

The AMPA Guide to
INTERNSHIP
SUCCESS

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How to Use this Guide

The most challenging part of an internship program—particularly for publishers without the benefit of an in-house HR department—is the demand on staff time and resources to recruit, hire, train and supervise interns. The Alberta Magazine Publishers Association (AMPA) is here to help. We developed this handbook to provide you with the support you need to set up and manage successful internships. Inside, you'll find practical advice and ready-made templates to guide you through each stage of the process.

At the same time, interns who have participated in past programs have told us they would benefit from having an understanding of the process and an overview of what to expect from their internship experience. While this guide has been written primarily for publishers, we've included sidebars with tips for interns in specific sections of the guide, beginning in Section Two with onboarding, and continuing through to end of the internship, covered in Section Three. Providing your interns with access to this guide can create a shared understanding of the process, making it a useful part of your internship orientation.

Promoting Diversity

If your organization is seeking ways to become more inclusive, internship programs provide an ideal opportunity.

In a 2021 survey of the Canadian magazine industry, commissioned by AMPA and the Magazine Association of BC, 82% of respondents agreed that diversity and inclusion were important to their organizations. Another 70% said that their organizations had taken concrete steps to promote equity, diversity and inclusion in their workplace.

By promoting diversity and inclusion, your magazine will benefit from building new relationships and engaging diverse communities. You'll also discover an expanded talent pool that enriches your workplace by bringing new perspectives, skills and creativity to your organization.

The AMPA Guide to Internship Success offers a number of specific actions to promote diversity in your internship program. Throughout this guide, you'll find recommendations to help you create opportunities for candidates from diverse communities to participate in a fair and transparent hiring process and an inclusive internship experience.

Support for Indigenous Internships

Section Four of this guide is a resource for publishers and interns participating in AMPA's Indigenous Internship Program. Developed to create opportunities for Indigenous peoples to explore and pursue careers in magazines, the program aims to increase the number of Indigenous voices and stories in Alberta and Canadian magazines. Use this dedicated section to learn how to increase equitable access for Indigenous peoples to employment and training opportunities in your organization.

Working Remotely

If the disruption of the pandemic has left your organization scrambling to figure out how to work remotely, you're not alone. Throughout the guide, we'll give you tips, best practices and resources to help your team communicate, collaborate and be more productive when working from home.

Disclaimer

This guide is provided for general information purposes only and is not intended as legal advice or as a replacement for legal advice. Information is current at the time of writing but may be subject to change. Always check current federal and provincial employment legislation to create policies and procedures for your organization, and consult with a lawyer regarding any specific legal matters.



RECRUITMENT AND HIRING

Laying the Groundwork

Are You Ready for an Intern?

When you commit to hiring an intern, you're investing time and resources in the intern's training and development. In some ways, this can be a selfless commitment, given that your investment often begins to pay off near the end of the placement when the intern is fully up to speed, but just as the internship is coming to an end. Taking the long view, there are important benefits to hiring an intern: you're infusing your workplace with fresh talent, new perspectives, and (often) digital-first expertise; you're creating a trained talent pool to fill future job openings at your magazine; and you're supporting the diversity and sustainability of our industry by giving new people an all-important, entry-level start in publishing.

The first steps of the recruitment and hiring process begin with preparation. Having a structure in place, including written documentation about your HR policies and practices, may take some time to set up initially, but will make your intern training process more consistent, effective and easier to implement.

Elements of a Successful Internship

As a starting point, consider the following elements of a successful internship. Is your organization in a position to deliver on this commitment?

- Meaningful assignments that will enhance the intern's skills.
- A clear reporting structure and an assigned direct supervisor who will be accessible and in regular communication with the intern for the duration of the internship.
- Access to a mentor, separate from the primary supervisor, who will be available to connect with the intern to offer career advice and other guidance.
- Skills training, as well as feedback, coaching and networking opportunities during the internship.
- Your organization has a structure in place to meet all applicable **Alberta Labour Standards** <https://www.alberta.ca/alberta-employment-standards-rules.aspx>, including minimum wage, hours of work, overtime, holidays, vacation, payroll deductions, health and safety requirements and a workplace free from discrimination and harassment in compliance with the **Alberta Human Rights Act**. https://albertahumanrights.ab.ca/employment/Pages/employer_info.aspx

WHEN YOU COMMIT TO HIRING AN INTERN, YOU'RE INVESTING TIME AND RESOURCES IN THE INTERN'S TRAINING AND DEVELOPMENT. IN SOME WAYS, THIS CAN BE A SELFLESS COMMITMENT, GIVEN THAT YOUR INVESTMENT OFTEN BEGINS TO PAY OFF NEAR THE END OF THE PLACEMENT

HR Policies and Practices

Employee Handbook

An employee handbook provides an overview of the organization and written documentation of your HR policies and practices. It's a great introduction to your organization for new employees, including interns. If your organization doesn't have an employee handbook, consider starting small by creating a standard orientation document for interns.

Intern Handbook

The contents of an intern handbook should include the key topics you would cover in an orientation session. Create the handbook as a living document hosted on your shared server. For the initial set-up, the intern supervisor is in the best position to develop a content outline and write a brief how-to explaining the main intern tasks. As part of their responsibilities, ask each intern to contribute to the handbook by sharing what they've learned—adding helpful hints and other information they've discovered as they've worked on each task. The staff supervisor should regularly review the content for accuracy and coherence, and continue to add new insights as they occur.

Tips on Promoting Diversity

Your HR policies are a written record of how your organization works. If your workplace has committed to becoming more inclusive, a review of your HR policies and practices is a good place to start. Do you have any rules in place that create barriers to people fully participating in your workplace? Are there opportunities for improvement?

Working Remotely

Over the past two years, we've all experienced an entirely new world of virtual collaboration, communication and connection. Establishing policies that organize how you'll work remotely will provide a clear roadmap for everyone. Before you bring on a new employee, you'll need to have your digital platforms ready and a clear set of protocols for communication and workflow.

THE INTERN HANDBOOK MAY INCLUDE:

- Mission
- Values
- Statement of Land Acknowledgement
- Equal Opportunity Statement
- Code of Ethics (if you've established one)
- General Policies, for example:
 - Working conditions (work from office and/or remote)
 - Hours of Operations (including the time zone for work hours, if hiring from out of province)
 - Attendance
 - Overtime
 - Compensation and Benefits (pay periods, hours per week, vacation entitlement, list of observed holidays, sick days, unpaid leave, expense reimbursement)
 - Confidential information and intellectual property
 - Privacy
 - Use of company equipment
 - IT information storage and security
 - Use of internet and social media for work purposes
- Health and Safety (see Alberta Occupational Health and Safety standards)
- Code of Conduct, including Discrimination and Harassment/ Respectful Workplace policies
- Acknowledgment Form For Employees

Checklist for setting up remote workers

- Access to a shared drive or server.
- Security/Firewall considerations (do you need to connect via VPN or remote desktop?).
- Technical support to help people set up remote access.
- Computer needs (are you providing a laptop or will interns use their personal devices?).
- Licensed software needs if using personal devices.
- Accessibility issues (high speed internet availability and cost of data plans).
- Established set of digital work tools, so everyone's working in synch:
 - Business application used, such as MS Office, Google Suite, Base Camp, Trello or other project management software.
 - Shared calendar tool or meeting availability tool used, such as Doodle.
 - Messaging application used, such as Slack, Google Chat or other platforms.
 - Video application used, such as Google Meet, MS Teams, Zoom.
 - Collaboration tools used, such as Jamboard, MS Teams or Zoom Whiteboard.

Other policy considerations

- Establish ground rules for availability, such as:
 - Work hours are 9:30 am to 5:30 pm, Monday to Friday.
 - You're expected to respond to internal communications within regular work hours.
 - If you need to be "out of office" and offline during regular work hours, let your supervisor know in advance and arrange to make up the time. Change your calendar status to show that you are not available.
- Establish office protocols for the preferred method of communications based on urgency, such as:
 - Urgent—contact by phone call.
 - Timely—send a text message.
 - Day-to-day conversation—use our chat channel.
 - Not time sensitive, but need a written record—send an email.
- Establish office protocols for video meetings to make them more inclusive and effective, such as:
 - Provide a meeting agenda in advance.
 - Camera on when possible (if bandwidth allows).
 - Use the closed captioning function.
 - Monitor the meeting chat function for comments—some people may feel more comfortable participating that way.
 - Ask participants to use the "Raise Hand" function when they would like to speak.
 - Record the meeting and make it available in video or audio transcription format for people unable to attend.

The Recruitment Process

Develop a Job Description

A job description summarizes the duties and responsibilities of the position and how this role fits into the bigger picture. It also identifies which skills, attributes and experience are ideally suited for the role. For small magazines with staff and volunteers who often pitch in wherever needed, a job description helps to clarify roles and create distinct responsibilities and accountability for each person. Job descriptions can be used internally to clearly define the scope of the job, set priorities and provide the starting point for the employee's performance review.

Tips on Promoting Diversity

Job descriptions and job postings often detail the ideal skills and qualifications for the role. These exacting specifications may unintentionally exclude qualified candidates who have transferable skills or relevant experience. Here are some tips on how to remove those barriers from your job description or job posting:

- Identify which qualifications are necessary for the role and which are preferred but not essential.
- Write in plain language with a clear, concise style. Avoid any insider terminology or acronyms that might be confusing to applicants.
- Focus on the qualities or knowledge needed to perform the work effectively. Describe the desired aptitude, ability or skill required, rather than stipulating the need for a specific degree or diploma.
- Allow for related educational or work experience in the qualifications. This opens up the internship opportunity to people with transferable skills or demonstrated experience, including volunteer work. The candidate can speak to these relevant skills in the job interview and demonstrate specific ability (like proofreading or copy editing) through an interview assignment.
- Consider continuing the option for flexible work arrangements (such as working from home) to support inclusion for people with disabilities.
- Be sure to add a statement about your commitment to diversity and inclusion on your job posting.

A JOB DESCRIPTION SUMMARIZES THE DUTIES AND RESPONSIBILITIES OF THE POSITION AND HOW THIS ROLE FITS INTO THE BIGGER PICTURE. IT ALSO IDENTIFIES WHICH SKILLS, ATTRIBUTES AND EXPERIENCE ARE IDEALLY SUITED FOR THE ROLE.

Job Description Template

Essential information to include:

- Date
- Job Title (e.g. Editorial Intern)
- Your Company Name and location
- Name of Magazine
- Magazine department where the intern will be working and the role of the department
- Type of position (e.g. full-time, paid contract)
- Duration of internship: (e.g. six months from start month to end month)
- Position reports to: (title of intern supervisor)
- Brief summary of the position
- Key Responsibilities
- Skills, Competencies and Qualifications
- Compensation Package

Develop a Job Posting

The job posting takes the elements of the job description and adds details about the application deadline and how to apply. It tells potential candidates about your company or magazine, your work culture and the opportunity you're offering the successful candidate.

You may want to add other specific information (like compensation, work hours, work location, travel required etc.) to help applicants self-screen for the job.

THE JOB POSTING TELLS POTENTIAL CANDIDATES ABOUT YOUR COMPANY OR MAGAZINE, YOUR WORK CULTURE AND THE OPPORTUNITY YOU'RE OFFERING THE SUCCESSFUL CANDIDATE.

We're hiring!

EDITORIAL INTERN

Name of magazine or Company

City

Date

[Name of magazine] seeks a paid [insert type of intern: e.g. editorial] intern for a [six]-month term from [Month/Day to Month/Day YEAR]. This full-time, contract position is an opportunity to gain invaluable experience in the magazine industry, expand your network of contacts and develop your skills through on-the-job training.

ABOUT OUR COMPANY:

[Add a description of your company, its publication(s), its mission and values, and any other attributes that set you apart.]

KEY RESPONSIBILITIES

[Customize the list of intern duties here. Items below are examples for an editorial intern.]

In this position, you will:

- Research and write content for publication in the print magazine and on our website
- Edit and proofread content produced by a wide variety of writers
- Regularly update [magazine name's] website, by posting news items and online calendar events
- Promote our content by posting daily on social media [Facebook, Twitter, Instagram]
- Other tasks depending on your experience and interests

SKILLS, COMPETENCIES AND QUALIFICATIONS

[Customize this area with a list of the skills, attributes, attitudes, interests, education and related experience you're looking for in this position. As an example, here is a list for an editorial intern.]

- Post-secondary education or related experience in journalism, digital publishing or a similar field.
- Demonstrated writing skills.
- Listening and speaking skills; aptitude for conducting interviews over the phone or by videoconference.
- High attention to detail and focus on accuracy.
- Strong time-management skills; ability to work to deadline.
- Ability to work remotely from a home office or in an office environment.
- Curiosity, willingness to learn and an interest in [your editorial content/industry sector served].
- Familiarity with the business applications of social media platforms, especially Facebook, Twitter, and Instagram.
- Experience with or a basic understanding of the following would be an advantage: Microsoft Office Suite, Adobe Acrobat Pro, WordPress and the Apple operating system.

WHAT WE OFFER:

[Customize this area with information about the compensation, hours per work week, benefits, professional development or networking opportunities, organizational culture and environment, and any additional perks. Here is an example from a cultural magazine in the pre-Covid days.]

\$15 per hour [35-hour work week]; opportunities to attend professional development seminars and industry events during the internship; press tickets to select performances; networking opportunities with other writers, our Board members, and editorial, design, circulation and administrative staff; a friendly, relaxed office environment in the downtown core close to public transit.

HOW TO APPLY:

[Ask for a covering letter and resume and any additional items like writing samples to be sent in confidence to a contact name/email address by a specific deadline. You may want to add the following statement to promote diversity:]

[Name of magazine] is an equal opportunity employer committed to diversity and welcomes all interested parties to apply. Accommodations are available on request for candidates taking part in all aspects of the selection process. We sincerely thank all those who apply; however only those considered for an interview will be contacted.

[Name of magazine]

[Office Address]

[Magazine website]

Sending Out the Job Posting

Determine the best methods for announcing the job opening. You'll want to include a range of communications channels, including:

- Your own social media accounts, LinkedIn
- Your own magazine, website and e-newsletters
- Alberta-based job boards, such as AMPA, Calgary Arts Development, and your local/regional job board
- National job boards, such as Jeff Gaulin, Charity Village, WorkinCulture.ca, Masthead
- Local post-secondary schools, especially those with publishing programs

Tips on Promoting Diversity

When posting the job opening, it's important to go beyond your usual networks to reach new communities. Develop your own database of job boards serving equity-seeking groups and connect with them to publicize your paid internships. Some examples include:

- Canadian Indigenous Peoples Job Seekers Portal <https://careers.indigenous.link/>
- City of Calgary Youth Employment Centre <https://www.calgary.ca/csps/cns/children-and-youth/youth-employment-centre.html>
- Centre for Newcomers <https://www.centrefornewcomers.ca/>
- Pride at Work Canada <https://prideatwork.ca/joblist/>
- Canada Job Bank, Persons with Disabilities https://www.jobbank.gc.ca/report_note.do?cid=12205

**DEVELOP YOUR OWN DATABASE OF JOB BOARDS
SERVING EQUITY-SEEKING GROUPS AND CONNECT
WITH THEM TO PUBLICIZE YOUR PAID INTERNSHIPS.**

The Selection Process

Establish Your Selection Criteria

Your method for assessing internship candidates should be consistent across the board. To keep the process as objective and measurable as possible, create a written document of selection criteria based on the job description, and develop a points system for qualifications weighted by order of importance. Identify the minimum qualifications needed for a candidate to be considered for an interview. Develop a plan for any skills tests to be used, such as asking for writing samples or administering a copy editing test as part of the interview process.

Tips on Promoting Diversity

- When developing your selection criteria, consider it an asset if a candidate is part of an equity-seeking group and weight this accordingly.
- Don't necessarily use work experience to filter candidates—with interns, you're often looking for aptitude and attitude, and can turn to interview testing methods (writing samples, copy editing tests) to measure specific ability.

Tips for a More Inclusive Interview Process

- When scheduling interviews,
 - Ask in advance if the applicant has any accommodation needs. Adjust the interview site, communications method, format or materials as needed to ensure that the interview process is accessible.
 - Be aware of religious holy days for different faiths when suggesting dates.
- Try to have more than one person on the interview panel. This will bring different perspectives to the process and help to minimize the impact of any one individual's unconscious bias.
- Develop a set of interview questions based on the job-related selection criteria you've put together. Ask each interview candidate the same questions. Have each person on the interview panel rate the candidate's responses using an agreed-upon rating scale.
- To help you assess transferable skills, ask situational questions to learn how applicants would apply their skills or handle a relevant work situation.
- Be aware of cross-cultural differences in communication styles that may inadvertently have a negative impact on how you assess the candidate, including body language, eye contact, silence or pauses in speech, or a hesitancy to promote their own personal accomplishments.

Interview Testing

You have the option to use interview testing methods to measure specific ability when the intern's job involves creative or technical work. If you're hiring for an editorial intern, for example, you may wish to give the candidate a copy editing or proofing test if those tasks will be part of the intern's activities. Ideally, the candidate should take the test immediately after the interview portion and the test itself should be structured to take no more than 15 to 30 minutes to complete. If interviewing remotely, you can provide the candidate with the test to mark up and return by email within a certain timeframe.

The Importance of Reference Checks

It's tempting to skip this step, especially when the role is a temporary one like an internship. Investing your time in a few conversations will help you assess the candidates on your short list more fully and give you a better understanding of their strengths and training needs.

Don't Screen Social Media

If your first thought is to check out the candidate's public profile on social media sites, beware. A recent article in Harvard Business Review entitled, Stop Screening Job Candidate's Social Media, <https://hbr.org/2021/09/stop-screening-job-candidates-social-media> cites new research that suggests that much of what a potential employer finds "is information they are ethically discouraged or legally prohibited from taking into account when evaluating candidates—and little of it is predictive of performance." At issue is the fact that legal hiring practices focus on work-related behaviours, not what people do outside of work. To get a true read on someone's workplace readiness and skills, nothing beats the traditional approach of having a phone call with the candidate's references.

Questions to Ask References

To help you hone in on the questions to ask references, follow up with your colleagues on the interview panel and find out what more they would like to know about the people on your short list. Ask if they have any areas of concern and what they would like you to follow up on.

Generally, your questions will cover how the reference knows the candidate, what their relationship was (boss/co-worker, etc.), the candidate's past performance (including strengths and weaknesses), and how the person thinks the candidate will do in this new job. Please check to make sure that your questions are in compliance with individual privacy and human rights legislation.

Some sample questions:

- How long have you known [name]?
- What's your relationship with [name]?
- What are three of [name's] strengths?
- Where do you feel [name] may need more training/development?
- How did [name] interact with co-workers?
- What type of management and feedback did [name] respond to best?
- If you had the option, would you hire [name] again?
- Is there anything else relevant or useful to know about [name]?

Making an Offer

After carefully assessing your short list of candidates and the information you've learned from their references, it's time to make your decision and review it. The next step is to make a verbal offer to the successful candidate, and follow up with an offer in writing.

Letter of Employment

The Letter of Employment provides the basis of a clear working relationship between your organization and the individual. Once you extend a verbal job offer, the Letter of Employment serves as a written documentation of the terms and conditions of employment. It outlines in detailed terms what you will do and what the intern will do.

The individual is asked to sign the Letter of Employment as a formal acceptance of the job offer, and it must be signed and dated on or before the employee start date. It is considered a legal document and can be used in place of a more detailed Employment Contract.

To fill in many of the details in the Letter of Employment, you can refer to the written job description you've created for this position.

Essential information to include:

- Today's Date
- Your company name and address
- Name and address of Employee
- Job Title
- Start and end dates for the contract position
- Position reports to: (title of intern supervisor)
- Brief summary of the position
- Key Responsibilities
- Any special conditions of work (travel, events, hours etc.)
- Place of work
- Hours of work (i.e. 9:30 am to 5:30 pm, Monday to Friday, for a total of 40 hours per week)
- Hourly wage + statutory payroll benefits covered
- Earned vacation days
- Payment schedule (i.e. every two weeks)
- Any accommodation needs as agreed during the hiring process
- Confirmation that the employee agrees to comply with your organization's HR policies
- Probationary terms (if any)
- Notice period for resignation
- Notice period for termination
- Directions on accepting this employment offer
- Your name, title and signature
- Employee name, signature and date
- Place for Employee signature to accept the position

COMPANY LETTERHEAD

PRIVATE & CONFIDENTIAL

[Date]

[Name]

[Address]

[City, Province]

[Postal Code]

Dear [Name]

On behalf of [name of magazine or company], we are very pleased to confirm our offer of employment to you in the position of [title].

We are confident you will find this new opportunity both challenging and rewarding. In return for your work as [title], we are committed to providing you with the opportunity to gain invaluable experience in magazine publishing, expand your network of contacts and develop your skills through on-the-job training.

This letter outlines the terms and conditions of your employment with us. If you are prepared to accept these terms and conditions as a binding agreement between you and [name of magazine or company], please sign in the space provided at the end of this letter and return it to [name; address].

1. START DATE AND TERM

This position is a [six month, full-time] internship starting on [month, day, year] and ending on [month, day, year].

2. DUTIES AND RESPONSIBILITIES

In this role, you'll report to [name and title of supervisor]. Your duties and responsibilities will be:

[Brief summary of the position]

[Key Responsibilities]

[Optional: attach job description]

However, in order to respond to business needs, you agree that [name of magazine or company] may, acting reasonably, unilaterally change your duties and responsibilities and your reporting relationships from time to time, as circumstances warrant. We agree that (a) any such change in your duties and responsibilities will be consistent with the spirit and intent of the role currently being offered to you; and (b) [name of magazine or company] will give you reasonable advance notice of such changes.

3. PLACE AND TIME OF WORK

[Place of work—remote or business address]

[Hours of work (i.e. 9:30 am to 5:30 pm, Monday to Friday, for a total of 40 hours per week)]

[Any special conditions of work (travel, events etc.)]

4. WAGES

[\$15 per hour + statutory payroll benefits covered (CPP, EI, WSIB and EHT)]

[Payment schedule (i.e. every two weeks)]

5. VACATION TIME AND VACATION PAY

[Explain your organization's vacation policy including how many days, how they are accumulated etc. For example:]

You will be paid to take time off for all federal and Alberta statutory public holidays that fall within the six-month term of your internship. Under this short-term contract, you will not be entitled to take additional paid vacation time. At the end of your internship, you will receive vacation pay calculated at [four per cent] of your gross wages (excluding vacation pay) earned during your employment term.

6. NOTICE PERIOD

[Probationary terms (if any)]

[Notice period for termination]

[Notice period for resignation]

7. OPTIONAL: ANY OTHER SPECIAL ACCOMMODATIONS AGREED TO DURING THE HIRING PROCESS

8. RULES AND POLICIES

You agree that you will adhere to all Company policies, rules, systems and procedures. Please refer to the Employee Handbook for details. The Company reserves the right to change the provisions of any of these at any time.

If you choose to accept this offer, please sign the second copy of this letter and return to [name, address]. When you have done so, this letter will constitute a binding agreement between you and [name of magazine or company] with respect to your employment.

Sincerely,

Your name

Title

Magazine or Company

I hereby accept the position of [title] on the terms and conditions set out in this letter.

[Signature]

[Print Name]

[Date]

Tips for Responding to Unsuccessful Applicants

Timely communication is an important part of the interview and selection process. No one likes to be left hanging. To avoid being swamped by calls from job seekers, you can manage expectations at different stages of the process by letting applicants know how and when you'll contact them.

- Consider including a statement in your job posting. "We sincerely thank all those who apply; however only those considered for an interview will be contacted."
- Set up an automated response to candidates who submit to a job posting, acknowledging that their application has been received and that only qualified candidates will be contacted for an interview.
- At the end of the interview, let the candidate know when you'll get back to them with an answer. Try to be as specific as possible, and avoid letting this extend beyond a week to 10 days.
- After the interview round, it's important to notify all unsuccessful final candidates as soon as possible by email or phone. It's best to respond generally—you're not required to provide feedback as to why the individual wasn't hired. Thank them for their interest in the role, and let them know that you've decided to offer the position to another candidate. Keep your communication professional, respectful and consistent, and the candidate will leave with a positive impression of your organization.

IT'S IMPORTANT TO NOTIFY ALL UNSUCCESSFUL FINAL CANDIDATES AS SOON AS POSSIBLE BY EMAIL OR PHONE. IT'S BEST TO RESPOND GENERALLY—YOU'RE NOT REQUIRED TO PROVIDE FEEDBACK AS TO WHY THE INDIVIDUAL WASN'T HIRED.

A large, stylized number '2' is the central graphic of the page. It is composed of two overlapping shapes: a white '2' on top and a red '2' on the bottom. The white '2' is slightly offset to the right and top, creating a layered effect. The background of the entire page is a solid red color.

MANAGING PERFORMANCE

Onboarding

Before the Internship

- Once you've received the signed Letter of Agreement, complete the paperwork necessary for the new staff member to start work.
- Make an internal announcement to let staff and Board members know the new employee's name, position, and start date.
- If the intern will be working from your office, arrange for a workspace with all the necessary furniture, equipment and supplies. Arrange for the intern to have a key/key fob/security pass on the first day.
- If the intern will be working remotely, determine whether you'll be supplying a computer and software to the intern or if they'll use their personal devices and then set up accordingly.
- Confirm with the intern where and when they'll report—and to whom—on the first day.
- Set up the intern's user access to the shared server, internet, editorial workflow software, website content management system or other applicable databases as needed.
- Set up an e-mail address and telephone extension, if applicable.
- Add the intern to any group organizational lists or directories.
- Start to assemble orientation materials and put them together in a digital or print package for the intern's first day:
 - Job description
 - Employee or Intern Handbook
 - Copies of the magazine
 - Other information and reports, etc.
- Set up the orientation team and develop a schedule for individual meetings with the intern.
- Decide what meaningful tasks the new employee will start on and prepare the necessary background material.

Day One

On the intern's first day, it's important to set aside time for the orientation and make key staff members available. Welcome the intern and outline the schedule and activities for the day.

- Orientation to the magazine
 - History
 - Mission Statement
 - Review magazine and digital platforms
 - Goals and objectives
 - Overview of the organization and org chart
 - Outline any future plans
- Company policies and procedures, for example:
 - Reporting procedures
 - General work policies
 - Work Hours: start and finish times, lunch time
 - Explain how absences are reported in and covered, communications protocols, internet use policy
 - Remote work communication policies
 - Technical information (WiFi, IT, phones, etc.)
 - Expense claims (if applicable)
 - Safety/Emergency procedures
 - Code of Conduct, including Discrimination and Harassment/Respectful Workplace policies
 - See also Intern Handbook in Section One
- If working from the office, give a tour of the facility and work areas:
 - Introduce employees
 - Point out the locations of the bathroom, kitchen, printer, coat closets, storage, supplies
 - Explain emergency procedures and identify any safety equipment
- Review job responsibilities and performance expectations:
 - Review job description and expected outcomes
 - Explain how the job is related to the other jobs in the organization
 - Give specific outcomes for the first day, such as "read Intern Handbook", "review the website content and structure", "become familiar with the workflow content management systems", etc.
 - Discuss potential training needs and areas for development
 - Begin to discuss learning goals for the internship
 - Begin to discuss performance goals for the internship
 - Identify the work that needs to be accomplished in the first week
 - Give the intern any documents or other information needed for the job—or show them where to find them on the shared server—and explain each item
- Finalize employment documentation
 - Complete the necessary paperwork for pay and benefits
 - Provide a password for user access to server, Wifi etc.

First Week

Take a moment from daily activities to see how the intern is settling in.

- Ask how their experience has been so far
- Check to see if there are any problems with equipment or the workspace
- Ask if the intern has had a chance to meet all other staff members on their team
- Confirm that they understand what is expected—duties and responsibilities
- Ask if the intern has any questions or if there is anything that needs to be addressed
- Finalize learning goals for the internship and develop a training plan
- Review performance goals for the internship

Intern Tips

How to Make a Great Start

- Be clear about your tasks and expected outcomes. Use your written job description and work plan as your guide.
- Ask lots of questions! Listen carefully to instructions and don't be afraid to get clarification.
- Talk to your supervisor and co-workers and check out other learning resources to get up to speed on your tasks as quickly as possible.
- Meet with your supervisor regularly to check in, get feedback and stay on track with assignments.
- Let your supervisor know when you've completed assignments, and take care to produce good quality work.
- Learn to be a productive team member; be respectful of feedback from your supervisor and colleagues and welcome a collaborative approach.
- Show up to work on time, when you are expected.
- Always contact your supervisor if you are going to be sick, late or offline during work hours.
- Be professional: in your use of language, how you dress for the office or virtual meetings, and in your interactions with staff, Board members, advertisers, subscribers, suppliers or others connected to your workplace.
- Make the most of this opportunity to get to know your co-workers. Be friendly, polite, helpful, and sensitive to others.

Managing Performance

Setting up a work plan and training plan

Individual work plans and training plans serve as a road map for the overall direction of the internship and are best developed by the supervisor and the intern working collaboratively. The work plan provides more detail about deadlines, accountability and performance expectations. The training plan identifies specific knowledge and skills to be developed, and how these goals fit into the bigger picture of organizational goals, and how the training will be carried out. Review progress on the work plan and training plan with the intern as part of your regular coaching sessions.

Intern Work Plan

NAME _____

TASK	
TIME FRAME	
EXPECTED RESULTS	
HOW MEASURED	
SUPERVISOR	

Individual Development Plan

NAME _____

	GOAL 1	GOAL 2	GOAL 3
TIME FRAME RELATIONSHIP OF GOAL TO ORGANIZATIONAL GOALS			
KNOWLEDGE, SKILLS TO BE DEVELOPED			
DEVELOPMENTAL ACTIVITY			
RESOURCES			
DATE FOR COMPLETION			

INTERN SIGNATURE _____ DATE _____

SUPERVISOR SIGNATURE _____ DATE _____

Communication and Feedback

Communication is the key to keeping your employees engaged in their work and on track to succeed. Frequent, informal communications, scheduled check-ins and more formal meetings to discuss performance are all essential components of the supervisor's role.

