

PATHWAYS ABILITIES SOCIETY

POLICY: CONFLICT RESOLUTION

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

Original Approval Date: September 23, 2002

Date Board Approved: September 13, 2021

Replaces Policy Dated: January 14, 2019

Board Member's Signature

PREAMBLE

Pathways Abilities Society strongly promotes an environment where conflict is resolved with mutually satisfying outcomes. Every effort should be made to resolve issues as soon as they arise.

Because of the various relationships, different procedures have been identified to ensure that resolution is obtained effectively and respectfully.

POLICY

Pathways Abilities Society employees, volunteers, persons served, families, advocates, caregivers and tenants are required to abide by the procedure to resolve conflicts that arise in the work or home setting. Every effort must be made to find an equitable solution and subsequent steps should only be taken when previous steps fail.

Pathways Abilities Society employees, volunteers, persons served, families, advocates, caregivers and tenants will be notified of the Conflict Resolution policy and procedure upon commencing a volunteer position, employment and admission to service or a rental unit. A printed copy will be made available upon request.

Employees and individuals receiving services will be orientated to the policy and procedures. If an individual receiving services needs support or assistance to follow the procedures they can request help from a person of their choice.

Employee resolutions will be in accordance with the Collective Agreement.

If a serious health and safety issue arises, the concerned party may bypass the first few steps in the procedures and contact the executive director, president of the Board or the funding body directly.

Retaliation (taking action) against any person making an attempt to resolve a conflict under this policy is expressly prohibited. Actions, including disciplinary, will be taken against any person engaging in any form of retaliation.

Each step will not take more than 7 working days to complete.