



## Appendix 2

### **Conflict Resolution Procedure**

SCiP acknowledges that organizations may have existing policy regarding conflict resolution. If so, please feel free to use your own procedures. We hope to emphasize proactive, open communication between all parties involved.

#### **Conflict Resolution for Interns**

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 Volunteer Alberta, in writing, the details of the conflict and the steps already undertaken to resolve the issue.

#### **Conflict Resolution for Organizations**

1. If a conflict arises with an intern, first address the issue directly with 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).

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3. If a supervisor wishes to initiate a formal complaint – after completing steps one and two – they must submit directly to Volunteer Alberta, in writing, the details of the conflict and the steps already undertaken to resolve the issue.

### **Corrective Action**

Corrective action will be taken as necessary, in consultation with the intern, the employee responsible for the intern, and any other appropriate individuals in the organizations (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.

### **Dismissal**

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 Volunteer Alberta 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.



## **Resignation**

Interns have the right to resign from their role. Interns who intend to resign must provide 2 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.