

Making a Referral: A Guide for RCMP Members

Restorative Resolutions is a District of Mission community-based service intended to assist individuals in repairing incidents of harm, crime or conflict. There are no age restrictions or costs associated with the service. The service provides highly trained volunteers, known as Community Facilitators, who assist people through a process that facilitates accountability, repairs harm, restores good relations in the community, and seeks to address the underlying factors toward preventing further offences. Community Facilitators help keep the focus on a remedial process that is confidential, respectful, ethical and safe.

Criteria for Referral:

- 1) An incident of harm, crime or conflict has occurred.
- 2) Primary involved parties are willing to be referred and willing to participate in a restorative process.
- 3) If harm has been caused, the person(s) causing the harm **accepts responsibility** for their part.
- 4) If the referred is a minor, the referral must be accompanied by signed consent of Parent or Guardian

Participants must understand and agree to the following:

- Adhere to the guidelines for respectful communication during the process
- Cooperate fully in making themselves available and attending meetings required to complete the process, return phone messages and/or email messages promptly, and advise Restorative Resolutions of a change in residence or contact information.
- The proceedings of this process are, and will remain, confidential
- The volunteer Community Facilitators are neutral and cannot give legal advice or counsel, advocate or negotiate on anyone's behalf.
- Each person will disclose all information about the referred incident(s) which may be useful in reaching an agreement to resolve the conflict and/or repair the harm done.

Referring Member's Responsibilities:

- 1) Inform the parties of the expectations as above. Please emphasize that agreeing to the process implies their full cooperation in attending meetings and communicating with the volunteer Community Facilitators throughout the process.
- 2) Complete one **Incident Referral** form for the file (if there are more than 4 individuals being referred you will need to use two of these forms)
- 3) Complete a separate **Authorization for Referral** form for **each** individual being referred. It is important to get a clear account of what the offender is taking responsibility for.
- 4) Advise the parties that Mission Restorative Resolutions will contact them

- 5) Fax the referral documents to Restorative Resolutions (604.820.3329) or call 604.820.3755 to request pick-up by MRR staff.
- 6) Place all original forms and notes in an RCMP file to be maintained at the detachment.

Restorative Resolutions Referral Process:

When Restorative Resolutions receives the referral:

- 1) If faxed, the Restorative Resolutions staff person will immediately notify the referring member that the documents have been received
- 2) Restorative Resolutions staff reviews the referral and RCMP file and consults with the Member if applicable. Restorative Resolutions will then accept or reject the referral. If rejected all forms will be returned to the referring Member.

Once Mission Restorative Resolutions accepts a referral:

- 1) Restorative Resolutions will contact all parties involved in the referral advising them that the referral has been received, answer any questions the parties may have, find out the best way to contact them, and let them know that the assigned volunteer Community Facilitators will be calling to set up initial meetings.
- 2) Restorative Resolutions staff assigns the referral to a team of 2 or 3 Community Facilitators who will then meet separately with each person involved in the incident. These preparation meetings provide information about the process, build trust and level of comfort with volunteers and allow each party to speak to the incident.
- 3) Following the initial meetings with each party, the Community Facilitators then move forward with the process by organizing and facilitating further meetings as the file requires. At the conclusion of the restorative process Restorative Resolutions sends the Member a letter (to be attached to the RCMP file) advising that the restorative process has taken place as well as the terms of the agreement reached between the parties involved.
- 4) Once the agreement has been completed, Restorative Resolutions sends a final letter to the Member and the Member concludes the file.

Restorative Resolutions thanks you for your interest and support. Please do not hesitate to call us for any reason. Our offices are located at 32921 Dewdney Trunk Road, located one block east of the intersection of Cedar Street and Dewdney Trunk Road. Please feel free to stop by and introduce yourself.

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