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**NORTH SHORE  
RESTORATIVE JUSTICE  
SOCIETY**

**ANNUAL REPORT**  
**2020**

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Celebrating 22 years of serving the North Shore!

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We acknowledge the unceded traditional territories on which we live and work of the Skwxwú7mesh (Squamish), Səlílŵətaʔ/Selilwitulh (Tsleil-Waututh) and xʷməθkwəy̓əm (Musqueam) First Nations. We also appreciate all the partners with whom we move towards decolonization of our practices.

**If you require a copy of this report in another format, please contact us at [info@nsrj.ca](mailto:info@nsrj.ca).**



# ABOUT US

## Vision, Mission & Values

### OUR VISION

We work towards a future where restorative justice practices, principles and values are used throughout North Shore communities to prevent conflict and heal harms.



### OUR MISSION

To build capacity and connectivity with the North Shore community to prevent and respond to conflict and harm, through values-based processes that engage diverse individuals.



### OUR VALUES

In restorative processes, common values and their definitions are often discussed and agreed upon. The values we hold as an organization are respect, trust, sharing, humility, compassion, inclusivity and forgiveness.

By adhering to our mission, aiming for our vision and practicing our values, we support the North Shore community through avenues including:

Our Restorative Response program (RRP), whereby local police forces can divert criminal files towards community-based resolution;

Our Restorative Justice in Education (RJE) Initiative, which holds weekly circles in classrooms, providing hundreds of children an opportunity to connect and engage with their peers to build a strong community fabric; and,

Our Community Dialogues and Youth Speak Outs, which bring restorative justice to all those who are interested.

## CO-CHAIRS' REPORT & MESSAGE

### Growth in programs and partnerships



Dear Friends, Partners and Supporters,

Our Circle is widening and deepening at North Shore Restorative Justice.

We welcomed Tina Parbhakar, our talented interim executive director; Anne-Marie Parent joined us – all the way from Montreal – as our Restorative Justice in Education (RJE) Initiative Manager; Marcela Villaca and Elysia Dalgarno now serve as school-based facilitators; Lana Konopljova carried out our RJE Environmental Scan and we trained 14 new volunteer facilitators.

Together, staff, volunteers and partners deepened our work with the North Vancouver RCMP, the West Vancouver Police Department, North and West Vancouver School Districts, as well as Brockton and Collingwood schools.

Our restorative response program (RRP), in partnership with local police, has almost doubled the number of files, along with an increase in the complexity of these criminal justice cases. Of those we serve, over 90% reported that restorative justice met their needs and the outcome was fair. Our facilitators are well regarded for their strong skill base, with 98% of those served reporting they were treated with respect throughout the process.

Our RJE Initiative is growing too. We are grateful to the commitment of each district, the schools, our advisory committee and staff. With support of the North Vancouver School District, we carried out a scan of our RJE program. We presented our report at the National Restorative Justice Conference in Banff, and prompted an engaged dialogue with RJE leaders across Canada.

Together we have created a strong foundation to move forward in the development of a whole - school approach that supports healthy relationships and interactions in our schools.

Indeed, NSRJ is stronger than ever, raising the bar on responsible relationships, in collaboration with schools and police, and our growing community partners on the North Shore. Our signature events - the Scotiabank Charity Challenge and our Gala at Polygon – raise funds and energy. In 2019, the West Vancouver Police Department ran with us in full uniform, highlighting our partnership. At our gala, the Brockton World Music Program lifted our spirits. Together these events raised almost \$30,000 and we are continuously inspired and grateful for the support from so many partners.

With deep appreciation, we thank all Board members who served NSRJ with solid commitment in 2019. In particular, we honour our outgoing Board members: Laura Mack, Lynn Green, Travis Woolf, Caryn Mladen, and Nancy Frosst. Each of you lifted our community up through your dedicated work and will always be held in warm regard within our growing NRSJ community. You are family to us. We are excited by the enthusiasm, skills and ideas that the incoming Board members bring to our society.

Brenda Morrison & Laura Mack



# EXECUTIVE DIRECTOR'S MESSAGE

## Community based solutions in action



As an engaged resident of the North Shore, it was my pleasure and privilege to join North Shore Restorative Justice in 2019. I look forward to continuing to build relationships within and outside of this critical service providing organization.

Through my role, I am able to connect with many caring, committed, and creative individuals, including staff, Board members and facilitator volunteers, who support our mission. In complex times, our collective energy and efforts become all the more significant and I thank those who have made me feel at home and well-equipped. For example, as I noticed a lot of hugging among restorative justice folks, staff gifted me a hand painted talking piece with the sparkling word "Embrace" upon it. Indeed, I am grateful for the NSRJ community.

The organization is in a time of growth, in terms of our team and the demand for restorative approaches on the North Shore and beyond. Increasingly, we provide the expertise and experience needed to unravel the root causes of conflict and create spaces for dialogue on issues created by social, cultural and environmental challenges. Our work also ties into the broader work of restorative justice agencies and institutions at the provincial, national and international levels, where we lead by example and strive to share our learnings. Indeed, we were honoured to have a proposal similar to the one we presented in Banff accepted to the European Forum for Restorative Justice's 2020 conference. This is just one of many signs that we are on an emergent track towards systemic change that resonates for many - one we hope more people will join and experience.

Nevertheless, the ability to both deepen and scale our efforts remains a challenge. We constantly face the reality that restorative services are often little understood and have been historically undervalued. We are thus pleased to have new staff and volunteers bringing a desire to learn as well as their attention to bear on our strategic directions and areas for growth.

Partnerships are an additional way forward. We are excited to be part of networks that sustain conditions of safety and security through recognition of each individual's right to live with dignity and respect and of the need for shared accountability mechanisms. These partners are vital to our ability to offer high quality services using the best practices and tools from various disciplines.

**In fact, we want all North Shore community members to know a restorative alternative to punitive and hierarchical approaches exists, to share how it can be accessed and to strengthen our capacity and processes to serve diverse needs. I invite you to reach out to us!**

We thank all our volunteers and supporters and look forward to the shared opportunities that lie ahead. We hope our upcoming events and experiences will continue to build relational ties, widen the circle and spread restorative practices, principles and values on the North Shore.

With gratitude and hope,

A handwritten signature in black ink that reads "Tina Parbhakar".

Tina Parbhakar

# EXECUTIVE SUMMARY



This past year staff witnessed significant development for the organization: We now support more North Shore youth, adults and elders through our police diversion and school-based programming than previous years.

Specifically, our Restorative Response Program (RRP) saw an 18% increase in files and our Restorative Justice in Education (RJE) Initiative reached over 300 children and youth and 100 educators and school administrators.

The RRP continued to provide an invaluable service to North Shore residents. The program addressed a wide spectrum of files from the North Vancouver RCMP and the West Vancouver Police Department. Staff dedicated countless hours to ensure participants received exceptional service, as shown by our confidential survey results. We hope stakeholders will assist us to maintain this high quality facilitation into 2020, as demand rises.

In our RJE Initiative, (formerly the Schools Initiative), we continued to deepen our relationship with the North Vancouver School District and collaborate with the West Vancouver School District.

Individual schools reached out to us for support as well. We have been working to build out towards a whole school and community approach, including through collaborative meetings and a wide range of professional development offerings.

Our growing connections to youth focused non-profits and groups, School Board trustees, administrators, teachers and educators and parent advisory committees have strengthened our ability to support children and youth on the North Shore.

NSRJ staff worked hard to meet the growing demand for both our programs on the North Shore. We also laid the groundwork for Youth Speak Outs, Advanced Trainings and Community Dialogues in 2020. We also continue supporting the development of the Restorative Justice Association of British Columbia (RJABC).