Informal Communications

Take the opportunity to ask how the intern is doing. Are they facing any challenges? Do they have concerns? What are they working on and are they meeting their goals? Is there anything else they need to help them succeed?

Schedule Regular Check-ins

- Daily: take 5 minutes at the beginning or end of the day for a quick huddle.
- Weekly: for the first few weeks, check in once a week for a quick discussion (10 to 15 minutes) to ask if there's anything the intern doesn't understand. Reinforce that it's okay to ask questions.
- Monthly: meet to review the work plan and training plan. Use this as an opportunity to recognize the intern for what they've accomplished and celebrate their success. This is also an opportunity to discuss any areas that need improvement. Focus on the positive and work together to adjust the training plan to address these areas that need development.
- At the end of internship: schedule an exit interview or ask the intern to complete a survey that will allow them to assess their intern experience.

Include the Intern in Team Meetings

- Editorial post-mortems
- Content planning meetings
- All-staff "town hall" meetings

Communications Best Practices for Remote Offices

You've already set up communications channels for remote work. But how do you create places for interactions that tend to happen naturally in the office—collaboration, random conversations, spontaneous socializing, even fun?

You can create opportunities for casual interactions by setting up a dedicated channel in Slack, Teams or Meet. Encourage your team to use this virtual hangout to share news, post photos, give shout outs, and connect with others in a more informal setting.

Intern Tips

Asking For What You Need to Succeed

- Don't be afraid to ask questions or let your supervisor know if you're running into problems. Try to be proactive when you have this discussion—what do you need to help you address these concerns, or what are some possible solutions to the challenge?
- Communicate any concerns by describing the situation using concrete examples and stating the facts.
- If you're struggling or at risk of missing a deadline, let your supervisor know as soon as possible. Your supervisor will appreciate that you gave everyone the head's up.

How to Network

Your internship opens up opportunities to meet people in the magazine industry, learn more about their experiences and benefit from any career advice and connections they may offer. You don't have to be an extrovert or super-networker to make this happen—all it takes is one conversation at a time with your team members. Don't be shy! Set up one-on-one meetings and use them to make positive connections. Ask people about their career path and their insights into the organization or the industry. Get advice about how to land a full-time job. Ask if there's anyone they would recommend you speak to, and if they'd help make an introduction. You'll find that people welcome the opportunity to share their experiences and they're eager to help.

YOU DON'T HAVE TO BE AN EXTROVERT OR SUPER-NETWORKER TO MAKE THIS HAPPEN—ALL IT TAKES IS ONE CONVERSATION AT A TIME WITH YOUR TEAM MEMBERS. DON'T BE SHY!



SAYING GOODBYE

The Exit Interview

When the intern is nearing the end of their term with you, it's helpful to have an exit interview to learn what went well and if there are areas for improvement. You may choose to have the conversation in person or virtually, but sometimes asking the intern to fill out a survey will make them feel more comfortable sharing their opinions.

Sample Exit Survey Questions

On a scale of 1 to 5, with 1 being "very dissatisfied" and 5 being "very satisfied", please rate your level of satisfaction with the following components of your intern experience.

Initial job orientation or onboarding

Clear communication of your role, assignments and objectives

Level of job responsibility

The training you received to help you do the job

Regular feedback and coaching

Comments: [optional]

Using a scale of 1 to 5, with 1 being "very dissatisfied" and 5 being "very satisfied", please rate your level of satisfaction with each of the following opportunities that may have been offered as part of your internship.

Opportunity to make a meaningful contribution

Opportunity to develop new skills

Career advice and mentoring

Opportunity to expand your network of contacts in the magazine industry

Comments: [optional]

Using the same scale, please rate your level of satisfaction with each of the following.

Length of internship

Time of year when the internship was offered

Work culture or environment

Do you have any recommendations for how the magazine could provide future interns with support to help them succeed in the role?

Comments: [optional]

Overall, how would you rate your level of satisfaction with your experience as an intern? (Please rate on a scale of 1 to 5, with 1 being "very dissatisfied" and 5 being "very satisfied".)

Comments: [optional]

Would you recommend this company to others as a good place to work?

Yes No Maybe

Comments: [optional]

Do you have any additional recommendations for improving the internship program?

Off-boarding Checklist

Admin Details

The exit interview can be a good time to collect keys, identification badges, equipment, etc. from the intern. Your accountant should supply you with a T4 Slip and Record of Employment (ROE) to give the intern on their last day.

Say “Thanks”

End on a positive note by thanking the intern for their contributions to your organization, and wish them the best in their future endeavours. Let them know if you'd be willing to serve as a reference or provide a written recommendation to help their job search. Be open to staying in touch—you never know when your paths will cross again.

Celebrate Their Contributions

Make an announcement and let your team know that the internship is coming to an end. Throw the intern a send-off party to make them feel valued and thank them for their contributions.

Intern Tips: How to Leave on a Good Note

- Thank your supervisor and team for the opportunity to work with and learn from them.
- You may want to give special recognition to certain people who really helped you over your internship by sending them a thank you note or email.
- Ask your supervisor if they'd serve as a reference for you and provide a written recommendation for your LinkedIn profile.
- Ask people to keep you in mind if they hear of any job opportunities.



AMPA'S INDIGENOUS INTERNSHIP PROGRAM

About the Program

As the magazine industry works towards the important goal of being more diverse, equitable and inclusive, AMPA's Indigenous Internship Program creates opportunities for Indigenous peoples to explore and pursue careers in magazine media, supported by mentoring and networking opportunities, and increasing the number of Indigenous media voices across Canada.

The partnership between publishing houses and Indigenous interns will open many doors for new ideas, cultural awareness and a better understanding of Indigenous worldviews. To ensure a successful relationship for both the intern and publisher, here are some tips and best practices.

Important tips for supervisors:

- Allow for additional sensitivity towards an Indigenous intern. Topics such as residential schools, Missing and Murdered Indigenous Women, Girls and Two-Spirit People (MMIWG2S), Orange Shirt Day and others can be triggering and cause emotional and mental trauma. Check in with your intern often to ensure the stories and topics they're working on are not triggering or re-traumatizing. Let them know they're in a safe environment to turn down stories or projects that may put their mental health at risk.
- If a problem should arise, let your intern know who they can turn to for help. Let them know the order of command—supervisor, editor, AMPA, etc. The intern should be able to identify someone in the organization with whom they can reach out to if there's an issue. AMPA is available to the intern for support at all times.
- Make space for an Indigenous intern by:
 - Seeking their input during meetings and story assignments.
 - Getting to know important cultural days and events (Indigenous Peoples Day, National Day of Action for Missing and Murdered Indigenous Women, Girls and Two-Spirit People, Orange Shirt Day, etc.).
 - Being aware of terms. Use proper names of communities when possible.
 - Educating yourself around important Indigenous topics including the Truth and Reconciliation Commission of Canada's 94 Calls to Action, residential schools, MMIWG2S, etc.
- It's also worth getting to know First Nations bands near you. There are more than 600 First Nations bands in Canada that run from a Chief and council governing structure. They're elected by band members and are critical resources for Indigenous communities. Being cognizant of band councils in your area is best practise and forming relationships with them will create trust and understanding.

