



ARROWSMITH COMMUNITY JUSTICE SOCIETY

Restorative Action

Guideline for Telephone Call

Purpose:

- * Make initial voice contact with the youth and their family
- * Introduce yourself and our organization
- * Set up the preconference meeting

Introductions:

- * Confirm that you have the correct person
 - Is this _____?
- * Introduce yourself
 - My name is _____ (first name).
 - I am a facilitator assigned by the Arrowsmith Community Justice Society's Restorative Action program for the incident at _____ (name of school) which has been referred to us by _____ (school rep's name).
 - Have you been contacted by anyone from the school about using Restorative Action to resolve this matter?

Note: If you are dealing with a youth, also ask to speak to the parent listed on the form before/after talking to the offender. If they are not available, arrange a contact time for a return phone call.

Discussion:

- * State the need for a Pre-conference (initial meeting) to explain the process and to hear their story.
- * Establish a time and place for this meeting
 - If they would like to have the meeting at their home confirm you have the correct address
 - If they would like to meet in a public place ask for a recommendation of where they would like to meet.
- * Establish who will be present at the preconference
 - The youth, their guardians, and any support persons
 - Both Facilitators
- * Ask them if they have any questions about this process.
- * Leave your name and how you may be contacted

Cautions:

- * Avoid leaving messages on answering machines
- * Don't assume the person answering the phone is aware of the incident. Tactfully arrange to speak with whomever you are seeking, even if that means calling back or calling a different number.
- * Avoid leaving messages with children.