To be able to provide our services to the community, NSRJ engaged in a number of fundraising activities. In June 2019, Board members, staff, volunteers and supporters participated in the Scotiabank Charity Challenge and raised almost \$12,000 for our programs. We also connected with many North Shore residents at various community days, including, Blueridge Good Neighbourhood Day. In November, we hosted our annual gala, which raised nearly \$17,000 and was attended by a wide range of community leaders and supporters, including local members of the Legislative Assembly, municipal councilors, school board trustees and police force leaders, among others.

Our staff team grew again this year with skilled additions. We welcomed Anne-Marie Parent to the role of RJE Initiative Program Manager and Marcela Villaça and Elysia Dalgarno into facilitator roles.

**NSRJ is made up of a small and passionate team, committed to helping build a safe and connected North Shore. We could not provide the services we do without the support of energetic and experienced volunteers, committed and collaborative partners and generous and giving sponsors and funders.**

In conclusion, we plan to grow and deepen the Society's efforts in 2020, as the need for restorative approaches continues to grow and gain more traction.

# RESTORATIVE RESPONSE PROGRAM

Healing harms and reducing recidivism

## Summary

In 2019, the Restorative Response Program (RRP) continued to address crime and conflict across the North Shore, serving 301 people and holding 368 individual meetings. This represents almost a doubling of our reach and efforts compared to 2018.

## Types of Files

Our files ranged from shop-lifting and fraud to more complex files such as assaults, sexual assaults and stalking. While the total number of files had been relatively stable over the past 3 years, 2019 saw an 18% increase over referrals in 2018. Figure 1 provides a chart of the types of files referred.

Figure 1 - Types of files referred to RRP in 2019

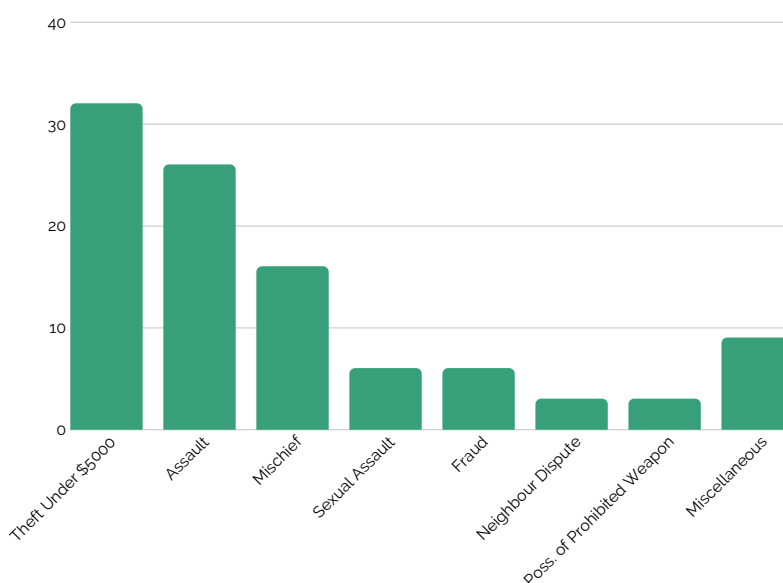
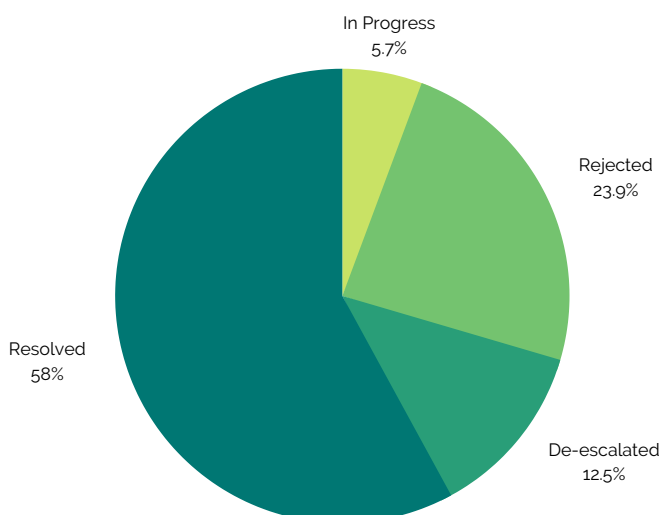


