
PWPSD Guidelines for Healthy Interactions

1. Concerns should be discussed directly with the person who is the focus of the concern. The only exception is if there is a serious concern about a student or school community member. The following steps outline the process. If the concern is not resolved at the first level, the concerned person(s) should go to the next level.
 - a) The staff member about which the concern has been expressed;
 - b) Principal or supervisor;
 - c) Director of Human Resources (if conflict is between staff members);
 - d) Assistant/Deputy Superintendent;
 - e) Superintendent;
 - f) Board.
2. Those involved should schedule a meeting time and place. (Avoid confrontations in hallways or classrooms.) Consider waiting to schedule the meeting until all involved have had time to calm down. Meeting immediately after an incident allows time for 'venting' but is rarely helpful in solving the concern.
3. Listen to the concerns with courtesy and respect. Hear the person out and resist the tendency to become defensive, because to do so may only hamper the situation and prevent resolution of the concern. This is an opportunity to generate some positive public relations by being sensitive, caring, and responsive.
4. Depending on the situation, creating notes of the meeting may be useful. This provides assurance that those involved have been heard, and follow-up tasks are documented. Notes should be shared with all involved. Sometimes taking notes during the meeting is difficult and could be done at the end. Consider using 'Process for Solving Concerns' ([Exhibit 2](#)) to guide your meeting and for keeping notes and tasks

What to do if the concern is not solved and the Process for Solving Concerns has been used:

5. If the concern is not solved after following the Process for Solving Concerns, the issue moves to the next level [see 1. a) to f)] for investigating and mediation.
6. The Mediator will review information from previous meeting, including the 'Process for Solving Concerns' Form ([Exhibit 2](#)). The mediator may take whatever steps are necessary to clearly understand the background to the concern.
7. The Mediator will schedule a meeting with those involved - the person(s) with the concern and the person(s) who the concern is about. In the meeting:
 - a) Mediators will set guidelines for respectful communication and remain impartial. Where stories are in conflict, they must attempt to bring the people together to review the facts and eliminate errors or misunderstandings that might be at the root of the concern.
 - b) Mediators will state the purpose of the meeting;
 - c) People involved will state their desired outcomes.
8. Conclusions must be based on accurate information and are not to be made until all information has been gathered.

9. The mediator will keep a written record of meetings, conversations, interviews, and conclusions. A report detailing all of the information, actions taken and/or recommendations must be prepared. File a copy of the report with personnel who may have been the object of the concern, also with other proper officials. The form 'Process for Solving Concerns' ([Exhibit 2](#)) should be used. Indicate whether the matter is considered to be resolved, and what actions, if any, are to be taken or what recommendations are presented. [Exhibit 3](#) provides a procedural guide consistent with the Exhibit 2 template.
10. Ongoing or chronic abuse/harassment of school division staff or students shall be reported to the Superintendent.

(Note: this Exhibit is identical to Policy GBEA Exhibit 1 – Protection of Staff)