



Making a Self Referral: A Guide for Community Members

Restorative Resolutions is a District of Mission service promoting responsibility, accountability and peacemaking by assisting individuals in resolving conflict, repairing incidents of harm and crime, through voluntary participation in a facilitated restorative resolution process.

Individuals wanting to resolve a conflict or who have been involved in an incident which has resulted in harm, can self-refer or voluntarily be referred by the Mission School District, RCMP, Crown Counsel, or District of Mission Bylaws, to voluntarily participate in a restorative resolution process.

Participants of restorative resolution processes include the primary individuals involved in the conflict or incident, supportive family and community members. Once a referral has been accepted by Restorative Resolutions, our trained volunteer community facilitators will meet individually with each referred and support person; providing information about restorative resolution processes and preparing people for their participation in a facilitated restorative process. The intention is to create greater understanding, share perspectives and impact, discuss what needs to be put right, and work together to come to an agreement on what steps will be taken to do this. In this manner, everyone takes an active role and is provided with a meaningful opportunity to directly address and resolve conflict; and specific harms done.

All referrals to this service are **strictly confidential**. Restorative Resolutions **only** contacts individuals who have voluntarily consented to be contacted and are willing to participate in this service. There are no costs associated with this service.

Criteria for a Referral

1. An incident of harm or conflict has occurred.
2. Primary involved parties are willing to be referred and want to participate in a restorative resolution process.
3. If harm has been caused, the person(s) causing the harm acknowledges responsibility for their actions.
4. If the referring individual is under the age of 18 a parent/guardian authorization has been obtained.

Individual(s) acknowledge responsibility for harm caused ↓	Individual(s) have expressed a willingness to resolve the conflict ↓
Individual(s) causing harm and individual(s) harmed are willing to participate in a restorative process	Individual(s) involved are willing to participate in a restorative resolution process

Participants must understand and agree to the following:

- Adhere to the guidelines of respectful communication during the restorative process
- The proceedings of this restorative resolution process are confidential
- The community facilitators are neutral and cannot give legal advice to any party
- Each person will disclose all information which may be useful in reaching an agreement to resolve the

conflict And/or repair the harm done; with respect to the incident which has resulted in this restorative process

Referring Individual's Responsibilities

- 1) Be committed to participating in a restorative process within the participant guidelines listed above.
- 2) Contact the primary involved individuals and request their participation in resolving the conflict or incident through the Restorative Resolutions facilitated process (i.e. provide a Restorative Resolutions brochure and contact information, website address).
- 3) If the other primary involved parties are willing to participate in a restorative process; complete a Community Self-Referral Request for Restorative Resolutions Services form and submit to Mission Restorative Resolutions(delivery can be by surface mail, fax or in person).
- 4) Advise the other primarily involved individuals that you have submitted your request for restorative resolution services, and encourage them to contact Restorative Resolutions and/or complete the referral documents themselves.

Mission Restorative Resolutions Referral Process

When Restorative Resolutions receives the referral:

- 1) Once Restorative Resolutions has received signed requests for service from the primary affected parties, Restorative Resolutions staff review the referral to determine if the referral meets criteria for the service. Staff may contact the parties to request further information.

Once Restorative Resolutions accepts a referral:

- 1) Restorative Resolutions will contact each person, answer any questions that they may have, confirm contact information and advise them of the names of the assigned volunteer Community Facilitators who will then contact each person to set up initial meetings.
- 2) Restorative Resolutions staff assign the referral to a team of 2 or 3 Volunteer Community Facilitators. These Facilitators then meet separately with each person involved in the incident. These preparation meetings assist the participants in clarifying the incident of conflict and/or harm caused and allow volunteers to provide further information about the Restorative Resolutions process.
- 3) When all parties are fully prepared to come together, the volunteer Community Facilitators will schedule a day and time for the meeting. The meeting is intended to, among other things, to create allow those present to create a consensus agreement that will "put things right." At the conclusion of this meeting, Restorative Resolutions will request each person sign the agreement and will then provide copies to each person.
- 4) Once the agreement(s) have been completed, Restorative Resolutions sends a letter to all involved parties acknowledging the completion.
- 5) Restorative Resolutions staff may conduct follow-up calls in the months after the agreement completion to offer any further assistance is needed.

If you have any questions please contact us!

Mission Restorative Resolutions Contact Information:

Phone 604-820-3755 or 604-820-3754 Fax: 604-820-3329 Email: mrr@mission.ca

Completed forms may be delivered in person to our office at 32921 Dewdney Trunk Road, by mail to 8645 Stave Lake Street, Box 20, Mission, BC V2V 4L9 (please mark "MRR Manager" on envelope) or faxed to 604-820-3329