Figure 2 - File results in 2019



## Outcomes of Files

The complexity and diversity of file types has been deepening our practice. Youth and adult files were well represented in the referrals. The majority of files come to a resolution. Of those that do not resolve completely, a de-escalation of the conflict often results. Figure 2 indicates the outcomes for 2019 files. Note that we reject files mostly at the screening stage, where we are ensuring our criteria for acceptance have been met through meeting with the parties.



## Referral Sources

The total number of files in 2019 was 97, as noted above. In 2019, the West Vancouver Police Department (WVPD) referred 56% of these files while the North Vancouver detachment of the RCMP referred 42% of these files. We are working with both forces to create consistent and effective referral pathways. Potential for further increases in referrals by both organizations remains and is expected. This upward trend will need to be matched by increased RRP capacity.

## Staffing

Since joining the team in mid-2018, Nermin Karim, as the RRP Manager, has continued to develop the program and its relationships with stakeholders with the support of Kaylie Maughan, who continued as the Restorative Response Coordinator. These two staff have done a tremendous job of handling the increasing number, type and complexity of files. Complexity is indicated by various factors, such as the number of charges and participants, the various needs of participants, the intricacy of fact scenarios and the case specific actions agreed to which are to be monitored for completion. In particular, their ability to mentor and guide new volunteer facilitators towards a solid restorative practice has been impressive, given that their energies are stretched and that such efforts entail greater file oversight and debriefing.



## RESTORATIVE RESPONSE PROGRAM


### Resolution Results for 2019

- We made **59** community referrals to various service and support providers.
- Our clients agreed to and completed **194** community service hours in total.
- We received **\$13,458** in restitution payments from offenders and disbursed these funds to victims. This represents an increase of almost 500% in such payments compared to our 2015 and 2018 totals.
- A total of **58** apologies were delivered, either in writing or in person.



## Relationships

We continue to strengthen relations with partners and provide professional development about an officer's duty to consider restorative justice. Morning briefings at the North Vancouver RCMP and WVPD provided scheduled operational time to inform officers about RRP criteria and related developments. We increased our visibility at both the RCMP and WVPD by facilitating meetings in these locations whenever possible. We also improved our ties to victim services by sharing on files and attending joint educational seminars. RRP staff also participate in meetings with the RCMP's Integrated First Nations Unit and other public safety partners that support diverse groups.



# RESTORATIVE RESPONSE PROGRAM CONFIDENTIAL SURVEYS

## Results for 2019

We evaluate our RRP facilitation on an ongoing basis to ensure high quality service and that we are achieving the outcomes we aim to provide. A part of this is seeking input from our participants through confidential surveys, whereby they can freely disclose their views of the process. For 2019, the aggregate survey results continue to be extremely positive:

We note that where 63% of victims said RJ helped them to heal, files not concluded due to the offender no longer wishing to participate skewed the results towards this lower aggregate percentage.

We also note that where 81% of offenders said they were unlikely to cause the type of harm involved again, we are pursuing an understanding of the rate of recidivism for those who went through our process in past years, with our police force partners.

