



FRASER-BURRARD  
COMMUNITY  
JUSTICE SOCIETY

# ANNUAL REPORT 2008

Presented by the  
Board of Directors  
at the  
June 19, 2008  
Annual General Meeting



# FRASER-BURRARD COMMUNITY JUSTICE SOCIETY ANNUAL REPORT 2008

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### ***Board Chair Message***

From our first meeting after the AGM in 2007 we have been on a path of steady and cautious transition towards growth. My primary intention has been to guide the helm of Fraser-Burrard with integrity in the principals and practices of restorative justice.

July marked the beginning of our first year fully embracing the strategic planning process and action plan developed at the end of 2006 and adopted in 2007. The key result was unanimous commitment to better serve our communities through restorative actions. Our four new board members eagerly accepted roles to share their knowledge and experience in all areas of board work. Being a working board, the level of organizational involvement may have been somewhat surprising yet was quickly accepted in their devotion to serving the youth of our communities. It's not always easy, but it's always rewarding.

Our staff members worked with patience and openness as changes were made to most roles and responsibilities. Respectful communication and appreciation were key ingredients in managing concerns, restructuring and the inevitable stress that accompanies change. The new staff structure with an Executive Director fits well for retaining and building the assets necessary for Society growth. I have the utmost respect, admiration and appreciation for our facilitator volunteers who choose to donate their time and skills along with our staff members who dedicate their careers to Fraser-Burrard.

It has been my desire to build upon the solid foundation laid by our founders with recognition of our strengths and addressing our weaknesses for the expansion of restorative justice to every corner of the communities we serve and beyond. As this year comes to a close, I believe Fraser-Burrard is poised to continue its transition with clear direction and confidence in the ability to reach their strategic goals for greater community services.

It has been an honour to sit as Chair sharing my vision, enjoying supportive learning and collaborating with like-minded people to implement strategies towards fulfilling our mission.

*Respectfully Yours,*  
*Dianne Archer*  
*Chair, Board of Directors*  
*2007/2008*



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### **Board Members**

The Board of Directors for Fraser-Burrard generally consists of eleven elected members, up to six appointed municipal representatives and two appointed representatives from each the TriCities Joint Family Court and Youth Justice Committee and the New Westminster Family Court Committee.

Elected Directors starting June 2007 are:

NAME	POSITION	COMMITTEES
Dianne Archer	Chair	Personnel
Steve Bailey	Vice-Chair	Personnel
Richard Browning	Director	Financial Development
Clare Connolly	Director	Policy & Planning
Robbyn Heesaker	Director	Personnel
Starla Kingston	Director	Policy & Planning, Financial Development
Tossia McNabb	Secretary	Personnel, AGM
Nasima Nastoh	Director	Advocacy, AGM
Elaine Phillips*	Director	Personnel, Advocacy
Linda Reimer	Treasurer	Financial Development, Advocacy
Marjorie Staal*	Director	Policy & Planning

\*Regrettably Elaine and Marjorie had to resign their positions mid-term

Representatives for 2008 are:

NAME	MUNICIPALITY/COMMITTEE
Mike Clay	Councillor, Port Moody
Vanessa Connolly	New Westminster Family Court Committee
Nancy Maloney	Joint Family Court & Youth Justice Committee
Betty McIntosh	Councillor, New Westminster
Neal Nicholson	Councillor, Coquitlam
Greg Moore	Councillor, Port Coquitlam



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### ***Executive Director Message***

It was with great pleasure that I accepted the position of Executive Director for Fraser-Burrard Community Justice Society, and began the position on May 5, 2008. This past month has been an intensive time of personal orientation, learning, and adapting to many changes, including moving from Kelowna to Coquitlam. It has also been a time of excitement, clarifying vision, and gathering input from many of our stakeholders – from police agencies, Crown Council, volunteers, staff, Board Members, fellow restorative justice Practitioners, and friends of FBCJS. I am sincerely honoured to be joining an organization that passionately embraces and lives the principles and values of restorative justice with the vision of creating harmonious communities.

