

Facilitator status is not a guaranteed opportunity and is given at the discretion of the Restorative Practices Hub Coordinator and Executive Director.

If a facilitator completes the following pre-requisites, they may be considered to become a “Lead Facilitator”:

1. Complete all pre-requisite and continuing education requirements as defined above.
2. Co-facilitate at least 5 facilitated dialogues under the supervision of an already approved lead facilitator or the Restorative Practices Hub Coordinator.
3. If after these steps are taken, and evaluations are reviewed, if all parties (facilitator, Restorative Practices Hub Coordinator, and Executive Director) agree that the facilitator is ready to achieve the Lead Facilitator Designation, they are then given this designation.
4. It is also possible that after these steps the facilitator needs to take additional steps (as decided by the Coordinator) to receive the Lead designation. These steps will be clearly articulated and tracked.

## Process Overview

In the event of escalated conflict and/or harmful behaviours, the response of the RPH will vary and is informed by the following:

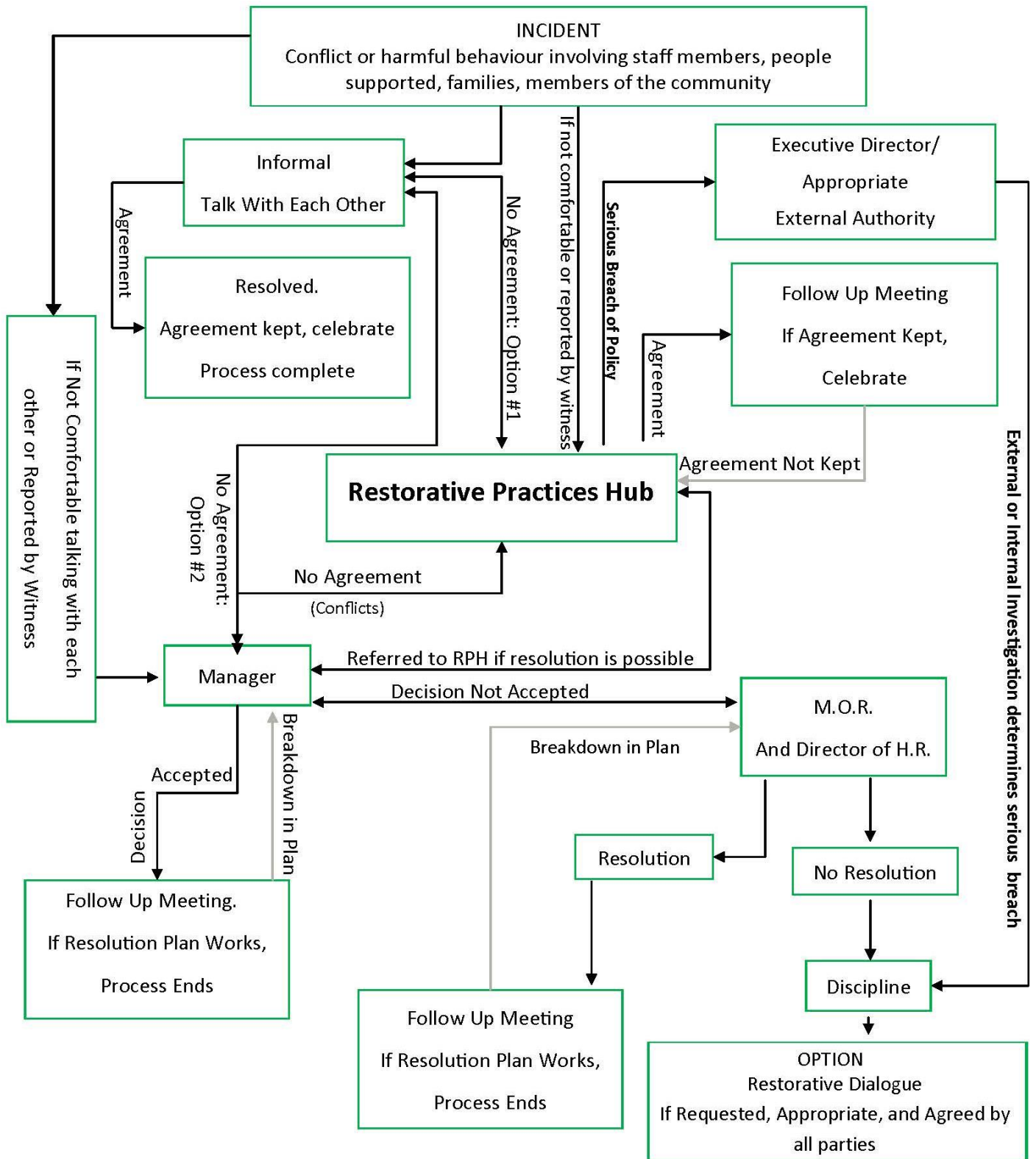
- The nature of the issue/incident.
- The support wanted and or needed.
- The outcome of each step taken (i.e. each step will direct the subsequent step and so on, guiding the path that is to be taken).

