

Making a Self Referral: A Guide for District of Mission Staff

Restorative Resolutions is a District of Mission community based service intending to assist individuals in resolving conflict, repairing incidents of harm and crime, through voluntary facilitated restorative resolution processes, such as, conferencing and circles. Trained volunteer Community Facilitators bring together the affected parties to facilitate accountability, healing and closure, to improve the well-being of those involved. Family and community members are often included to support the individuals most affected, building both an individual's and our capacity to address incidents of harm and conflict in positive ways.

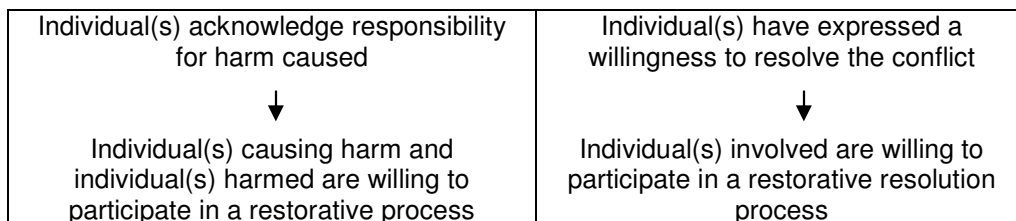
The District of Mission has a Policy (COU.16) allowing for District staff to make referrals to Restorative Resolutions to assist staff and the public in resolving conflict and/or incidents of harm. Additionally, staff can provide the public with information for making self referrals with the intention of assisting them to resolve neighbourhood disputes, issues, etc. There are no costs associated with this service.

Each referral is screened by the Restorative Resolutions Manager with the Director of Corporate Administration; with the exception of Parks, Recreation and Culture referrals which are screened by the Restorative Resolutions Manager and the Director and/or Deputy Director of Parks, Recreation and Culture. 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 processes and preparing people for their participation in a facilitated reparative course of action. 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.

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.



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 strictly 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 District of Mission Department's Responsibilities:

- 1) Inform the parties of the expectations of participating in a restorative process.
- 2) Complete one incident referral form and a separate authorization for referral form for **each** individual being referred to MRR. Authorization for referral forms **must** be signed off by each individual agreeing to be referred to MRR. It is advisable to keep a copy of each form for your records.
- 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, in confidence, to Mission Restorative Resolutions.
- 4) Advise the primarily involved individuals that you have submitted your request for restorative resolution services, and that a MRR facilitator will contact them.

Mission Restorative Resolutions Referral Process

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) The Restorative Resolutions Manager assigns the referral to a team of 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 providing further information about the restorative process.
- 3) When all parties are fully prepared to participate in a restorative process, the Facilitators will organize and facilitate a restorative resolution process. At the conclusion of this process, Restorative Resolutions will then forward a letter to the referring department advising that the restorative process has taken place, and the terms of the agreement reached between the parties involved.
- 4) Once the agreement(s) have been completed, Restorative Resolutions sends a final letter to all involved parties, including the referring department, concluding the referral.

If you have any questions please contact Restorative Resolutions.