



Appendix 2 **Conflict Resolution Procedure**

Volunteer Alberta (VA) acknowledges that organizations may have existing policy regarding conflict resolution. If so, please feel free to use your own procedures. VA believes in and supports proactive, open, and professional communication between all parties involved. We highly recommend reading this document in its entirety so both interns and organizations understand policy and procedure.

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Interns

Conflict Resolution Procedure

1. If an intern is in conflict with another intern, a volunteer or paid employee, the individual should first raise the concern with the person directly, whenever possible and appropriate.
2. If this first step is not possible or effective, the intern should raise the concern with their supervisor (as outlined in their letter of agreement), or with another appropriate co-worker or human resource person in the case that the conflict with the intern's supervisor. The supervisor or co-worker will mediate a solution, and involve other members of their organization as appropriate (ie: Executive Director).
3. If the intern wishes to initiate a formal complaint – after completing steps one and two – they must submit directly to scip@volunteeralberta.ab.ca the details of the conflict and the steps already undertaken to resolve the issue.

Can organizations or Volunteer Alberta take corrective action towards interns?

Corrective action will be taken as necessary, in consultation with the intern, the intern supervisor(s), and any other appropriate individuals in the organization (HR, Executive Director, etc.). Volunteer Alberta will be notified of any action taken. Corrective action may include providing additional information, re-assignment of the intern to a new role, suspension of the intern, or dismissal from service.


Any corrective action taken will be recorded in the intern's file. Any serious corrective action will be taken only by the intern's supervisor and in consultation with VA. Should the organization for any reason refuse to provide an End of Internship Declaration Form, Volunteer Alberta may complete the form on behalf of the intern. Volunteer Alberta may complete the form provided VA can confirm what work the intern completed and delivered based on the deliverables in the letter of agreement through consultation with the intern and the organization.

Can organizations or Volunteer Alberta dismiss interns?

Interns who do not adhere to the policies and procedures of the organization, or who fail to satisfactorily perform their intern roles may be subject to dismissal.

An intern will not be dismissed by the organization until Volunteer Alberta has been notified with appropriate documentation of the process undertaken to resolve the conflict. Wherever possible, the organization will endeavour to take progressive corrective action.

However, grounds for immediate dismissal may include, but are not limited to: abuse or mistreatment of clients or colleagues, failure to abide by organization policies and principles, theft of property or deliberate misuse of organization equipment or materials, or being intoxicated while at work. A detailed report will



be submitted to scip@volunteeralberta.ab.ca outlining the circumstance of the immediate dismissal along with all supporting documentation.

Dismissed interns will not receive a bursary. However, depending on the circumstances of the dismissal, an intern may be eligible to apply for another SCiP internship. This will be assessed by Volunteer Alberta on a case by case basis.

Can interns resign from their role?

Interns have the right to resign from their role. Interns who intend to resign must provide two weeks advance notice of their departure and a reason for their decision to the host organization and to Volunteer Alberta. Whenever possible, the supervisor will conduct an exit interview with the intern.

Interns forfeit their bursary upon resignation. However, depending on the circumstances of the resignation, an intern may be eligible to apply for another SCiP internship. This will be assessed by Volunteer Alberta on a case by case basis.



Organizations

Conflict Resolution Procedure

1. If a conflict arises with an intern, first address the issue directly with the individual involved, whenever possible and appropriate.
2. If this is not effective, raise the concern with an appropriate person in the organization who can mediate a solution. Involve other members of the organization as appropriate (ie: Executive Director, HR person).
3. If a supervisor wishes to initiate a formal complaint – after completing steps one and two – they must submit directly to scip@volunteeralberta.ab.ca the details of the conflict and the steps already undertaken to resolve the issue.

Can Volunteer Alberta take corrective action towards organizations?

Volunteer Alberta takes complaints received by students seriously. Corrective action will be taken as necessary, in consultation with the intern supervisor(s) and any other appropriate individuals in the organization (HR, Executive Director, etc.). The type of corrective action is at the discretion of Volunteer Alberta and is determined by the severity and/or findings of the complaint. Corrective action may include providing additional information or documents, completion of an action plan, temporary suspension or permanent dismissal from participating in SCiP.

Can organizations be dismissed from SCiP?

Organizations who do not adhere to the Terms and Conditions of SCiP, or who fail to satisfactorily perform their role within the program may be subject to dismissal.

An organization will not be dismissed by Volunteer Alberta until the organization has been notified with appropriate documentation to resolve the conflict. Wherever possible, the organization will endeavour to take progressive corrective action.

However, grounds for immediate dismissal may include, but are not limited to: abuse or mistreatment of clients or colleagues, failure to abide by Volunteer Alberta Terms and Conditions, or any violation of the Alberta Employment Standards, Alberta Human Rights Act, the Canadian Criminal Code. A detailed review will be undertaken by Volunteer Alberta outlining the circumstance of the immediate dismissal along with all supporting documentation.