

## **Code of Conduct**

The Quivira Coalition (hereafter “QC”) values community building and communication. As a facilitator of relationships between mentors and apprentices, between mentors and the organization, between apprentices and the organization, and with funders, partners, and community members across our region, QC expects all participants to adhere to the following Code of Conduct. If any member of the community is unable or unwilling to adhere to the Code of Conduct, QC retains the right to ask the individual to depart the program.

All participants in QC’s New Agrarian Program (hereafter “NAP”) including mentors, apprentices, staff, board, and partners

- Will work to create a fair, collaborative, inclusive, and respectful environment for all;
- Will respect and value the contributions of other participants, funders, partners, and community members;
- Will treat each other with respect, civility, and courtesy;
- Will work honestly, effectively, and collegially with others;
- Will respond promptly, courteously, and appropriately to requests for assistance or information;
- Will use conflict management skills, together with respectful and courteous verbal communication, to effectively manage disagreements;
- Will have an open and cooperative approach in dealings with other participants, funders, partners, and community members;
- Will encourage and support all participants to develop their conflict management skills;
- Will recognize that differing social and cultural standards may mean that behavior that is acceptable to some may be unacceptable to others;
- Will demonstrate commitment to a culture where all participants cooperate and collaborate to achieve the best outcomes;
- And will take responsibility to solve problems regardless of their origins.

All participants in NAP (mentors, apprentices, staff, and board) shall take responsibility to create a respectful and supportive environment. All participants are responsible for:

- Recognizing when you or others are being disrespected;

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- Addressing the behavior directly with the person that is being disrespectful, if appropriate;
- Bringing the situation to the attention of the NAP Regional Coordinator, or Program Director.

The NAP Regional Coordinators and Program Director are responsible for:

- Immediately investigating the situation thoroughly
- Mediating/ intervening when necessary

**As the employment agreement is between the mentor and apprentice, discipline or dismissal of an apprentice for violations of the code of conduct is at the discretion of the mentor. Prior to taking any disciplinary action, QC expects mentors to discuss apprenticeship issues and develop a mediation plan with the NAP Regional Coordinator or Program Director.**

**Early departure by an apprentice due to violations of the code of conduct by the mentor or other participants is at the discretion of the individual apprentice. Prior to taking departure, QC expects apprentices to discuss apprenticeship issues and develop a mediation plan with the NAP Regional Coordinator or Program Director.**

### **Conflict Resolution Protocol**

Under normal conditions, NAP apprentices and mentors with an apprenticeship related problem, question, or complaint should first discuss it with their mentor or NAP apprentice. At this level, participants and mentors usually reach the simplest, quickest, and most satisfactory solution. If the problem is not resolved or is serious in nature, it should be brought to the attention of NAP, through the Regional Coordinator.

### Open-Door Policy

It is NAP's policy that communication between mentors and apprentices is open and honest at all times. Mentors and apprentices may also come forward and discuss their problems directly with NAP staff (Regional Coordinator, Program Director, or Mentor Trainer) in order to resolve issues quickly and efficiently.

### Filing a Formal Complaint

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NAP takes the quality of our programming seriously. If a participant believes a serious issue exists that adversely affects his/her/their participation in the apprenticeship program or violates the provisions of the Code of Conduct, they may file a formal complaint using one of the following methods:

- Phone call to Regional Coordinator or Program Director
- Email to Regional Coordinator or Program Director
- Filing a **Grievance Report Form**

Depending on the nature of the issue, NAP staff will take appropriate action in a timely manner to ensure the safety and wellbeing of all participants.

Conflict Resolution Protocol

If conflicts should arise between mentors and apprentices all parties must agree to utilize good communication, active listening and empathy. When a conflict arises, contact your Regional Coordinator (or other program staff if the Regional Coordinator is unavailable) immediately to alert them to the nature of the conflict. Apprentices and mentors will engage in facilitated discussions with the Regional Coordinator (or other program staff depending on availability) to describe the nature of the conflict directly and work towards a mutually agreeable solution.

If either party does not feel comfortable discussing the conflict directly, or a resolution is not found in the initial conversation between the apprentice and mentor, NAP staff shall be brought in to help facilitate or mediate the conversation, as necessary. If the nature of the conflict is such that NAP staff is unable to mediate the conversation, professional help will be sought by NAP.

Disciplinary Review/ Corrective Action Policy (Mentors)

Mentors are expected to utilize the following corrective action policy to give feedback to apprentices about their performance where it falls short of expected standards or to address misconduct. The following steps should be used to let apprentices know when to bring behavior into line with expectations:

- A verbal warning or counseling
- Mediated Conversation with NAP Staff
- Disciplinary Action

This policy outlines QC's expectation, but does not ultimately restrict mentors the right to implement discipline as they deem appropriate.

### 1. Verbal Warning

Mentors may verbally warn apprentices that training performance or personal behavior is unsatisfactory and if not corrected could lead to additional disciplinary action. At this stage, the mentor shall communicate the nature of the conflict and the verbal warning with the Regional Coordinator.

### 2. Mediated Conversation with Regional Coordinator

If behaviour/ issue is not resolved following the verbal warning, either apprentice or mentor is expected to reach out to the NAP Regional Coordinator to schedule a mediated conversation with all parties and work towards a mutually agreeable solution.

### 3. Disciplinary Action

Following mediation, the mentor retains the right to determine in their discretion the appropriate level of discipline to be administered, up to and including termination of the apprenticeship. Mentors are expected to communicate all disciplinary action with the NAP Regional Coordinator.

The following types of behavior are examples of typical grounds for disciplinary action:

- Performing training duties while under the influence of alcohol or illegal drugs
- Poor training performance
- Attendance and/or Tardiness Problems
- Breach of the Confidentiality Policy
- Theft from Host Farm, its employees or clients
- Discrimination or sexual harassment
- Insubordination

This list is provided as a general guideline for illustrative purposes only and does not restrict host farmers' ability to discipline or discharge apprentices for any reason it deems appropriate.