



# 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 the details of the conflict and the steps already undertaken to resolve the issue directly to [scip@volunteeraberta.ab.ca](mailto:scip@volunteeraberta.ab.ca).

### What do I do if I am having trouble contacting my organization?

When beginning your internship you and your supervisor should discuss how best to communicate ([Professional Communication Policy Development Guide](#)). If you have followed these, or your organization's guidelines, and waited a reasonable amount of time but are still having difficulty contacting your organization please contact the SCiP Officer at Volunteer Alberta to address this as soon as possible. Some parts of the SCiP process are time sensitive (accepting Letters of Agreement, ending internships, etc.) so if you contact us as soon as an issue is identified we can do our best to resolve it.


### What can Volunteer Alberta do for me if an organization can no longer administer my internship?

If, due to no fault of your own your internship ends (organization closure, etc.) there are several options depending on where you are in your internship. If you have completed sufficient work in the eyes of the organization to receive an award they will submit your end of internship document. If you have not begun, or not completed sufficient work you have the option to withdraw from your internship, or be transferred to a new internship with a new organization. Volunteer Alberta will be happy to help match you to a similar position.

### 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](mailto:scip@volunteeralberta.ab.ca) outlining the circumstance of the immediate dismissal along with all supporting documentation.

Dismissed interns will not receive an award. 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 award 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](mailto:scip@volunteeralberta.ab.ca) the details of the conflict and the steps already undertaken to resolve the issue.

### **What do I do if I am having trouble contacting my student?**

When beginning your internship you and your intern should discuss how best to communicate ([Professional Communication Policy Development Guide](#)). If you have followed these, or your



organizations guidelines, and waited a reasonable amount of time but are still having difficulty contacting your organization please contact the SCiP Office to address this as soon as possible. Some parts of the SCiP process are time sensitive (accepting Letters of Agreement, ending internships, etc.) so if you contact us as soon as an issue is identified we can do our best to resolve it.

If you contact us and demonstrate your attempts to contact the intern, we will try and contact with them as well. If the intern does not contact us within a week of our attempt they may be removed from their position.

### **What do I do if my intern cannot complete the role for which they were hired?**

SCiP is intended as a learning opportunity and no partial awards can be given. As such the intention is for all interns to complete their internships. If you run into a difficulty with your intern we strongly encourage you to attempt to resolve it. Perhaps if it was an in office position, but the student is able to do it virtually. Perhaps a deliverable is more work than expected and they are only able to complete one. Please work with you intern to ensure it is a success for your organization and the intern!

### **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.