)
- if the "other" category is selected please provide the necessary detail

### 2. Type of Program:

- select only one type of program
- if your CAP model is a combination program (e.g., it combines elements of two or more models), please use the "other" category and specify in the space provided

### 3. Clientele:

- tick one box only (i.e., adult, youth or both)
- in the age range box, provide the age ranges for youth and adults that will be accepted to your program (e.g., Youth: 12 - 18 yrs. ; Adults: 19 - 25 yrs.)

### 4. If Program is Operational:

- tick boxes for **all** agencies making direct referrals to your program
- note the total number of volunteers working for your program (do not include steering committee members)
- note the number of volunteers that have had some form of training
- describe the training your volunteers have received
- note the number of volunteers that have had criminal records checks
- please indicate if your program has insurance and how coverage is provided (e.g., an umbrella organization, the municipality, etc.)

### 5. Summary Statistics:

- please provide summary statistics using the following definitions:
  - \* the total number of referrals to your program from **all** referral sources
  - \* the total number of referrals accepted into your program (after a screening interview with the potential participants or a similar process is complete)
  - \* the total number of cases that have been through your program previously (i.e., second time or repeat referrals)

- \* note the total number of cases **not** accepted as referrals using the reason codes provided (e.g., victims wishes = 3). Only the primary reason (one for each case) should be used. The definitions for the reason codes are as follows:
  - ⇒ ***inappropriate referrals*** are those that fall outside the mandate of your program (e.g., domestic violence, sexual assaults).
  - ⇒ the *wishes* of parents (or guardians) of offenders, victims, or offenders refers to instances where a party does not want to participate in the program.
  - ⇒ ***offender non-compliant*** refers to an uncooperative offender (e.g., lacking remorse, not accepting responsibility).
- \* note the total number of cases that have completed the program to date
- \* of the cases that have **completed** the program provide:
  - ◇ the total number of cases that fully complied with all aspects of the agreement
  - ◇ the total number of cases that partially complied with the terms of the agreement
  - ◇ the total number of cases that did not comply with any aspect of the agreement
- for each case with non-compliance, please provide the primary reason for non-compliance (examples might include, Case 1 = counselling not available; Case 2 = youth's family relocated; Case 3 = offender arrested/charged with new offence, etc.)

## 6. Primary Case Types:

- in the box provided, note the number of cases by type of case **accepted** to your program (e.g., theft under \$5,000 = 5 cases; possession of stolen property under \$5,000 = 10 cases)

## 7. Funding Allocation Summary:

- list all sources of funding received by your program in the first quarter
- provide a financial breakdown of how funding has been used to date
- include significant in-kind funding or resources (e.g., computer or fax machine)

## 8. Comments:

- please use this page to provide us with any details that you feel are necessary, or to provide feedback on experiences to date, identify problems, ask questions, or, share information that may be useful to other communities implementing programs. Please add additional sheets if you would like to do so.