

PATHWAYS ABILITIES SOCIETY

PROCEDURE: CONFLICT RESOLUTION AND DISCRIMINATION

Applies to: All Personnel, Volunteers, Persons Served, Families, Advocates and Caregivers

Effective/Revision Date:

September 23, 2002

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Employees and volunteers resolving internal conflicts

1. Go directly to the person you are having the conflict/problem with. Often people do not know there is a problem. State or give them in writing exactly what the conflict/problem is. Be clear and concise in describing how your needs and/or values are conflicting. Speak in a respectful polite manner. Use "I" language instead of "You". Ask the other person about their view on the issue that is causing a conflict for you. Be open to understanding their point of view. Come to this discussion with ideas of how the issue can be resolved or fixed. Ask for the other person's input on how this issue can be resolved. This process can take a bit of time so be prepared to schedule another time to meet.

If you are not comfortable approaching the person tell your immediate supervisor or their designate.

2. If you cannot solve the conflict/problem with the person tell your immediate supervisor or their designate. Outline the conflict/problem you have with the person and how it can be solved. They will review the situation, arrange a meeting with the person, and outline your conflict/problem and possible solutions.

3. If step 2 fails to resolve the conflict/problem, put your conflict/problem and solutions in writing or in an email and give the information to your supervisor. They will either meet with the person again or arrange a meeting of all parties to attempt to resolve. The meeting or meetings will be summarized in minutes including identifying the conflict/problem and the agreed upon steps taken to solve it.

4. If step 3 fails to resolve the conflict/problem, notify the supervisor again. They will meet with the executive director and outline the conflict/problem, the steps taken to resolve it and review the minutes of the meetings.

5. The executive director will determine the next course of action to take which could include a meeting with all parties with a further attempt to resolve, acknowledging that the conflict/problem cannot be resolved, that discipline is required (see policy and procedures) or that outside mediation may be needed.

6. If step 5 fails to resolve the conflict/problem, write or email the executive director. Outline the conflict/problem, the steps taken to solve it and why the steps taken did not solve the problem. The executive director will review the situation and contact the appropriate persons, responding in writing.

7. If step 6 fails to resolve the conflict/problem, email the president of the Board of Directors. Outline the conflict/problem, the steps taken to solve it and why the steps taken did not solve the problem. Provide a copy to the executive director. The Board president will notify the Board of Directors at their earliest convenience. The Board of Directors will review the situation and contact the person directly in writing.

Person receiving service from Pathways who has a conflict with another person receiving service or a Pathways staff or volunteer

1. Go directly to the person you are having the conflict/problem with. Often people do not know there is a problem. State or give them in writing exactly what the conflict/problem is. Be clear and concise in describing how your needs and/or values are conflicting. Speak in a respectful polite manner. Use "I" language instead of "You". Ask the other person about their view on the issue that is causing a conflict for you. Be open to understanding their point of view. Come to this discussion with ideas of how the issue can be resolved or fixed. Ask for the other person's input on how this issue can be resolved. This process can take a bit of time so be prepared to schedule another time to meet.

If you are not comfortable approaching the person tell the immediate supervisor of the service area or their designate.

2. If you cannot solve the conflict/problem with the person tell a supervisor, manager or their designate (someone in charge). Outline with the person the conflict/problem and how it can be solved. They will review the situation, arrange a meeting with the person and outline your conflict/problem and possible solutions.

3. If step 2 fails to resolve the conflict/problem, put your conflict/problem and solutions in writing or in an email (you can ask someone to write it down for you) and give the information to the supervisor or manager. They will either meet with the person again or arrange a meeting with everyone to attempt to solve the problem. The meeting or meetings will be summarized in minutes including identifying the conflict/problem and agreed upon steps taken to solve it.

4. If step 3 fails to resolve the conflict/problem, notify the supervisor or manager again. They will meet with the executive director and outline the conflict/problem, the steps taken to resolve it and review the minutes of the meetings.

5. The executive director will determine the next course of action to take which could include a meeting with all parties with a further attempt to resolve, acknowledging that the conflict/problem cannot be resolved, that discipline is required (see policy and procedures) or that outside mediation may be needed.

6. If step 5 fails to resolve the conflict/problem, write or email the executive director (you can ask someone to write it down for you). Outline the conflict/problem, the steps taken to solve it and why the steps taken did not solve the problem. The executive director will review the situation and contact the appropriate persons, responding in writing.

7. If step 6 fails, contact Community Living BC (CLBC). Outline the conflict/problem and the steps taken to solve it. A person from CLBC will assist you to determine what options are available.

8. If step 7 fails, contact the Pathways Abilities Society Board president. Put the conflict/problem in writing or in an email (you can ask someone to write it down for you) and the steps taken to solve it. Provide a copy to the person, the supervisor, manager, executive director and CLBC staff. The Board president will notify the Board of Directors at their earliest convenience. The Board of Directors will review the situation and contact the person.

Caregiver, family member, advocate or community member resolving a conflict with a Pathways' employee or volunteer

1. Go directly to the person's supervisor. Outline exactly what the conflict/problem is and how it can be solved either verbally, in writing or in an email. If the supervisor is the person you are having conflict with, go directly to the executive director.

2. If step 1 fails to provide a solution, tell the supervisor that in your opinion, the conflict/problem has not been resolved and you are requesting a meeting with the executive director. Outline with the executive director the conflict/problem and the steps taken to solve it. The executive director will review the situation, arrange a meeting and attempt to mediate (work out) a solution. The executive director will summarize the meeting and provide written documentation to all in attendance.

4. If step 3 fails, contact Community Living BC (CLBC). Outline the conflict/problem and the steps taken to solve it. A person from CLBC will assist you to determine what options are available.

5. If step 4 fails, contact the Board president in writing or in an email. Outline the conflict/problem and the steps taken to solve it. Provide a copy to the person, the supervisor, the executive director and CLBC. The Board president will notify the Board of Directors at **their** earliest convenience. The Board of Directors will review the situation and contact the person.

Person receiving services from Pathways' caregiver, family member or advocate resolving a conflict with CLBC

1. Contact the person directly. Often people do not know there is a problem/conflict. Outline exactly what the conflict/problem is and how it can be solved.

2. If step 1 fails, contact the person's supervisor. Contact Pathways Abilities Society if assistance is required to determine who the supervisor is.

3. If step 2 fails, contact the CLBC office locally at 250-712-3610 or toll free at 1-877-660-2522 and request a Complaint form and their complaint policy. They are also available on the CLBC website at www.communityliving.bc . Complete the form, make a copy and give it to CLBC. Someone will contact you.

4. If step 3 fails, contact the Service Quality Advocate by calling Enquiry BC at 1-800-663-7867 and ask them to transfer you to the Service Quality Advocate.

5. If step 4 fails to provide a solution, contact the Ombudsman by calling Enquiry BC at 1-800-663-7867.

Persons receiving services from Pathways, caregiver, family member or advocate resolving a conflict with other government agencies

1. Contact the person directly. Often people do not know there is a problem/conflict. Outline exactly what the conflict/problem is and how it can be solved.

2. If step 1 fails to provide a solution, contact the person's supervisor. If you do not know who the supervisor is, contact Pathways Abilities Society and we will assist you to determine who to contact next.