

VERMONT EMS DISTRICT #3

GUIDELINES

CONFLICT RESOLUTION GUIDELINE

All possible avenues should be explored to resolve problems between the parties concerned including working with the EMS Facilitators committee. In the event that no mutually agreeable solution can be attained, then in writing:

1. The Complainant and their complaint shall be brought to the entire Board of EMSD#3 for the decision by the board whether to further investigate. The party against whom the complaint is lodged shall be notified at least 48 hours in advance of the initial discussion at a board meeting.
2. If voted by the board to continue the investigation, a committee of at least 3 impartial people from EMSD#3 shall be appointed to investigate the incident and report back their findings of fact to the full board at the next regularly scheduled EMSD#3 meeting.
3. The selected committee must be charged with investigating the incident thoroughly, including the following items:
 - a. Existing policies shall be checked to determine if the incident is in violation of any pre-defined rules.
 - b. The incident shall be reviewed to determine the extent of personal judgement factors involved and the latitude of decisions to be considered appropriate.
 - c. All parties involved, or who may have information regarding the incident, shall be approached by the committee to insure all versions of the occurrence of events are heard and the reasons for the actions understood.
4. The report should include:
 - a. Statement of the policy applicable, if any.
 - b. Relate both sides of the issue including as many of the verified facts as possible.
 - c. Any extenuating circumstances, past or future, that may be pertinent to the issue.

5. Upon the committee's report and following discussion, the entire board shall, by secret ballot, decide if disciplinary action shall be taken.
 - a. Following an affirmative vote, the board shall be open to motions as the action to be taken, which may include a warning, an admonishment, a reprimand (verbal or written), or other appropriate action.
 - b. If it is determined that no action is deemed necessary, but the facts found by the committee indicate the need for a new policy the committee shall be charged, by virtue of their knowledge of the facts, with the writing of such policy and delivery to full board for consideration.

Accepted by VAD#3 13 MARCH 1980

Reviewed & Approved October 1993