- 81% of offenders said they were unlikely to cause this type of harm again
- 63% of victims said RJ helped them to heal (financially, emotionally, etc.)
- 90% of clients said RJ served their needs well
- 88% of clients said RJ gave them a greater understanding of the situation
- 70% of clients felt the police handled the case well before referring it to Restorative Justice
- 93% of clients said the RJ outcome was fair to them
- 86% of clients said the process took a reasonable amount of time
- 98% of clients said facilitators were neutral, did not take sides & showed them respect
- 93% of clients said they would choose RJ again in similar circumstances

## RESTORATIVE JUSTICE IN EDUCATION

### Building the community fabric in schools

#### Summary

In 2019, the Schools Initiative continued to deepen its work within five schools: Mountainside Secondary, Norgate Elementary, Larson Elementary, Collingwood School and Gleneagles Elementary. Guidance was provided by a multi-stakeholder Advisory Committee and a five-year strategic plan they had developed. Given the emerging field of literature and study, the Advisory Committee and the Board changed the Initiative's name to "Restorative Justice in Education", or RJE, this year.

Our RJE Initiative strives to prevent conflict and harm in schools by working with students, educators and administrators to build, nurture, and repair relationships. Towards this goal, staff provide weekly opportunities for elementary and high school students as well as their teachers and support staff to sit in Circle, develop a greater awareness of themselves and others, and engage in dialogue. Providing high quality professional development in the education sector also became a growing aspect of our work, as we aimed to ensure restorative values were embedded in learning environment ecologies and restorative approaches are sustained by our partners over time.

In 2019, an Environmental Scan, in collaboration with the North Vancouver School District (NVSD), was conducted by Lana Konopljova, our Research Associate. Based on findings from this scan, we produced several recommendations and presented them to NVSD in September 2019. A key recommendation was a whole-school restorative justice approach in our partner schools.

Thus, NSRJ aims to transition to a whole-school restorative justice model by moving towards implementing a full spectrum of practices, from proactive to reactive, in schools across the North Shore. The result will be policies and processes for restorative practices at three levels: Inclusive and preventative practices at a universal level (in every classroom); Targeted responses to problems and conflicts through an equity and diversity lens (at a secondary level); and, Intensive supports for reintegrating students with complex behaviors and at risk of exclusion from school (at a tertiary level).



#### Staffing

In 2019, NSRJS welcomed Anne-Marie Parent as the RJE Initiative Manager as well as Elysia Dalgarno and Marcela Villaca into part-time facilitator positions. With diverse backgrounds in educational psychology, mental health, youth facilitation, and arts-based methodologies, these new staff added to existing staff Rowena Sahota's intimate knowledge of the education system and social justice. Thus, the RJE team creates a multi-disciplinary and dynamic approach that continues to incorporate best practices in supporting children and youth to ensure their needs are at the forefront.



## Presentations & Outreach

In the interest of raising awareness of restorative practices in schools and the RJE Initiative, staff sought out opportunities to present to diverse communities across the North Shore and Metro Vancouver. This included two presentations to the Rotary Club of Bowen Island and a presentation to the Highlands PAC and parents on social-emotional learning, resilience, and restorative approaches. As usual, these sessions generated much interest and momentum towards restorative justice in education. In addition, Dr. Brenda Morrison and Executive Director, Sioned Dyer, presented a session at the National Symposium on Restorative Justice in Banff, Alberta, in November on the findings of our Environmental Scan. The presentation was extremely well-received, generating a lot of attention towards our organizational efforts.

## Professional Development

We received many requests for professional development from school communities across and beyond the North Shore, including West Vancouver Schools, Collingwood Elementary, Whistler Waldorf, Westview Elementary and Larson Elementary. NSRJ staff rose to the occasion to meet this demand, facilitating 10 sessions with more than 100 participants in total. These sessions ranged from full-day workshops to hour-long experiential Circles. Professional development also included community-building opportunities for staff as they returned to school, experiential introductions to the Circle process, restorative Circles with new teachers and their mentors, and skills-based sessions on restorative communication, and restorative approaches to conflict. We continue to receive requests and are in the process of organizing sessions at both Ecole André-Piolat and West Point Grey Academy during Winter/Spring 2020.

## RESTORATIVE JUSTICE IN EDUCATION

### Collaborations & Connections

- SFU's Centre for Restorative Justice
- The Foundry, North Shore
- North Vancouver School District (NVSD)
- Equitas Centre for International Human Rights Education



## Weekly Circles

Classroom Circles began in October 2019 and ended in February 2020. NSRJ staff facilitated nearly 200 circles! Participants involved in the program range from K-12, across five North Shore schools. All circles are co-facilitated, with 15 Circles being held each week. Facilitators held one-on-one meetings in December 2019 with all teachers and school staff who had participated, which helped NSRJ understand the unique needs of each classroom and adjust Circle facilitation accordingly, by tailoring agendas and curriculum. Some themes covered in the 2019-20 school year included core values, assumptions, relationships, empathy, trust, stress, anger, respect and personal space, youth rights, safety, and feelings, and needs.

# RESTORATIVE JUSTICE IN EDUCATION YEAR END SURVEYS



## Results for 2018-2019

We evaluate our RJE Initiative facilitation annually to ensure high quality service and that we are achieving the outcomes we aim to provide. For the 2018-2019 school year, the qualitative responses continue to be positive:

What students who participate have to say:

- "I really enjoyed the games and the times in Circle where we could just talk about how we feel." - Grade 6/7 student
- "...People would hear my opinion and I could hear theirs." - Grade 5 student
- "The thing I enjoyed most about Circles was getting to know other people better" - Grade 5 student
- "I mostly enjoy about the Circles is what I can hear people about their story"- Grade 6/7 student
- "The activities were very fun and I felt that I could really relate with people so I didn't feel alone." - Grade 4/5 Student

What teachers who participate have to say:

- "If we could do more Circles that would be amazing!" - Grade 3/4 teacher
- "It allowed me time to get to know my students on a more meaningful level without having to worry about facilitating, running and planning a lesson." - Grade 7 teacher
- "I enjoyed learning more about my students with many of your thought-provoking prompts and questions." - Grade 4/5 teacher

## Events & Fundraising

On May 9, 2019, we had a world café style dialogue at the Delbrook Community Centre about what restorative justice is and how NSRJ fits into that definition. We also took this opportunity to envision our future and plan some of our next strategic steps.



### COMMUNITY DIALOGUE World Café

### CHARITY CHALLENGE Walk & Run



On June 23, 2019, we participated once again in the Scotiabank Charity Challenge. We had a total of 30 runners and raised over \$12,000. This was a positive, team building day. We were happy to see many long-time volunteers as well as 13 members of the West Vancouver Police Department participate. As the NSRJ team had the third largest average raised per runner out of the over 60 charities that participated, we also received a prize and recognition from Scotiabank in October 2019.

### ANNUAL GALA Fundraiser

On the evening of November 2, 2019, we had our annual gala at the Polygon Gallery in North Vancouver. One hundred and ten guests attended. Notable guests included local MLAs and municipal councillors, North and West Vancouver School Board representatives, the Officer in Charge of the North Vancouver RCMP Detachment, and a number of Sergeants and Officers from the West Vancouver Police Department. A cocktail hour on the first floor of the gallery featured the Brockton School's World Music Ensemble. Board Co-Chairs Laura Mack and Brenda Morrison spoke about NSRJ and restorative justice in BC. Nermin Karim, RRP Manager, and Niko Williamson, Mountainside Secondary student, spoke about success stories and their own experiences of NSRJ's impact. Tristan Crowther presented the Lindy Pfeil award to Cindy Piteux. There was also a 50/50 Raffle and a silent auction and over \$16,000 were raised towards our programs. Altogether this event was a great success!





