

Operating Guidelines

Section: Human Resources

Subject: Conflict Resolution

Policy #: 306

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Procedure

306.1

Occasionally, a member of the Fire Department may disagree with the interpretation, application, or administration of guidelines or procedures of the Fire Department. While members are encouraged and expected to resolve such differences through informal discussion, from time to time, a conflict resolution procedure may be required.

All members of the Department have the right to use this procedure without fear of reprisal. At no time will a member's decision to seek a formal resolution to a conflict be used in determining promotions or assignments.

It is the desire of the Fire Department that members' concerns will be addressed as quickly as possible. It is understood that a member should not be using the conflict resolution procedure until he/she has first given their Captain an opportunity to make adjustments in response to the concern. At each step, the member will be informed of the next step that is open to him/her and of the relevant time lines.

306.2

Conflict Resolution Procedure

- a) Attempt to resolve the matter yourself by speaking to the individual with whom you are having difficulty.
- b) Speak to your supervisor.
- c) Speak to the Fire Chief if the matter is very serious or cannot be resolved the immediate supervisor.

Note: Any form of harassment is considered a very serious matter.

Disciplinary measures will be progressive and involve increasingly more serious sanctions for each recurrence. These measures could include the following steps:

1. Warning - verbal and written
2. Suspension - one week, three weeks, one month or up to six months
3. Discharge

305.3

The expectations of the Department will be clearly outlined and the Firefighter will be given an opportunity to correct his/her behavior/performance. Mitigating circumstances will be considered prior to determining disciplinary action. The severity of the infraction and previous disciplinary actions will determine the type of sanction required. More serious infractions may result in more serious forms of discipline and, therefore, all steps outlined above may not be included.