

PLACEMENT CONFLICT RESOLUTION GUIDELINES

Definitions

Placement: In this document, a placement refers to **Non-Clinical Placements** where students earn academic credit while developing competencies and skills related to their course or degree program and which may occur on site or through interactions with a host organization.

Student: Student completing the placement with the host organization.

Placement Supervisor: The host organization representative responsible for supervising the student during their placement.

Faculty of Health Staff: Faculty of Health staff members who provide general support to the students and Placement Supervisors. The Experiential Education (EE) Coordinator supports local placements and the International Relations Manager supports international placements.

Course Director: Faculty member who teaches the academic course associated with the placement and who evaluates the students on their overall performance during the placement.

Audience for this document

This document is intended for use by students, placement supervisors, and placement course directors.

Scope & Objective

These guidelines outline the process for addressing and resolving issues and conflicts which may arise during students' placement experience. In this document, the placement experience refers to the students' engagement at a placement site and with the placement organization, including but not limited to the supervisor-supervisee relationship, and the engagement and performance related to the placement site.

While these issues may also impact the student's academic performance and standing in the practicum course, those implications fall within the realm of academic standards and associated policies. For issues or conflicts related to or impacting the students' academic standing (e.g. assignments, reflection, evaluation, etc.) the course director will direct the student to the appropriate policies and processes.

Background

Students and Placement Supervisors are encouraged to provide and seek feedback regularly during check-in meetings throughout the placement. While all efforts are made to ensure a positive and successful outcome from placement opportunities, there exists the possibility that conflict may arise. A lack of fit between host agencies and students, insufficient supervision or guidance by the site supervisor, misalignment between learning goals and tasks, or personal situations, may all pose challenges to a successful placement experience. When this occurs it's important for Students and Placement Supervisors to follow these Conflict Resolution Guidelines described herein; this will ensure the best possible outcome. In extreme circumstances, such challenges and conflicts may lead to the termination of a placement; these guidelines also provide direction if termination is inevitable.

Students cannot independently terminate the placement without communicating concerns in advance in a timely manner and obtaining approval from the Course Director. Terminating the placement without

appropriate approval may lead to a failing grade in the placement course. Independently ceasing to attend the placement does not constitute withdrawal or termination of the placement experience.

Health & Safety Considerations

If a student perceives any threats to their personal health and/or safety, they should remove themselves from the situation and contact the Course Director and Placement Supervisors immediately.

If a Placement Supervisor believes a student's behavior may compromise health and/or safety in the organization, the Placement Supervisor may remove a student from the situation and contact the Course Director and Faculty of Health Staff immediately. Future use of an organization in this instance will be evaluated accordingly.

All efforts should be made to address potential concerns in a constructive way as they arise. The Course Director and Health Faculty Staff are readily available to provide support and resources to this effect. The following procedures outline steps to be taken to avoid possible termination and what to do should termination occur.

Conflict Resolution Procedures

Regular, ongoing communication of placement activity in relation to the course work is essential for a successful placement. While regular communication assists with reducing concerns about overall course expectations, roles, responsibilities and evaluation processes, challenges may still occur. When this occurs, it is important to intervene early to mitigate the conflict.

As participants in the Placement course, Students and Placement Supervisors are encouraged to follow the outlined procedures when confronting challenges that pose a potential risk to a successful placement:

1. **Notification:** Students and Placement Supervisors contact the Course Director and Faculty of Health Staff regarding any concerns that arise during the placement.
2. **First Meeting:** Student and Placement Supervisor arrange a meeting in a timely way to address the difficulties arising in the placement and notify the Course Director and Faculty of Health Staff of the outcome. The CD emails the student and Placement Supervisor a summary that captures the essence of the outcomes of the 1st meeting. Using a standardized form (hyperlink to the form), Course Director documents the date of the 1st meeting and email notification date.
3. **Second Meeting:** If the issue is not resolved following the first meeting or if either party is uncomfortable addressing the concerns independently, the Course Director and Faculty of Health staff will be notified and they will engage with all respective parties, to mediate or negotiate a possible resolution. At this meeting, an action plan will be drafted addressing the concerns and follow up requirements for all parties to ensure success of the plan. With the expressed consent of the student, Course Director or Faculty of Health Staff may refer student to OSCR for support. UPD is notified of this meeting and informed of the outcomes.
4. **Placement Termination:** If the action plan is unsuccessful and/or the matter cannot be resolved, then the Course Director can authorize the termination of the placement and an alternate placement **may** be found (see 5). The best interests of the student and host organization will

always be considered in a decision to terminate a placement. To the extent possible all parties will collaborate to mitigate and minimize negative impact on the community partner organization. *

5. (a) **Second Placement Opportunity:** A student may be eligible for an alternate placement to be determined on a case by case basis. Several factors will be considered, including timing of departure from placement, number of hours outstanding, availability of appropriate alternative placement opportunities, and ability to complete the course goals, as determined by an evaluation of performance to date. There will be no option for a third placement opportunity.

- 5 (b) **International Second Placement Opportunity:** Where students are participating in out of country placement, alternative placement opportunities within the host country (if available and feasible) will be considered prior to repatriation to Canada. Alternative international placement sites will require York University screening and approval before consideration. Students may elect to return to Canada as a first option and should communicate this preference to the Course Director and International Relations Manager at the time of the initial placement termination. Students are expected to repatriate without delays to avoid compromising the possibility to meet requirements needed for successful completion of the course.

- 6 **No Second Placement Opportunity:** If the second placement is not feasible the Course Director will discuss options with the student. **

NOTE: In the Event of Placement Termination

* Exit Interview: Wherever possible and with the expressed interest of all parties, the student and host organization may have the option to attend an exit interview designed to provide closure and an opportunity to highlight the learning that resulted from the placement. If parties elect to have an exit interview, the interview will be arranged by the Faculty of Health Staff and the Student, the Placement Supervisor and the Faculty of Health Staff or Course Director, who will attend the interview together.

** In such circumstances where the student's academic performance and standing in the course may be affected by the unresolved conflict the course director will direct the student to the appropriate Faculty policies and processes governing academic standards and associated policies. Dropping or withdrawal from the course is subject to the University deadlines and guidelines for financial reimbursement. Please refer to: [Refund Table](#) and [Enrol Dates](#)