In relation to **Serious Breach/Violation of Conduct**, SHS must adhere to the applicable Federal and Provincial Legislation as indicated in Semiahmoo House Society Policies.

- The “Hub” if applicable may become involved at any time during a resolution process. Example: if there is a breakdown during an already established resolution plan and process initiated by the Manager or people themselves.
- The “Hub” can be a resource for Managers needing assistance with staff issues or wanting to be proactive in developing a positive work culture.

The following page offers a flowchart that outlines the process options.

# Flowchart



## Process Options

### *Conflict Intervention Options:*

(A) If a person is not comfortable with an issue or an issue/incident is reported by a witness; the person or issue can go either to:

- a. The Restorative Practices Hub: Where the issue is assessed, there is support and facilitation of a resolution process and plan, the issue is resolved, an agreement is kept, there is time for celebration and the process is complete; or,
- b. Manager: Where the issue is assessed, there is facilitation of a resolution plan and process, the issue is resolved, an agreement is kept, there is time for celebration, and the process is complete.

(B) The Parties involved strive for a resolution by talking with each other.

- a. While this is optimal, it is recognized that at times it is not possible.
- b. If people are able to resolve matters between themselves, make and honour agreement(s) then the process is complete. Celebrate.

(C) If the Parties involved are unable to reach agreement or resolve the issue on their own; they can go either to:

- a. The Restorative Practices Hub: Where there is assessment, support and facilitation of a resolution process and plan, an accepted decision, follow up meeting(s), celebration and the end of the process. (May need to involve Manager in this plan/process); or,
- b. Manager: Where there is assessment, support and facilitation of a resolution process and plan, including the accepted decision and follow up meeting(s). Celebration and the end of the process.

**The Manager can also make referrals to the Restorative Practices Hub if required.**

### *Serious Breach/Violation of Conduct*

The course of action will be determined by the nature/seriousness of the Breach. Legislative Processes and Policies must be followed and supersede all other actions. **(Externally driven)**

There is an option of Restorative support if the targeted person(s) initiate the process, the case is screened for appropriateness by the RPH, and all parties agree to participate voluntarily.

If the behaviour/incident is in the purview of **Internal Responsibility**; Semiahmoo House Society Policy and Procedures will inform the process to address the harmful behaviour or breach of conduct.

1. The Manager Once Removed and the Director of H.R. will be involved to address and plan the process for resolution/reparation as informed by the Incident/behaviour.
2. This may involve a resolution/reparation plan, process and follow up without involvement of a Disciplinary outcome; or
3. Involve the Disciplinary procedure and outcome as directed by Semiahmoo House Policy.

## **Referral Process**

Referrals are made to the Restorative Practices Hub.

### *Referral Sources and Procedure*

#### **Who can make a referral?**

- Person or person(s) involved in the issue.
- Any other person (witness or observer) aware of an event or incident, regardless of position.
- Managers/Managers Once Removed

#### **How?**

- Email to the Coordinator of Restorative Practices
- Phone the Coordinator of the Restorative Practices
- Anonymous note placed in the “referral box” to the Restorative Practices Hub
- In person

Referrals brought forward to the Restorative Practices Hub will be reviewed by the Co-ordinator.

The Co-ordinator will respond to the sender within 72 hours giving acknowledgment that the referral was received.

#### *Referral Assessment*

An assessment of the issue/incident will be completed. The outcome of the assessment will direct where the referral will be addressed. It may stay within the “Hub” or be forwarded to the responsible person or level of management.

## **Preliminary Meetings**

Once the parties have agreed in principle to participate in Restorative Practices, the designated facilitator(s) will schedule a time to meet with each employee individually for an initial meeting. Depending on the circumstances, it may be appropriate and advisable for facilitators to conduct