## 2019 ANNUAL GALA

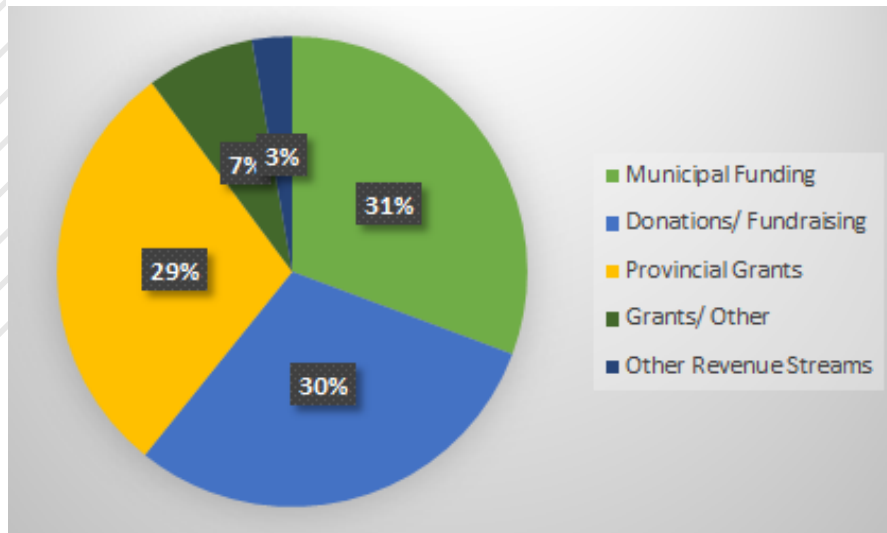
We raised over \$16,000 towards  
our school-based & criminal  
justice diversion programs!



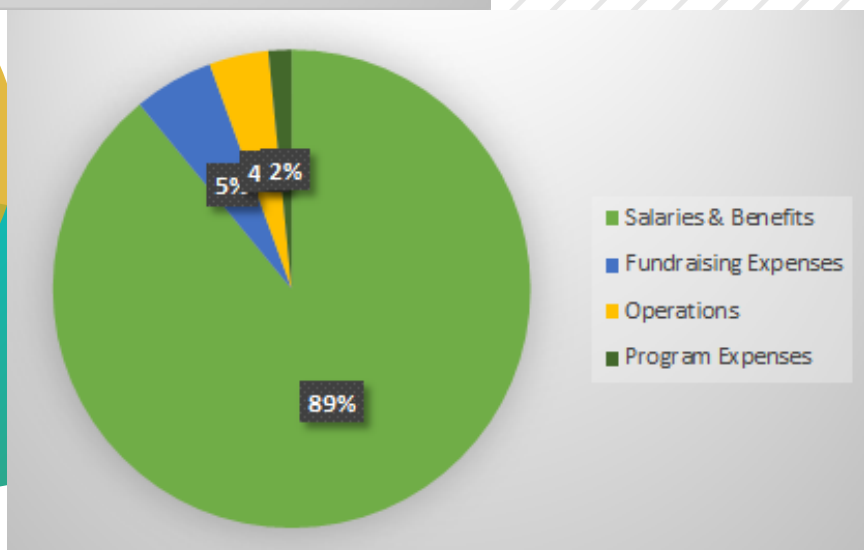
# FINANCIALS

## Summary

2019 was a productive & exciting year, with expansion in staff, gross revenue and the services we offer. We look forward to continued growth in 2020.



## 2019 REVENUES



- 2019 saw continued financial support from our municipal and provincial supporters, corporate sponsors, charitable donors, school partners, fundraising events and grants.
- Our year ended with a 19% increase in gross revenue over 2018.
- The increase in revenue was put to good use, as we saw an increase in classroom circles, community outreach and professional development sessions, offered across the North Shore. We also added a part-time program facilitator and part-time research associate. Additional program expenses, as well as our community dialogue and strategic planning sessions resulted in overall expenses 22% higher than 2018 (including staffing costs).
- All indicators point to continued growth in 2020 and we gratefully acknowledge the funders and donors who enable us to provide innovative and high quality programs and initiatives to more children, youth, adults and elders.