As I consider the coming year, the theme of 'possibilities' is what immediately comes to mind. In fact, what most caught my attention during the interview process was that one of FBCJS's strategic goals is that "restorative justice" becomes a household term. Yes, we have a ways to go, but the idea, that one day restorative practices and principles may be so familiar to us all, excites and calls me to action.

FBCJS is in an exciting stage of change; we are expanding our community impact and scope of programs. Notable are two significant developments: firstly, we are anticipating an expansion of the Empowering YOuth Program by providing restorative justice/conflict resolution training in five schools this coming fall. Working closely with teachers, administrators and students, we are striving to build the capacity of future generations to handle crime and conflict with restorative measures. From elementary to secondary schools, we will be equipping students with life-long critical skills in listening, problem-solving, taking responsibility and making healthy choices. Secondly, discussions are also under way regarding the possibility of receiving referrals for first-time adult offenders who are involved in a minor chargeable incident (i.e. shoplifting). If we are able to proceed with adult referrals, we have the potential to see our referral rate increase significantly. These two developments (to start in the fall) will continue to strengthen the overall safety of our community, build our internal capacity for addressing conflict, and forward the community's general awareness of restorative justice.

Finally, in this coming year, I envision continued growth and engagement of our volunteer base. I fully recognize that the backbone of our organization is comprised of the many volunteers who faithfully support this work. They are the board members and advisory council members who help give vision, insight and direction. And they are the volunteer facilitators who spend countless hours interviewing clients, who hear the personal stories of how crime has impacted people, who help facilitate difficult conversations, and who walk along side of real people as they journey to healing in the aftermath of a crime.



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Restorative justice is rewarding work, but it is work, and it takes volunteers who believe in and are committed to the potential of each person. Fraser-Burrard is privileged to have such volunteers, and I am honoured to work with them.

It is highly rewarding to be a part of a process that facilitates true healing and restoration for all parties affected by a crime. I thank you for the opportunity to be a part of the Fraser-Burrard Community Justice Society, and with you, to forwarding the work of restorative justice in our community.

*Respectfully Yours,  
Jennifer Ingraham,  
Executive Director*

### **Staff Members**

Fraser-Burrard is fortunate to have skilled, knowledgeable staff members dedicated to the society and restorative justice. Alan and Mary have been with the society almost since its origin. Their long term commitment has provided stability and consistency in all aspects of operation. Throughout their tenure over the years they have been dependable and diligent in working with the board, volunteers, clients, community partners and supporters. Jennifer's similar devotion ideally complements our current staff resources. The board recognizes and appreciates our valuable staff members.

#### ***Executive Director:***

Jennifer Ingraham joined Fraser-Burrard as the first Executive Director in May 2008. Relocating from Kelowna, she brings extensive experience and commitment to restorative justice principles and practices. Jennifer's leadership influences people and institutions with respect and establishes systems with accountability for enhanced community services.

#### ***Program Manager:***

Alan Patola Moosmann joined Fraser-Burrard shortly after it began operation in 2000. With the founding Board of Directors, members and staff, he implemented the effective circle conference process. Alan dedicates himself to the volunteer facilitators, the core of the Community Youth Justice Program, and delivered the Empowering YOUTH training this year.

#### ***Administrative Assistant***

Mary Hagen Johnstone has been with Fraser-Burrard since the beginning in 1999. She is unwavering in her devotion to provide dependable and knowledgeable assistance in every aspect of the Society's administration. Mary efficiently maintains the essential internal infrastructure for smooth operations that ensure consistent service.



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### ***Our Vision***

Building harmonious communities.

### ***Our Mission***

To enhance the quality of justice in the communities we serve through restorative justice measures.

### ***Strategic Plan***

In the fall of 2006 Fraser-Burrard undertook a strategic planning process that involved Board members, volunteers, staff and community members. As a growing organization dedicated to the communities we serve, an accurate picture of where we are and where we want to be was crucial to our ongoing development.

Through direct dialogue, inspiring exercises and thoughtful commitment, goals, objectives and strategies were developed to create a five year action plan for growing the organization. The Society committed to striving for the following goals by 2011:

1. Revised Board Governance – revise and develop policies and procedures, roles and responsibilities and make the transition to a governance board model.
2. Funding Growth – retain current resource sources, develop new sources and approaches in fund development and expand the existing budget by a specified percentage.
3. Advocacy/Promotion/Education – increase newspaper, electronic and physical visibility, increase community activities through memberships, events and presentations and become a household name.
4. Increase Diverse Referrals – build the capacity for case referrals, identify and seek case referrals from new avenues and establish new sources and/or types of referrals.



