


Category:		<p style="text-align: center;">INCA Community Services Agency Policy</p> 
Sub Category:		
Effective Date:	1/2005	
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Forms:		
Responsible: Executive Director		

IMPASSE PROCEDURE

Purpose

The impasse procedure is designed to assist the Board of Directors and the policy council to find resolution in a conflict dispute.

Procedure

The Executive Director shall oversee and provide guidance in the implementation of the Conflict/Dispute Resolution process. He/She may request the assistance of the chairperson of both the Board of Directors and the Policy Council as deemed necessary.

The Executive Director, in the appropriate situation as described above, will determine the timeline and any subsequent adjustments of time periods for resolution of the conflict/dispute allowing for the following:

- The best interest of the organization to ensure uninterrupted services to children and families and avoid disruption of the program activities as well as the mental health of the organization personnel.
- Reasonable time to reach a resolution is within a ninety (90) day period or less.
- Both the Board of Directors and Policy Council with the majority vote of its membership, can call for the implementation of the Conflict/Dispute Resolution Procedure. Both bodies must participate once a call for this implementation has been initiated.

Once the formal resolution procedure is initiated, all involved are expected to:\

- Attempt to resolve the problem at the earliest stage, not to exceed 90 days;
- All discussion should be targeted to the specific concern(s); and
- All parties should be responsive to the health, safety and welfare of consumers and programs as a primary concern during the entire resolution process.
- The Executive Director or designee shall be present at all proceedings.

In the event a resolution is not achieved, an independent certified mediator will be utilized from an organization such as Early Settlement Services. In mediation, an outside person will facilitate a hearing between the parties and assist both in understanding each other and in reaching an agreement. When the agreement is reach for resolving the dispute, both parties will sign a document to the effect and the decision of the mediator will be final.

Record Keeping

A record of all proceedings and actions of both bodies and the Executive Director will be kept for

a period of seven years.

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.