Tips for Indigenous interns:

- Ask your supervisor who you can talk to if there's a problem. If you're uncomfortable working on certain assignments or stories because they're triggering, let your supervisor or AMPA know. Your mental health is crucial to your experience as an intern, and it's important that the stories you're working on don't put your mental health at risk. If you're unsure who to turn to in the duration of your internship, reach out to AMPA. We're available as a support at all times.
- Take up space:
 - Use this opportunity to tell stories on topics important to you and your community.
 - Be proud of your culture; your personal experiences are unique and you offer an important perspective to the organization. Your voice as an Indigenous person is in demand. Use that voice in your internship.
 - If you're up for it, educate your colleagues on issues or topics that matter to you. Encourage your colleagues to educate themselves on the importance of reconciliation—but understand that that responsibility doesn't fall on you. They can research and educate themselves on Indigenous issues.

To ensure a successful internship, we've created a list of resources including information on the National Centre for Truth and Reconciliation, Indigenous News Organizations, Mental Health Supports, Truth and Reconciliation Classes and Resources, a list of Friendship Centres and Métis Identifying Organizations.

Friendship Centres in Canada

Friendship Centres are non-profit organizations that offer services and programming to urban Indigenous peoples. If you (or your intern) identify as Indigenous, knowing Friendship Centres in your area is essential. They offer important information about Indigenous history, programming and resources. Making connections and building relationships with these organizations will help you and your publishing house better understand the dynamics of Indigenous Peoples living in Canada. They also have deep connections in Indigenous communities. They are great resources for events, making connections and understanding life through an urban Indigenous perspective.

There are approximately 118 Friendship Centres throughout Canada. Find one in your area:

ABORIGINAL FRIENDSHIP CENTRE OF CALGARY

316 7 Ave, S.E Calgary, Alberta T2G 0J2

E-mail: info@afccalgary.org

Phone: 403-270-7379

<https://www.afccalgary.org/>

ABORIGINAL FRIENDSHIP CENTRES OF SASKATCHEWAN

243 Robin Crescent, Saskatoon, Saskatchewan S7L 6M8

E-mail: admin@afcs.ca

Phone: 306-955-0762

<https://afcs.ca/>

ALBERTA NATIVE FRIENDSHIP CENTRES ASSOCIATION

10336 121 St NW, Edmonton, Alberta T5N 1K8

E-mail: finance@anfca.com

Phone: 780-423-3138

Fax: 780-425-6277

<https://anfca.com/>

ÂSOKÊWIN FRIENDSHIP CENTRE

4917 52nd Street, Rocky Mountain House, Alberta T4T 1B4

Phone: 403-845-2788

<https://www.rockynativefriendshipcentre.com/>

BC ASSOCIATION OF ABORIGINAL FRIENDSHIP CENTRES

551 Chatham Street, Victoria, British Columbia V8T 1E1

E-mail: adminassist@bcaafc.com

Phone: 250-388-5522

Fax: 250-388-5502

<https://bcaafc.com>

BRANDON FRIENDSHIP CENTRE

836 Lorne Avenue, Brandon, Manitoba R7A 0T8

E-mail: bfcinc@mymts.net

Phone: 204-727-1407

<https://www.brandonfriendshipcentreinc.ca/>

CANADIAN NATIVE FRIENDSHIP CENTRE

11728 - 95 Street, Edmonton, Alberta T5G 1L9

Phone: 780-761-1900

Fax: 780-760-1900

<http://www.cnfc.ca/>

CAN-AM INDIAN FRIENDSHIP CENTRE OF WINDSOR

2929 Howard Ave, Windsor, Ontario N8X 4W4

E-mail: admin@caifc.ca

Phone: 519-253-3243

Fax: 519-253-7876

<https://caifc.ca/>

DAUPHIN FRIENDSHIP CENTRE INC.

10 1st Avenue North East, Dauphin, Manitoba R7N 1A7

E-mail: dfcexec@mymts.net

Phone: 204-638-5707

<https://www.facebook.com/DauphinFriendshipCenter/>

FIRST LIGHT - FRIENDSHIP CENTRE

716 Water Street, St. John's, NL A1E 1C1

E-mail: info@firstlightnl.ca

Phone: 709-726-5902

<https://firstlightnl.ca/>

FRASER REGION ABORIGINAL FRIENDSHIP CENTRE ASSOCIATION

A101-10095 Whalley Blvd, Surrey, British Columbia V3T 4G1

E-mail: reception@fafca.org

Phone: 604-923-1166

Fax: 604-595-1176

<https://fafca.org/>

GRANDE PRAIRIE FRIENDSHIP CENTRE

10513 98 Ave, Grande Prairie, Alberta T8V 4L1

Phone: 780-539-7514

<https://www.gpfriendshipcenter.com/>

HAMILTON REGIONAL INDIAN CENTRE

34 Ottawa St N, Hamilton, Ontario L8H 3Y7

E-mail: adavis@hric.ca

Phone: 905-548-9593

Fax: 905-545-4077

<http://www.hric.ca/>

KAMLOOPS ABORIGINAL FRIENDSHIP SOCIETY

125 Palm Street, Kamloops, British Columbia V2B 8J7

Phone: 250-376-1296 or 250-376-1617

Fax: 250-376-2275

<https://kafs.ca/>

KI-LOW-NA FRIENDSHIP SOCIETY

442 Leon Avenue, Kelowna, British Columbia V1Y 6J3

E-mail: reception@kfs.bc.ca

Phone: 250-763-4905

Fax: 250-861-5514

<http://www.kfs.bc.ca/>

LABRADOR FRIENDSHIP CENTRE

49 Grenfell Street, Happy Valley-Goose Bay, Newfoundland and Labrador A0P 1E0

E-mail: jelson@lfchvgb.ca

Phone: 709-896-8302 ext. 222

Fax: 709-896-8731

<http://www.lfchvgb.ca/home/>

LETHBRIDGE FRIENDSHIP SOCIETY

1709 2nd Avenue South, Lethbridge, Alberta T1J 0E8

Phone: 403-328-2414

<http://www.lethbridgefriendship.ca/>

LLOYDMINSTER NATIVE FRIENDSHIP CENTRE

4602 49 Avenue, PO Box 1364, Lloydminster, Saskatchewan S9V 1K4

Email: reception@lnfc.org/lnfcreeception@outlook.com

Phone: 306-825-6558

Fax: 306-825-6565

<https://lnfc.org/>

MA-MOW-WE-TAK FRIENDSHIP CENTRE

4 Nelson Road Thompson, Manitoba R8N 0B4

Phone: 204-677-0950

<https://www.facebook.com/mamowwetakFC/>

MANITOBA ASSOCIATION OF FRIENDSHIP CENTRES

102 150 Henry Avenue, Winnipeg, Manitoba R3B 0J7

E-mail: info@friendshipcentres.ca

Phone: 204-942-6299

<https://friendshipcentres.ca/>

MI'KMAW NATIVE FRIENDSHIP CENTRE

2158 Gottingen Street, Halifax, Nova Scotia B3K 3B1

Phone: 902-420-1576

Fax: 902-423-6130

<https://mymnfc.com/>

MISSION FRIENDSHIP CENTRE SOCIETY

33150a 1st Avenue, Mission, British Columbia V2V 1G4

E-mail: receptionist@mifcs.bc.ca

Phone: 604-826-1281

<https://missionfcs.ca/>

MIYWASIN FRIENDSHIP CENTRE

517 - 3rd St. SE, Medicine Hat, Alberta T1A 0H2

E-mail: info@example.com

Phone: 403-526-0756

<http://miywasincentre.net/>

N'AMERIND (LONDON) FRIENDSHIP CENTRE INC.

260 Colborne St, London, Ontario N6B 2S6

E-mail: reception@namerind.on.ca

Phone: 519-672-0131

<http://www.namerind.on.ca/>

NATIONAL ASSOCIATION OF FRIENDSHIP CENTRES

275 MacLaren Street, Ottawa, Ontario K2P 0L9

E-mail: NAFCgen@nafc.ca

Phone: 613-563-4844

Toll-Free (Canada): 877-563-4844

Fax: 613-594-3428

<https://nafc.ca/?lang=en>

NATIVE CANADIAN CENTRE OF TORONTO

16 Spadina Road, Toronto, Ontario M5R 2S7

E-mail: Reception@ncct.on.ca

Phone: 416-964-9087

Fax: 416-964-2111

<https://ncct.on.ca/>

NATIVE COUNCIL OF PRINCE EDWARD ISLAND

6 FJ McAulay Court, Charlottetown, PEI C1A 9M7

E-mail: chief@ncpei.com

Phone: 902-892-5314

<https://ncpei.com/>

NATIVE FRIENDSHIP CENTRE OF MONTREAL - CENTRE D'AMITIÉ AUTOCHTONE DE MONTRÉAL

2001 Saint-Laurent Boulevard, Montreal, Quebec H2X 2T3

E-mail: info@nfc.org

Phone: 514-499-1854

Toll-Free: 1-855-499-1854

Fax: 514-499-9436

<https://nfc.org/en/>

NE CHEE FRIENDSHIP CENTRE

326 2nd St. South Kenora, Ontario P9N 1V7

E-mail: reception@nechee.org

Phone: 807-468-5440

Fax: 807-468-5340

<https://www.nechee.org/>

NEW BRUNSWICK ABORIGINAL PEOPLES COUNCIL

320 St. Mary's Street, Fredericton, New Brunswick E3A 2S4

E-mail: communications@nbapc.org

Phone: 506-458-8422

Toll-free: 1-800-442-9789

Fax: 506-451-6130

<https://nbapc.org/>

NEWO YOTINA FRIENDSHIP CENTRE

1635 11th Avenue, Regina, Saskatchewan S4P 0H5

Email: info@newoyotina.ca

Phone: 306-525-5042

<http://www.newoyotina.ca/>

NIAGARA REGIONAL NATIVE CENTRE

382 Airport Road Niagara-on-the-Lake, Ontario L0S 1J0

Phone: 905-688-6484

<https://nrnc.ca/>

NISTAWOYOU ASSOCIATION FRIENDSHIP CENTRE

8310 Manning Avenue, Fort McMurray, Alberta T9H 1W1

E-mail: nistawoyoureception1@gmail.com

Phone: 780-743-8555

<https://nistawoyouafc.com/>

NORTH OKANAGAN FRIENDSHIP CENTER SOCIETY

2904 29 Ave, Vernon, British Columbia V1T 1Y8

E-mail: info@fnfc.ca

Phone: 250-542-1247

<https://www.vernonfirstnationsfriendshipcentre.com/>

N'SWAKAMOK NATIVE FRIENDSHIP CENTRE

110 Elm St, Sudbury, Ontario P3C 1T6

Phone: 705-674-2128

<http://www.nfcsudbury.org/>

ODAWA NATIVE FRIENDSHIP CENTRE

815 St. Laurent Blvd. Ground Floor, Ottawa, Ontario K1K 3A7

E-mail: info@odawa.on.ca

Phone: 613-722-3811

Fax: 613-722-4667

<http://www.odawa.on.ca/>

OOKNAKANE FRIENDSHIP CENTRE

146 Ellis St. Penticton, British Columbia V2A 4L5

E-mail: reception@friendshipcentre.ca

Phone: 250-490-3504

<https://www.friendshipcentre.ca/>

ONTARIO FEDERATION OF INDIGENOUS FRIENDSHIP CENTRES

219 Front Street East, Toronto, Ontario M5A 1E8

Email: offc@offc.org

Phone: 416-956-7575

Toll Free: 1-800-772-9291

Fax: 416-956-7577

<https://offc.org/>

PORTAGE FRIENDSHIP CENTRE

20 3 St NE, Portage la Prairie, Manitoba R1N 1N4

E-mail: info@ptgfc.org

Phone: 204-239-6333

Fax: 204-856-2470

<https://www.ptgfc.org/>

PRINCE ALBERT INDIAN METIS FRIENDSHIP CENTRE

1409 1st Avenue East Prince Albert, Saskatchewan S6V 2B2

E-mail: paimfc.belinda@sasktel.net

Phone: 306-764-3431

<https://www.facebook.com/PAIMFC/>

PRINCE GEORGE NATIVE FRIENDSHIP CENTRE

1600 - 3rd Avenue, Prince George, BC V2L 3G6

E-mail: info@pgnfc.com

Phone: 250-564-3568

Fax: 250-563-0924

<http://www.pgnfc.com/>

PULAARVIK KABLU FRIENDSHIP CENTRE

P.O. Box 429 Rankin Inlet, Nunavut X0C 0G0

Phone: 867-645-2600

<https://www.facebook.com/groups/121529231286903>

RED DEER NATIVE FRIENDSHIP SOCIETY

4808 51 Avenue, Red Deer, Alberta T4N 4H3

E-mail: friendship@rdnfs.com

Phone: 403-340-0020

<https://rdnfs.com/>

REGROUPEMENT DES CTR D'AMITIE

85, Bastien Boul., suite 100, Wendake, Quebec G0A 4V0

E-mail: info@caalt.qc.ca

Phone: 418-842-6354

Toll-free: 1-877-842-6354

Fax: 418-842-9795

<https://www.rcaaq.info/>

SARNIA LAMBTON NATIVE FRIENDSHIP CENTRE

233 Lochiel Street, Sarnia, Ontario N7T4C9

E-mail: info@slnfc.org

Phone: 519-344-6164

Fax: 519-344-6150

<http://slnfc.org/>

SASKATOON INDIAN AND MÉTIS FRIENDSHIP CENTRE

168 Wall St, Saskatoon, Saskatchewan S7K 1N4

E-mail: reception_simfc@shaw.ca

Phone: 306-244-0174

Fax: 306-664-2536

<https://www.simfc.ca/>

SELKIRK FRIENDSHIP CENTRE INC

425 Eveline St, Selkirk, Manitoba R1A 2J5

E-mail: sfc@mts.net

Phone: 204-482-7525

<https://www.facebook.com/TheSelkirkFriendshipCentre/>

SKOOKUM JIM FRIENDSHIP CENTRE

3159 3rd Avenue, Whitehorse, Yukon Y1A 1G1

E-mail: sjfcfriends@northwestel.net

Phone: 867-633-7680

Fax: 867-668-4460

<https://skookumjim.com/>

THE INDIAN FRIENDSHIP CENTRE

122 East Street, Sault Ste. Marie, Ontario P6A 3C6

E-mail: recept@ssmifc.ca

Phone: 705-256-5634

<http://www.ssmifc.com/>

THUNDER BAY INDIGENOUS FRIENDSHIP CENTRE

401 N. Cumberland Street, Thunder Bay, Ontario P7A 4P7

E-mail: info@tbifc.ca

Phone: 807-345-5840

Fax: 807-344-8945

<https://tbifc.ca/>

TILLICUM LELUM ABORIGINAL FRIENDSHIP CENTRE

927 Haliburton Street, Nanaimo, British Columbia V9R 6N4

Phone: 250-753-8291

Fax: 250-753-6560

<https://www.tillicumlelum.ca/>

TREE OF PEACE FRIENDSHIP CENTRE

P.O. BOX 2667, Yellowknife, Northwest Territories X1A 2P9

E-mail: treepeace@theedge.ca

Phone: 867-873-2864

<https://www.ttopfc.com/>

UNDER ONE SKY

303 Union Street, Fredericton, New Brunswick E3A 3M1

E-mail: info@uosfc.ca

Phone: 506-458-9269

<https://www.uosfc.ca/>

VANCOUVER ABORIGINAL FRIENDSHIP CENTRE SOCIETY

1607 East Hastings Street, Vancouver, British Columbia V5L 1S7

E-mail: info@vafcs.org

Phone: 604-251-4844

Fax: 604-251-1986

<http://www.vafcs.org/>

WACHIAY FRIENDSHIP CENTRE SOCIETY

1625 McPhee Ave, Courtenay, British Columbia V9N 3A6

E-mail: info@wachiay.com

Phone: 250-338-7793

<https://www.wachiay.org/>

Indigenous News Organizations

Mainstream media has historically misrepresented Indigenous Peoples and communities. Indigenous news organizations are essential resources for Indigenous Peoples, as they cover cultural, political and social topics from Indigenous perspectives.

