



MARTHA BAY

BY RCA VILLAGES

Policy No. 2.17 CONFLICT RESOLUTION

PREAMBLE

Conflict between people can be a normal consequence of human interaction, but adult persons are expected to respond appropriately and reasonably when these situations arise.

Recurring interpersonal conflict results in lowered staff morale and may impact negatively on resident care standards, staff safety and compliance with Martha Bay Retirement Villages' policies.

POLICY

Staff are expected to act appropriately to avoid interpersonal conflict or to promptly refer problems to their immediate supervisor.

The Manager is responsible, for mediating in interpersonal conflict situations.

Staff involved in recurring interpersonal conflict will be counseled by a member of the Association's Committee of Management and, if counseling is unproductive, disciplinary action will occur.

Any staff member remaining within the probationary period of employment may have employment terminated as a direct result of interpersonal conflict.

PROCEDURE

Interpersonal conflict situations must be documented and filed in the employees and/or residents file if:

- has resulted in unsatisfactory care/service standards
- caused any degree of hazard in the workplace
- has occurred more than once

Conflict resolution procedures should be implemented as soon as reasonably possible.

The principles of "natural justice" must be applied in any conflict resolution procedure.

VILLAGE MANAGER