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## ***Committee Reports***

Fraser-Burrard has operated with a “working board” model of governance since its inception. This model requires greater involvement of board members to assist in the overall operation of the society and/or its services in addition to the provision of direction and policies. Consequently, committees are asked to donate more time, effort and skills to meet additional responsibilities that are necessary to meet mandates, goals and missions.

The dedication and expertise of our board members has been inspiring and fundamental to the achievements reached this year. Reading the reports below will confirm the vital roles and valuable work accomplished by our board members.

### **Advocacy Committee**

The Advocacy Committee defines its role as a standing committee of the Board of Directors in the context of promoting the Society and all services. The committee remained strong when several members resigned resulting in a two person committee and the Volunteer and Outreach Coordinator departed eliminating their staff support. Despite these challenges, the committee was able to achieve numerous goals.

The committee Terms of Reference reflecting the strategic plan guided the regular monthly meetings and work of the committee leading to completion of the following tasks:

- A PowerPoint presentation documenting the work and accomplishments of the Community Youth Justice Program and the Empowering YOUTH Program was revised by Alan Patola Moosmann, Program Manager with additional information by Steve Bailey, Board Vice-Chair and presentations made at council meetings in Belcarra, Coquitlam, Port Coquitlam and Port Moody.
- The Fraser Burrard brochure was updated and the distribution list revised for increased delivery points that would better spread the information of restorative justice and the services available.
- Connections were established with the Persian community that led to contact with ethnic media for future relationship building towards service promotion and development.
- Committee members attended a number of events including a justice forum with Attorney General Wally Oppal, then solicitor General John Les and MLA Ian Black, a crime forum with MLA Harry Bloy and the RCMP plus various open houses conducted by politicians of the communities we serve.



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- Determination to address community visibility led to adjustments to the Society website and an application to the District Parent Advisory Committee for a presentation in the fall of 2008.
- The final task of the committee was the revision of the committee Terms of Reference to reflect the new role and responsibilities of the Executive Director.

*Respectfully Yours,*  
*Linda Reimer*

### **Financial Development Committee**

The Financial Development Committee defines its role as a standing committee of the Board of Directors in the context of supporting the ongoing operation of the Society and delivery of its services through responsible financial resource management. During a year of personnel transition, the committee provided stability, prompt and accurate projections and results reporting to facilitate timely decisions while implementing ongoing improvements.

- The committee began the year by establishing a schedule of regular monthly meetings to discuss and execute the business of the committee for reliable financial management.
- To facilitate clear and comprehensive understanding of all financial information essential in board decisions, the committee instituted a process of streamlining the financial reports for presentation at board meetings. Discussions, reviews and input from all board members resulted in succinct financial documents accurately reflecting key financial information for responsible decision making.
- The committee presented financial reports at every board meeting and facilitated discussions on all financial questions and issues. Of particular importance were discussions and decisions on adding the position of Executive Director. Extensive assessments on projected costs, possible risks and long term financial benefits were prepared and presented to facilitate this important decision for growing the organization.
- The committee, with the assistance of staff, prepared the 2008-2009 Budget. Considerations for growing the organization and ensuring financial transparency were key elements in each step of the budget preparation.



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- With the appointment of the Executive Director, the committee updated the Terms of Reference governing the financial management of the Society. This new document reflects the financial responsibilities of the Executive Director and their working relationship with the Board of Directors.

*Respectfully Yours,  
Richard Browning*

### Personnel Committee

The Personnel Committee defines its role as a standing committee of the Board of Directors in the context of managing and supporting the relationship between staff and board members. This was a full year of reflection and interaction with each staff member toward refining our human resources infrastructure.

