

Administrative Policy & Procedure 303

CONFLICT RESOLUTION INVOLVING STUDENTS

The Health Care Aide Academy recognizes that conflicts may arise among students, or between the students and the school staff.

It is expected that cooperative and collaborative approaches to settling disputes will resolve the vast majority of disagreements. To ensure consistency and to protect the rights of students and staff the Academy provides a clear and straightforward process based on the principles of natural justice, so people know how to proceed if a conflict arises.

1. When a student encounters a conflict situation on school premises or clinical settings, they are encouraged to directly confront the other party in attempt to find a solution to the conflict.

1.1 If no solution is found, or the student is unable to problem solve with the other party, they will then inform the director. The director is the authorized advisor for conflict resolution who acts as an impartial party, remaining neutral and listening to both sides. The advisor provides information and referrals to services needed, such as counseling, in the “advice seeking” stage.

2. If the above steps have not resolved conflict or if the conflict continues, a complaint should be filed with the Director. The Director will be responsible for implementing the steps outlined below for addressing conflict under this policy, except where otherwise stated.

2.1 A person is encouraged to make a complaint as soon as possible when the conflict arises, so that details aren’t lost over time. A person must put forth his/her complaint in writing before the Director can talk with the alleged offender. The alleged offender will be given a copy of the complaint and an opportunity to respond to the complainant in writing.

2.1.1 The complaint should contain, but not be limited to, the following information:

- Names of those involved in the conflict
- A description of what exactly happened
- When and where the incident took place
- Names of any witnesses

2.2 The Director/Advisor will talk privately with both parties. Both parties may have someone they trust come with them to this meeting. The Director/Advisor will monitor the terms of the agreement to make sure they are respected. If the Director/Advisor decides that the resolution cannot be reached then both parties will be told in writing within 5 days of the Director/Advisor’s decision.

2.3 The person making the complaint has 5 days to ask the President in writing for an investigation to further determine whether the allegations and details of the situation warrant a further investigation.

2.4 The investigation panel, appointed by the President, and consisting of staff and management representatives will conduct an investigation, which must begin within 5 working days of the appointment of the panel. The panel may wish to seek appropriate legal advice. The investigation panel shall investigate all persons who may provide relevant information relating to the alleged incident(s). Such information shall be received in the strictest confidence and shall be documented in writing.

2.5 If conflict arises in a clinical care setting, see Clinical Agreement 2.6 'Dispute Resolution': (a) (b) and (c).

*303 Appendix B – Appeal of the Decision

Adopted: May 10, 2021

Reviewed/Revised: Jan 20, 2023 TB, August 26, 2024 TB, April 10, 2025 TB