



Resolving Conflict and Creating a Respectful Workplace Policy and Procedure

Created: October 12, 2016

Revised: March 18, 2020, March 24, 2022

Board Approved:

Purpose:

Orde Day Care strives to build and maintain a harmonious relationship among staff members. Our collective goal is to create a positive work environment and develop policies around effective communication and problem resolution. We also strongly believe that everyone has the right to fair treatment and has a shared responsibility to treat each other with dignity and respect.

All staff at Orde Day Care shares in the responsibility for building and sustaining a respectful workplace that is free from harassment, bullying and gossip. We strongly discourage staff from gossiping, spreading rumors and other behaviours that can negatively impact another staff member. Gossip not only affects the individual involved, but it also can impact the Centre to conduct business, and maintain good community or employee relations.

Staff should always be aware of the potential effect of their actions/behaviours on others in the workplace.

When conflicts, disagreements or inappropriate behaviour occurs Orde Day Care expects all employees to resolve these issues in a manner that is professional and contributes to a healthy, safe and caring work environment.

Staff Conflict Resolution Policy

The purpose of this policy is to provide all employees with avenues and opportunities for raising, clarifying and resolving problems and concerns. Informal problem/conflict management is the process at Orde Day Care for addressing and resolving employee conflict in the workplace. This policy provides an effective process which every employee can use without reprisal or discipline. This policy is not a substitute for our Workplace Harassment Policy and Procedure. If a staff is alleging harassment by another employee of Orde Day Care, they should seek direction and guidance from our Workplace Harassment Policy.

The procedure is as follows:

1. Employees are encouraged to discuss the issue or conflict with the other employee in a respectful manner at a mutually agreeable time. Face to face communication is always encouraged. Staff are encouraged to speak about the incident, and communicate how they interpreted the situation, and how it made them feel. Active listening and sharing between both parties is imperative for a quick resolution to the concern/complaint.
2. Those individuals involved in the issue or conflict will refrain from drawing others into the process. This can escalate the problem, resulting in damaged relationship and reputation of the individuals and the centre.



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3. If after an informal discussion between the two parties has taken place and there is no resolution, or one of the staff members is not comfortable approaching the other member the staff is directed to speak to their Supervisor. Once it has been brought to the Supervisor's attention the Supervisor will arrange a meeting with the parties and provide a time for each to discuss their concerns in a respectful manner.
4. The Supervisor will work with the staff to develop a resolution to the concern.
5. If the concern or issue is not resolved with the intervention of the Supervisor, one of the parties may submit a written complaint to the Executive Director. The written complaint must be descriptive in outlining the events that gave rise to the concern, and what has been done thus far to resolve the situation. Concerns will always be dealt with in a confidential manner.

Investigation and Review

1. The Executive Director will review the details surrounding the complaint from the employee, including proposed resolutions. If the Executive Director sees fit, an investigation may be conducted to add clarity to the case or determine additional details.
2. The Executive Director will meet with the staff involved to see if a resolution can be found between the parties.
3. The Executive Director will also ask the parties to develop steps for prevention where necessary.
4. If the Executive Director cannot reach a resolution with the parties, or if the complaint is of a serious nature and it has the potential for great scope, it will be brought to the attention of the Board of Directors.
5. The Human Resources Committee will work with the Executive Director to find other supports for the resolution of this concern, complaint. This may include, but is not limited to
 - Undertaking a further investigation of the concern and discussing it with the individuals involved, with every attempt to resolve the issue that is mutually agreeable to both parties
 - Seeking assistance from the union representatives or local
 - Seeking assistance from an outside conflict resolution specialist
 - Enrolling staff involved in interpersonal and/or conflict resolution workshops
 - Reassigning staff to other programs or rooms if a resolution cannot be met

Employees can approach management staff for assistance in clarifying the conflict or in the adherence to this policy

Any compliant/concern against another employee can be withdrawn at any time. It is understood that any individual who elects use this procedure will be treated courtesy and in a confidential manner.

Staff/ Management Conflict Resolution Procedure:

1. Employees are encouraged to discuss the issue or conflict with the Supervisor at a mutually agreeable time. Face to face communication is always encouraged. Staff are encouraged to speak about the incident, and communicate how they interpreted the situation, and how it made them feel. Active listening and sharing between both parties is imperative for a quick resolution to the concern/complaint.



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2. Those individuals involved in the issue or conflict will refrain from drawing others into the process. This can escalate the problem, resulting in damaged relationship and reputation of the individuals and the centre.
3. If after an informal discussion between the two parties has taken place and there is no resolution, the staff is directed to speak to the Executive Director. The Executive Director will meet with the parties and provide a time for each to discuss their concerns in a respectful manner.
4. The Executive Director will work with the staff/Supervisor to develop a resolution to the concern/complaint.
5. If the concern or issue is not resolved with the intervention of the Executive Director, one of the parties can submit a written complaint to the Executive Director. The written complaint must be descriptive in outlining the events that gave rise to the concern, and what has been done thus far to resolve the situation.
6. The Executive Director will
 - Inform the Human Resources Committee of the concern/complaint
 - Undertaking a further investigation with the HR committee of the concern and discussing it with the individuals involved, with every attempt to resolve the issue that is mutually agreeable to both parties
 - Respond to the employee in writing within 5 working days of receiving the written concern/grievance with a resolution.
 - Seeking assistance from the union representatives or local
 - Seeking assistance from an outside conflict resolution specialist
 - Enrolling staff involved in interpersonal and/or conflict resolution workshops
 - Reassigning staff to other programs or rooms if a resolution cannot be met
7. If there is a concern regarding the Executive Director, employees are directed to submit their concerns in writing to the Board of Directors.

Policy and Procedure Review:

This policy and procedure will be reviewed and signed off by all employees before commencing employment, annually, and at any time changes are made.

I acknowledge receipt of Orde Day Care Centre **Resolving Conflict and Promoting a Respectful Workplace Policy and Procedures**. I understand it is my responsibility to read, understand, and comply with the **Resolving Conflict and Promoting a Respectful Workplace Policy and Procedures**. I understand that if I have questions, at any time, regarding the **Resolving Conflict and Promoting a Respectful Workplace Policy and Procedures**, I will consult with my immediate supervisor.

Please read the **Resolving Conflict and Promoting a Respectful Workplace Policy and Procedures** carefully to ensure that you understand the policy and procedures before signing.

Staff Name:	Supervisor Name:
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Staff Signature:	Supervisor Signature:
Date:	Date: