Supporting a Healthy Community and Individuals; Making sure Everyone Belongs:

Westside Village expects everyone to follow our Rights and Responsibilities, expectations, and cultivate the dignity. At Westside Village when problems occur, we guide people and each other to solve problems that they may have caused for themselves or others. The first step is to identify that there is a problem. This is being authentic. We encourage everyone to try and talk it out with the person(s) that they have a conflict with, and if that does not work we expect our Villagers to use the Mediation process referred to as the Problem Solving Process. At the Westside Village we use Restorative Practices when harm occurs.

All staff are expected to help follow the process, be authentic, and to help students, and each other be accountable for their actions and words. We do not shame or blame and if that happens we catch ourselves and fix the problem we caused. We also follow the Bend LaPine code of conduct. BLS_Student_Code_of_Conduct_24-25.pdf

Steps for a Restorative Conversation

1. Get a partner to help you.
2. Make sure the environment is secure from an upset person.
3. Make sure the victim(s) is taken care of and comforted. Sometimes an entire classroom or community may be the victims. They need to be assured that adults know and we are taking care of the situation.
4. Connect with the child that made the mistake:
    - At the right time and in the right place OPEN THE LINES OF COMMUNICATION. ...
    - ALLOW THEM TO EXPLAIN THE SITUATION FROM THEIR PERSPECTIVE. ...
    - IDENTIFY WHAT LED UP TO THE INCIDENT AND ANY ROOT CAUSES. ...
    - IDENTIFY THE IMPACT. ...
    - ADDRESS NEEDS AND REPAIR HARM. ...
    - CREATE AN AGREEMENT.

Families are our partners in helping kids solve problems. When the problem is recurring or severe, students may lose rights. They may also lose rights for refusing to participate in this problem solving process after given enough time to regulate.

Westside Village's Collaborative Problem Solving Process
Student(s) to Student(s) Mediation

1. **Define the problem:**
The student or group that comes for help goes first to explain their side of the problem or their concern.

The *Problem Solver* (mediator) listens actively and reflects what they heard and checks out to make sure they understand the concern or problem.

The Problem Solver might ask questions or reframe by saying: "Oh, so it sounds like playing..., is really important to you."

2. **Define the Problem continued:**
The other student or group defines their problem or concern.
The Problem Solver (mediator) listens actively and reflects what they heard and checks out to make sure they understand the concern or problem.

3. **Empathy Step**
The Problem Solver (mediator) is neutral and starts digging deeper.

"I noticed that .... (restates the unsolved problem) or "I heard how people feel..." or "what's up with ..." "I have experienced something like this..."

The Problem Solver (mediator) digs for more information ...

"Nobody is in trouble, we just want to understand." "I know there must be a reason, so can you tell me more..."
"How so..." "I'm confused..." "I don't quite understand..." "Tell me more...."

4. **Invitation to find solutions and make a plan.** Get ideas from both sides. If neither side has an idea the Problem Solver may give suggestions or go to an outside person to ask for ideas.

"I'm wondering if... you guys could come up with some ways... you could solve this together; you could work on this together and I can help you... What do you think?"

"How about you try to work on this together? Any ideas?
Do you think there's a way that you could...?"

5. **Assess the solution and Make a plan. Gather the ideas and ask each person or each group.**

"Does this work for you?"
"Does this work for me?"
"Does their work for others?"

Write up the ideas that work into a plan. Follow up to check on the plan and to see how it's going.

Hints:

- Please get help from a trained Problem Solver (Mediator.)
- Problem solvers do not paraphrase verbatim, that's annoying.
- Going through the mediation process does not mean you get a consequence.
- **Consequences** are given when you have physically hurt someone, sworn, damaged the building, supplies or equipment, abused social media, or if you continue to repeat the same action over and over that harms others
- When we agree to solve the problem:
    - We do not interrupt each other or call names during problem solving.
    - We come to the problem-solving session with our bodies regulated and we do stop the problem solving if one of us becomes too dysregulated.