Website Preamble:

People who work together often encounter conflict. Working through conflict is a vital skill that helps us stay aligned with our values. The process can deepen relationships. The Fair has developed a straightforward process to assist Fair Community participants who experience conflicts and are seeking support to resolve those. The Progressive Solutions Policy will provide information and support to help you present your experience of the conflict, while maintaining appropriate confidentiality. The issue may be resolved at different steps of the process with appropriate action taken. We encourage all members of the community to become familiar with this policy. It is available to you at any time, although the timeline will vary depending on the proximity to the event. It is important to OCF to be able to offer these resources to the Fair Community, so we can be here for you when you need it.

## Progressive Solutions Process Summary

This workflow is intended to show generally how we believe the process will work 80% of the time.

Participants determine resolution	<ul> <li>A report is received.</li> <li>The report is forwarded to the Support Administrator.</li> <li>Support Admin assesses - Situation best suited for a mediation? Email Mediation or Cedar.</li> <li>Mediation intervention occurs.</li> <li>Was it solved? Yes, process ends.</li> <li>No? Support Admin assesses - move on to Progressive Solutions?</li> <li>Progressive Solutions No - ends ; Yes - moves on to Progressive Solutions.</li> </ul>
Fair determines resolution	<ul> <li>A report is received or mediation without resolution is received.</li> <li>Progressive Solutions Step 1 – information gathering.</li> <li>Support Admin assesses – which step is appropriate (step 2, 3, 4, 5).</li> <li>Is it resolved? Yes - process ends' No - moves on to next step.</li> <li>Final step is step 5.</li> </ul>