

NOHT-ESON Alternative Conflict Resolution Framework

The alternative conflict resolution framework is initiated by the Planning Table only when not making a decision in a timely way (e.g., pending deadlines) is detrimental to residents of Niagara and their healthcare. The disagreement prevents consensus and cannot be resolved through the consensus decision making framework (refer to Consensus Decision Making Framework).

When the Planning Table has recognized that consensus has failed/unresolved decision the Alternative Conflict Resolution Framework will be exercised by a neutral facilitator. The neutral facilitator can be a partner selected from the Planning Table who has no vested interest in the outcome. The alternative option is to retain a third party facilitator. Utilizing a neutral facilitator will allow for the co-leads to fully participate in the discussions to express their view points.

1. Failed Consensus/Unresolved Decision

- Discussion is exhausted. Entrenched disagreement has occurred if, through the Consensus Decision Making Framework, a partner can/will not support a decision (ie. can/will not live with it), then that partner must express their position by “blocking consensus.”
- The co-lead will acknowledge that consensus has failed/not achieved and that the Alternative Conflict Resolution Framework will be initiated.

2. Frame the Conflict

- Partner(s) will explain the nature of and the reasons for the objection as fully as possible.
- The facilitator will clearly re-state the conflicting issues/points.

3. Optional Mediation

- Is there an opportunity to pursue mediation?
- Governance working group to develop recommended processes for selection of mediation
 - 3.1 *Yes*
 - 3.2 *No*

4. Mediation

- Mediation occurs.

5. Test for Consensus

- 5.1 *Agree/Can Live With It*
- 5.2 *Disagree: if no consensus move to vote*

6. Consensus/Decision Made

- The decision has been made.

7. Vote

- The Co-Leads will state the decision to be made and then ask: "All in favour?" "All opposed?"

DISCLAIMER: The Consensus Decision Making Framework, Conflict Resolution Framework, and/or any other decision framework is a process developed for the purpose and intention of facilitating decision making that falls squarely and clearly within the legal jurisdiction and authority of the Niagara Ontario Health Team – Équipe Santé Ontario Niagara (NOHT-ESON) participants. For clarification, any process used or decision reached by the Niagara Ontario Health Team –Équipe Santé Ontario Niagara (NOHT-ESON) participants is entirely subject to, defers to, and is not intended to usurp or abrogate from legal authorities, jurisdiction, parameters, restrictions and considerations as applicable to any of the individual or collective partners/participants to the Niagara Ontario Health Team – Équipe Santé Ontario Niagara (NOHT-ESON), their respective board of trustees/governors/directors or other, or other applicable decision making body, whether local, regional, or provincial, and their relevant applicable legislation and it is further affirmed and understood that any process or decision that does so, in whole or in part, may be considered null and void.