

Dispute Resolution Policy

Purpose:

To provide members, board, directors and staff a set of guidelines for handling complaints and disputes.

Persons to whom it applies:

Paddle Alberta staff, board members, directors, Org and Instructor Members.

Policy:

The Paddle Alberta Society will seek to bring about reconciliation between or amongst complainants and respondents in a prompt and fair manner.

A person who makes a genuine complaint is absolved from being penalized for doing so. Where there is clearly one of the following: 1) a breach of Paddle Alberta policies, 2) false allegations; or, 3) statements made with malice, disciplinary action may be taken. Strict confidentiality will be maintained.

All disputes must go through the established channels of authority.

Procedures:

1. When a person has a complaint (complainant) against another person (the respondent), he/she should first try to resolve the matter by direct approach to the respondent(s). **If threats are involved, follow the Harassment Policy as necessary (see below.)**
2. If, after the direct approach, the matter remains unresolved, the complainant(s) may make a written request to meet with any one *elected executive member* of the board that is not part of the dispute, the purpose of which is to gain assistance in resolving the issue.
3. Within 48 hours of receiving a request to meet, the chosen *elected executive member* will acknowledge receipt of the request and set a time for the meeting to take place. The meeting should be held within 10 working days of the submission of the request. The chosen *elected executive member* will keep a written record of the discussion and any action taken or to be taken. A summary of the notes will be made available to the complainant.

4. Within 10 working days of the initial meeting in #3 above, a secondary meeting will be set up with the chosen *elected executive member*, complainant and respondent to give the respondent an opportunity to present his/her position and to bring all the parties together to work towards resolving the matter. A follow-up date, within 30 days of this meeting, will be set to provide a time for the parties to meet again and determine the status of the complaint/grievance. The chosen *elected executive member* will keep a written record of the discussion and any actions taken or to be taken. A summary of the meeting notes will be made available to each participant.
5. At the follow-up meeting the complainant and respondent will be asked to provide feedback to the chosen *elected executive member* as to the status of the complaint. If it is determined by the complainant that there is resolution, and the respondent also agrees, the matter will be considered closed and the grievance/complaint settled. The written record will indicate that a resolution has been reached and all parties will be provided a dated copy. If unresolved, repeat process with a new chosen *elected executive member* to mediate the process again.

External grievances

If someone who is not a member of Paddle Alberta (public, donor, parent, etc.) has a concern or complaint, the following procedures apply:

1. Be gracious and listen to the concern of the individual. You are not alone in this, so simply tell them that you will need to get back to them with an answer or resolution.
2. Relay the grievance to the Paddle Alberta Program Services Coordinator. Document any details and be specific. The Program Services Coordinator will acknowledge the receipt of grievance within 48 hours and respond with appropriate course of action in accordance with the Dispute Resolution Policy.

Harassment & Abuse

The Paddle Alberta Society will not tolerate behaviour that constitutes harassment. Paddle Alberta wants to be conscious of ways to prevent harassment in all of its public and member organizations, programs, and events.

Types of harassment:

This may include, but is not limited to:

- verbal abuse or threats, vulgar language, unwanted remarks
- inappropriate sexual or racist jokes;
- insults;
- innuendos, borderline compliments;
- taunts about a person's body, attire, marital status;
- suggestive/offensive gestures;
- display of offensive/derogatory posters/pictures;
- distribution of offensive/threatening/degrading material;
- condescension or paternalism which undermine self-respect;
- use of power;
- offensive/hostile/intimidating working environment;
- flirting'
- pressure to go on dates;
- unnecessary physical contact;
- flagrant sexual advances;
- stalking;
- repeated, unwanted personal telephone contact at home and/or at work;
- unnecessary breach of personal privacy.

The comment or conduct might be accompanied by any of the following conditions:

- 1 submission to harassment is made a condition of employment;
- 2 reward, or the expressed or implied promise of reward, for compliance;
- 3 reprisal, or the expressed or implied threat of reprisal, for refusal to comply;

- 4 denial of opportunity or the expressed or implied threat of denial of opportunity, for failure to comply.

Harassment & Abuse Policy

Purpose:

The purpose of this policy is to establish procedures to minimize and/or prevent violence and unacceptable behaviour at Paddle Alberta and Paddle Alberta Organization and Instructor Member sanctioned events.

Persons to whom it applies:

Paddle Alberta staff, board members, directors, Org and Instructor Members.

Policy:

The Paddle Alberta Society does not tolerate violence or unacceptable behaviour in the workplace or sanctioned events perpetrated by or against staff, members, or other third parties. In the event of a violent incident or unacceptable behavior perpetrated by staff, The Paddle Alberta Society will act to discipline staff as deemed appropriate, up to and including discharge for cause.

Paddle Alberta shall establish programs and procedures to reduce the risk of violence and unacceptable behavior. All persons, to whom this policy applies, are expected to be aware of and participate in such programs and procedures, as required.

A copy of this policy will be available on our website.

Responsibilities:

Staff

Staff are responsible:

For informing their supervisors of any violence, potential risk of violence, or unacceptable behaviour they may experience or witness. This includes issues in the staffs' non-work life that may impact on the staffs' or his or her co-worker's safety.

For reporting to their supervisors (Personal Committee) any incidents of violence or close calls, according to the procedures set out in this policy.

To co-operate with the police, investigators or other authorities as required during any investigation related to workplace violence.

Supervisors (Personal Committee)

Supervisors (Personal Committee) are responsible for assessing the risk of violence to staff in their jurisdiction, minimizing those risks where necessary or reasonably possible and informing any affected staff member of such risk or potential risk.

Supervisors (Personal Committee) are responsible for: Ensuring staff are trained to

- Recognize the potential for violence
- Follow the procedures and policies developed to minimize risk
- Respond to incidents appropriately, and
- Report and document such incident

Tracking and reporting risks of violence, incidents of violence, and close calls to the Personal Committee, according to the time lines set out in the procedures.

Ensuring proper medical care is provided to anyone involved in an incident and for securing the safety of staff, before investigating the incident or taking reports.

Co-operating with the police, company investigators or other authorities, as required during any investigation related to workplace violence.

Definitions:

“Violence” means unacceptable behavior as defined below and includes any incident in which:

- 1 A staff member is threatened or assaulted on job-site premises or in circumstances relating to the employee executing his or her job duties.
- 2 A client or visitor to the workplace is threatened or assaulted on job premises; or

- 3 A staff member is threatens or assaults a client, co-worker or other individual in circumstances relating to the employee's execution of his or her duties.

"Workplace" means in or on Paddle Alberta job-site location or away from job-site location if the employee is engaged in work-related activities.

"Unacceptable **Behavior**" means physically or psychologically aggressive behaviours including but not limited to:

- Hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
- Carrying or brandishing weapons of any sort

- Throwing objects at an individual with a view to cause physical injury or fear

- Destruction of workplace or co-workers' property

- Threats of violence

- Intimidating behaviour that causes the recipient to have a ear of physical violence
- Obscene or harassing telephone calls

"Close **call**" means incidents which did not result in actual physical harm but, except for circumstance, had the potential to result in physical harm.

"Minor **Incident**" means an incident in which no one is physically harmed in any way and which was resolved through employee or Supervisory mediation.

"Serious **Incident**" means an incident in which someone was physically harmed (whether requiring medical attention or not), or which continued or escalated after Supervisory mediation.