The committee developed Terms of Reference articulating its mandate, responsibilities and authority with reference to the strategic plan to guide regular meetings and work that accomplished the following tasks:

- Committee members conducted thorough performance assessments and respectful conversations with each staff member as they reviewed and revised job descriptions with the addition of guiding standards for job performance for the Administrative Assistant and Program Manager. More carefully defined staff roles and responsibilities strengthen and assist all human resource functions.
- New job descriptions were confirmed with signed letters of agreement and follow up performance appraisals with staff input on areas for improvement and support for attaining desired goals through professional development.
- The Personnel Committee Liaison established open communication to receive monthly records, address overtime requests, revise monthly reports to the Board of Directors and meet regularly for ongoing rapport.
- The departure of the Volunteer Outreach Coordinator in June 2007 resulted in a comprehensive review of the position. This review led to a proposal, thorough discussion and acceptance by the Board of Directors to hire an executive director. A job description with guiding standards for job performance was written, a recruitment and selection process was developed and implemented and insufficient qualified resumes were received. A second hiring process was successful with the new executive director beginning employment on May 5, 2008.



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- An in-depth Orientation Schedule was developed for the Executive Director to provide supportive learning and transition into the position. The Board Chair was designated as liaison for orientation, resolving concerns on policy and procedure and building supportive rapport with clear communication between the ED and the Board. An ongoing communication procedure will be developed in July.
- As proposed by the committee, the Board agreed to sponsor all staff members to attend at a time management seminar in June. This training will offer a unified systematic approach to daily duties, increase responsibility efficiencies, assist in team building and demonstrate the Board's interest and support for professional development that enhances organization operations to meet desired standards.
- The committee worked with the Program Manager to improve volunteer involvement and recognition. A questionnaire was distributed to solicit direct information on the volunteer experience and satisfaction. During National Volunteer Week a special dinner was held where volunteers were recognized and appreciated with certificates and gifts for five year veterans.
- As personnel transitions were implemented, committee Terms of Reference were revised to reflect shifting responsibilities from board to executive director. It is understood that further revisions may be required as change becomes entrenched.
- Through the employee recruitment process, working with the Nomination Committee to recruit new board members and with the AGM Committee in promotion, committee members wrote and had published numerous newspaper ads and articles. Although designed for a required task, all publicity helps to build awareness of Fraser-Burrard.

*Respectfully Yours,*  
*Tossia McNabb*

### **Policy and Planning Committee**

The Policy and Planning Committee defines its role as a standing committee of the Board of Directors in the context of supporting the Society and its operations through the development and drafting of policies in cooperation with other standing committees as appropriate for Board review and approval

For alignment with the strategic plan, the committee the Terms of Reference were modified to include the need for a review of current governing policies. A long and arduous project, this committee met regularly in its commitment to continue and complete the work begun the previous year.



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- Reviewed the human resource policy work completed by the committee during the previous year for discussions with past committee members ensuring continuity and consistency.
- Conducted a thorough assessment of all framework, governance, operational and human resource policies for comprehensiveness and alignment.
- Following in-depth discussions and consultation with board members, current policies were modified accordingly and presented to the board for further review, discussion and final approval.
- A Request for Expressions of Interest was posted on the website and distributed through collegial networks to contract out the formal writing of the policies to a professional technical writer qualified in established policy writing conventions for non-profit organizations similar to Fraser-Burrard. The contract selection, policy writing and approval process is continuing at this time with expected completion by August 2008.
- The committee improved the awareness of our policies to ensure solid stewardship of Fraser-Burrard as questions arise and as we are called to respond in ways that ensure safety, consistency, effectiveness, and integrity. This work has resulted in a stronger organization more able to contribute to, and benefit, the communities it serves.

*Respectfully Yours,  
Clare Connolly*



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### ***Programs***

Fraser-Burrard operates on the key principles of restorative justice: focus on harm; wrongs or harms result in obligations and to promote engagement or participation.<sup>1</sup> These principles form the foundation of our two programs: Community Youth Justice, an intervention program for youth who become involved with the law, and Empowering YOUTH, a prevention program for educating youth about restorative action.

In the CYJP, police and crown partners refer appropriate youth offender cases which are assigned to trained volunteer facilitators who, through a series of meetings, bring the youth and harmed party together in respectful conversation to determine reparation. EY is a training program supported by School District 43 for elementary to high school students and teachers to establish peer mediators for school based conflicts.