# YEAR IN REVIEW



## NSRJ had an amazing year through expanded and deepened relationships...

Early in 2019, staff attended a session on child well-being held on the North Shore with Vancouver Coastal Health and undertook Anti-Violence Project three day training.

Zofia Switkowski and Jocelyn Hollands transitioned their commendable efforts for the organization to the new manager for Schools Initiative, as it was then called, Anne-Marie Parent. Anne-Marie joins us after completion of a Masters in Educational Psychology at McGill University and has overseen a team of four with a lot of care and collaborative skill. Sioned Dyer, the Executive Director, went on leave and Tina Pabhakar came on board as the Interim Executive Director in 2019 as well.

Further, the RJE Initiative, from the early fall onwards, shared the results of our environmental scan and its recommended actions through collaborative meetings with NVSD stakeholders. This effort lays the groundwork to implement a multi-layered, whole school approach that can become a model for other Districts.

In the summer and fall, Nermin Karim and Kaylie Maughan oversaw recruitment of a new cohort of volunteer facilitators and provided comprehensive training to those selected over the course of three evenings and three days. As of mid-November, the 14 new volunteers have been co-facilitating diverse referred files from the West Vancouver Police Department and North Vancouver RCMP and honing their skills.

The fall also saw our Board Co-Chair, Dr. Brenda Morrison, and the Executive Director, Sioned Dyer, present at the National Restorative Justice Symposium in Banff, Alberta, on our efforts to better support North Shore schools.

Our staff engaged with others at the local level through various events and meetings throughout the year, including the North Shore Youth Task Force meetings, the Violence Against Women In Relationships meetings as well as various visioning and strategic planning meetings.

In addition, we regularly met with members of the North Shore judiciary and legal community, law enforcement agencies, school districts, social service agencies and municipal governments to maintain momentum for the use of restorative approaches and share our restorative justice methodology and the results of our programming.



# SUPPORTER APPRECIATION

We cannot bring restorative justice to the North Shore without you!

## Staff & Volunteers

Thank you to staff for loving what they do, with drive and dedication:



Sioned Dyer  
Kaylie Maughan  
Zofia Switkowski

Tina Parbhakar  
Rowena Sahota

Nermin Karim  
Marcela Villaca  
Jocelyn Hollands

Anne-Marie Parent  
Elysia Dalgarno  
Lana Konopjova

Thank you to our many volunteers who facilitate, fundraise and do a myriad of other things to make our non-profit possible! Special appreciation to our 2019 Board Chairs Laura Mack & Brenda Morrison and our Board Directors:

Matty Taghipour  
Nancy Frosst

Freydis Welland  
Shaneeda Jaffer

Lynn Green

Eric Andersen  
Alex Eastwood

Caryn Mladen  
Travis Woolf

## Partners & Sponsors

Many thanks to our partners, funders and donors, including:

City of North Vancouver  
District of North Vancouver  
District of West Vancouver  
Province of British Columbia  
North Vancouver School District  
North Vancouver RCMP  
West Vancouver Police Department

Neptune Terminals  
Coast Capital Savings  
The Vancouver Foundation  
The Edith Lando Foundation  
West Vancouver United Church  
The Simon Fraser University  
Centre for Restorative Justice

The Beedie Family Foundation  
The Moller Family Foundation  
The Jaffer Foundation  
The Spiel Foundation  
The Windward Foundation  
Anthem Properties  
Deep Cove Lions  
Simons

We also appreciate the generous support of our membership as well as the financial gifts from many individual donors.

# NORTH SHORE RESTORATIVE JUSTICE SOCIETY

## ANNUAL REPORT 2020

[WWW.NSRJ.CA](http://WWW.NSRJ.CA)

**T:** 604.969.7462

**E:** [INFO@NSRJ.CA](mailto:INFO@NSRJ.CA)

**A:** 147 E 14TH STREET  
NORTH VANCOUVER, BC  
V7L 2N4

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