

SUBJECT: CONFLICT RESOLUTION

APPROVED BY: VP/COO Acute & Long Term Care _____
EFFECTIVE DATE: 2001 06 01
REVISED DATE: 2008 10 01
REVIEW DATE: 2008 01 31

Purpose:

To maintain harmonious relations within the workplace, and to provide staff with a supportive and prompt procedure for settling conflict.

Policy/Standard:

Resources shall be made available to assist staff in settling conflict.

Notwithstanding anything contained in this policy, an employee may present a complaint to their respective union on any matter relating to employer-employee relations that is covered by the collective agreement.

Procedure:

At any time throughout this procedure, employees who are members of a collective bargaining unit have the right to the assistance of their respective representative.

- A) In the event of a conflict between staff members, the parties are encouraged to work together to resolve the situation, viewing it as an opportunity to practice and model effective conflict resolution.
- B) Should step 'A' not be satisfactory, or should the nature of the conflict require it, the persons involved shall bring it to their immediate supervisor's attention for discussion and possible resolution.
- C) Should Step 'B' not be satisfactory, the persons involved are encouraged to bring the situation to the Regional Director, with no reprimand in doing so. The Regional Director will help the persons clarify the problem and the steps to resolution.

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- D) Should Step 'C' not be satisfactory, the Regional Director will request a written statement from each person involved, stating the issue and how it should be resolved. The Regional Director will make a decision and inform the persons in writing within a three week period.
- E) Should Step 'D' not be satisfactory, the persons involved may present the issue to the VP/COO (Acute and Long Term Care) in writing, and subsequently meet with her/him.
- F) Should Step 'E' not be satisfactory, the persons involved may present the issue to the Chief Executive Officer in writing, and subsequently meet with him/her. Decisions at this level shall be considered binding.