### **Summary of 2007 to 2008 CYJP Activity**

- ◆ 100% of all youth accused, and all persons harmed felt that responsibility was taken by the accused and apologies were given.
- ◆ 100% of victims thought the Resolution Agreement would significantly repair the harm.
- ◆ 100% of youth accused believe the conference would stop them from committing future crimes.
- ◆ 97% of youth participants completely fulfilled agreements.
- ◆ Number of referrals in 2007: 37, the second highest annual number since the program's inception in 2000. (Annual average over eight years: 32).
- ◆ Referral Sources: Police referrals – 29 (23 Coquitlam RCMP, 4 Port Moody Police Department, 2 New Westminster Police Service  
Crown youth referrals – 7 (5 Tri-Cities, 2 New Westminster)  
Others – 1 (Similar program in neighbouring municipality)
- ◆ Of 62 youth referred, 50 were male and 12 were female. Average age: 15. Five self-identified as being of first nations backgrounds.

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<sup>1</sup> The Little Book of Restorative Justice by Howard Zehr



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- ◆ Of 43 harmed parties referred, 23 were individuals (12 adults and 11 youth), 9 were private businesses, 7 were schools and 3 were public agencies (e.g. civic facilities, hospitals).
- ◆ Potential charges referred: break and enters (schools, businesses and private dwellings), mischief incidents, and various forms of theft or fraud each account for approximately 27% of all potential charges referred. Assault made up a further 14%. The remainder included threats and possession of a controlled substance.
- ◆ Processes conducted: 30 (18 face to face conferences and 12 processes involving indirect communication between the youth and the harmed party.) Police officers participated directly in 4 conferences. 26 files were fully closed with completion of agreements within the calendar year.
- ◆ 100% of agreements included either verbal or written apologies, with 1/3 also involving financial restitution, 1/4 community service work and 1/6 commitments to personal counseling, mostly around drug and alcohol or anger management issues.
- ◆ Community volunteers: 32 trained facilitators, including 10 who completed our most recent 62 hour training program in May, 11 elected Board of Directors members.
- ◆ Our main current operational goal is continuing to improve service times that validate the confidence in restorative approaches that our Police and Crown partners have demonstrated this year by continued use of the program.
- ◆ Comments from participant evaluations: from a person harmed: "I left with the feeling that growth had occurred"; from a youth: "I am thankful for a great learning experience."



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### Summary of 2007 to 2008 Empowering YOuth Activity

- Presented a one hour conference workshop at the provincial conference of municipal Family Court and Youth Justice Committees. Two student mediators, Danielle Russell and Callie Wunderlick made a presentation that included an interview demonstration.
- 15 Como Lake and 3 Centennial students were trained in an abbreviated Conversation Peace curriculum. Practicum student Michelle assisted.
- Presented a one-hour introduction to restorative action and the Talking Peace materials to the entire staff of Porter Street Elementary School. Sandra Meister, Principal, will now form a "Peace Squad" of students as peer helpers during recess and lunch.
- Visited D.W. Poppy Secondary and Langley Fine Arts in Langley with School District 43 staff interested or involved in Empowering YOuth. Hosts Dan Basham of Community Justice Institute and Deb Bailey of the Langley School District showed the logistics of operating and sustaining such a program.
- Presented four Talking Peace lunch hour training sessions to 15 grade 4 and 5 students, playground supervisors, teachers and Principal Meister at Porter Street Elementary. This group became the Porter Peace Squad.
- Presented a one-hour workshop on restorative action and Empowering YOuth at the School District 43 Coquitlam Teachers Association Pro-D day.
- Presented a refresher in Conversation Peace for 14 Como Lake and 5 Centennial schools peer mediators.
- Meeting with Fraser-Burrard Board Vice-Chair Steve Bailey and Sharon LeClair, Coordinator of Social Responsibility and Healthy Living for School District 43, on implementation, support, training and program expansion.
- Received a proposal from Sharon LeClair for strengthening the program at Centennial and Como Lake schools; beginning an EY at Maillard Middle and staff orientations for Talking Peace at Alderson and Lord Baden-Powell Elementary schools in 2008.