

Conflict Resolution Facilitation Process for Living Skies Regional Council

The United Church of Canada has a Dispute Resolution Policy that outlines the procedures and policy referenced in Section J.6.3 of *The Manual 2019*. This policy applies where a complaint has been made about a lay member or adherent of the United Church. This policy resource may be found online at: https://www.united-church.ca/sites/default/files/handbook_dispute-resolution.pdf

For concerns about ministry personnel, see Section J.6 of *The Manual 2019*.

The following is the agreed upon process for the appointment and reimbursement of Conflict Resolution Facilitators within Living Skies Regional Council.

1. **Choosing a Conflict Resolution Facilitator (CRF):** conflict of interest should be determined by the requesting body and the CRF, with the assistance of the appropriate staff person, using the attached or similar guidelines.
2. **Determining if there should be a conflict resolution process:** This includes any email, phone conversations, conference calls and initial meetings with participants. The number of hours will vary depending on the situation. The cost for this will be **\$40/hour**.
3. **Conflict resolution process:** After the agreement to proceed is signed, the fee will be **\$300/time unit** (morning, afternoon or evening) for the resolution process.
4. **Preparing the report:** preparing the report will take approximately 8-10 hours for a less complex situation, or up to 20 hours for a very complex situation. The fee for this will be **\$30/hour**.
5. **Submitting the report:** the report will be submitted to the body who requested the CRF process (or who received the complaint) and who will cover the costs of the work. The body receiving the report will determine any further distribution.
6. **Payment of CRF:** After the report is submitted, the CRF will submit a detailed invoice (including travel, accommodation and other expenses, as well as time spent in each phase of the process) to the overseeing body. Should there be costly travel expenses (eg. airfare and/or accommodation), the CRF may submit them before the process is completed.