Below is a list of Indigenous news organizations. Follow them on social media or subscribe to their mailing lists.

ANISHINABEK NEWS

1 Migizii Miikan, North Bay Ontario, P1B 8J8

Phone: 705-497-9127

Toll-free: 1-877-702-5200

Fax: 705-497-9135

<http://anishinabeknews.ca/>

FIRST NATIONS DRUM

3 Casci Avenue, Suite #2, Toronto, Ontario M4L 2K2

E-mail: firstnationsdrum@gmail.com

Phone: 604-669-5582

<http://www.firstnationsdrum.com/>

KU'KU'KWES NEWS

E-mail: news@kukukwes.com

Phone: 902-805-6367

<http://kukukwes.com/>

NUNATSIAQ NEWS

E-mail: editors@nunatsiaq.com

Phone: 867-979-5357

Toll-free: 1-800-263-1452

<https://nunatsiaq.com/>

NWT NEWS/NORTH

P.O.Box 2820, Yellowknife Northwest Territories X1A 2R1

E-mail: editor@nunavutnews.com

Phone: 867-873-4031

Fax: 867-873-8507

<https://www.nnsl.com/nwtnewsnorth/>

THE EASTERN DOOR

Box 1170, Kahnawake, Mohawk Territory J0L 1B0

E-mail: news@easterndoor.com

Phone: 450-635-3050

Fax: 450-635-8479

<https://www.easterndoor.com/>

TURTLE ISLAND NEWS

2208 Chiefswood Rd, Ohsweken, Ontario N0A 1M0

E-mail: news@theturtleislandnews.com

Phone: 519-445-0868

<https://theturtleislandnews.com/>

WATAWAY NEWS ONLINE

Box 1180, 16 5th Avenue, Sioux Lookout, Ontario P8T 1B7

E-mail: toms@wawatay.on.ca

Phone: 807-737-2951

Toll-free: 1-800-243-9059

Fax: 807-737-2263

<https://www.wawataynews.ca/>

WINDSPEAKER

13245 146 Street, Edmonton, Alberta T5L 4S8

E-mail: news@ammsa.com

Phone: 780-455-2700

Toll Free : 1-800-661-5469

Fax: 780-455-7639

<https://windspeaker.com/>

Mental Health Supports

Mental health supports are available for you (or your intern) who identify as Indigenous.

As a supervisor, it may seem natural to give Indigenous interns the opportunity to tell stories from within their communities. However, some of those stories can be culturally sensitive and triggering. For example, a story about residential schools, MMIWG2S, etc. can re-traumatize an Indigenous intern. Check in with your intern to gauge their comfort level around covering sensitive topics. Let them know they are free to decline a story if they're not ready or comfortable telling it.

CANADIAN MENTAL HEALTH ASSOCIATION

Indigenous Mental Health Promotion

<https://cmha.bc.ca/documents/indigenous-mental-health-promotion-recommended-resources/>

CENTRE FOR ADDICTION AND MENTAL HEALTH

Aboriginal Service

<https://www.camh.ca/en/your-care/programs-and-services/aboriginal-substance-use-outpatient--counselling-service>

FIRST NATIONS HEALTH AUTHORITY

Mental Health and Wellness

<https://www.fnha.ca/what-we-do/mental-wellness-and-substance-use>

GOVERNMENT OF CANADA

24-Hour National Indian Residential School Crisis Line

Phone: 1-866-925-4419

GOVERNMENT OF CANADA

Guide to Mental Health Benefits

<https://www.sac-isc.gc.ca/eng/1576093404318/1579114266033>

GOVERNMENT OF CANADA

Indian Residential Schools Resolution Health Support Program

<https://www.sac-isc.gc.ca/eng/1581971225188/1581971250953>

GOVERNMENT OF CANADA

Mental health and wellness in First Nations and Inuit communities

<https://www.sac-isc.gc.ca/eng/1576089278958/1576089333975>

GOVERNMENT OF CANADA

Mental health counselling benefits (Non-Insured Health Benefits Program)

<https://www.sac-isc.gc.ca/eng/1576441552462/1576441618847>

NETWORK FOR ABORIGINAL MENTAL HEALTH RESEARCH

Mental Health Programs

<http://www.namhr.ca/mental-health-programs/>

THE FIRELIGHT GROUP

Mental Health Resources for Indigenous Peoples

<https://firelight.ca/2021/01/28/indigenous-mental-health/>

Métis Representative Organizations

If you (or your intern) identify as Métis, knowing and understanding Métis organizations in your area is key. They offer important information about Métis history, programming and resources. Making connections and building relationships with these organizations will help you and your publishing house better understand the dynamics of Métis Peoples living in Canada and are great connections to the Métis community.

Métis make up approximately 32 percent of the Indigenous population in Canada, and representative organizations are instrumental resources for Métis Peoples. See below a list of Métis identifying organizations in your area.

CONGRESS OF ABORIGINAL PEOPLES

867 St. Laurent Blvd. Ottawa, Ontario K1K 3B1

E-mail: reception@abo-peoples.org

Phone: 613-747-6022

Toll-free: 1-888-997-9927

Fax: 613-747-8834

<http://www.abo-peoples.org/en/>

MANITOBA MÉTIS FEDERATION

300 150 Henry Avenue, Winnipeg, Manitoba R3B 0J7

E-mail: info@mmf.mb.ca

Phone: 204-586-8474

Fax: 204-947-1816

<https://www.manitobametis.com/>

MÉTIS NATION OF ALBERTA

100 Delia Gray Building, 11738 Kingsway Avenue NW, Edmonton, Alberta T5G 0X5

E-mail: mna@metis.org

Phone: 780-455-2200

Toll-free: 1-800-252-7553

Fax: 780-732-3385

<https://albertametis.com/>

MÉTIS NATION OF BRITISH COLUMBIA

380 – 13401 108 Ave, Surrey, British Columbia, V3T 5T3

Phone: 604-557-5851

Toll-free: 1-800-940-1150

<https://www.mnbc.ca/>

MÉTIS NATION OF ONTARIO

Suite 1100, 11th Floor, 66 Slater Street, Ottawa, Ontario K1P 5H1

Phone: 613-798-1488

Toll-free: 1-800-263-4889

<https://www.metisnation.org/>

MÉTIS NATION-SASKATCHEWAN

Suite 201, 208-19th St W, Saskatoon, Saskatchewan S7M 5X8

Phone: 306-343-8285

<https://metisnation.sk.com/>

MÉTIS NATIONAL COUNCIL

#4 – 340 MacLaren Street, Ottawa, Ontario K2P 0M6

E-mail: info@metisnation.ca

Phone: 613-232-3216

Toll-free: 1-800-928-6330

Fax: 613-232-4262

<https://www2.metisnation.ca/>

Truth and Reconciliation Classes and Resources

Understanding and working towards reconciliation is the responsibility of all non-Indigenous Canadians, including publishers. The TRCs 94 Calls to Action include reconciliation education, and learning about Indigenous histories, cultures and languages will help create an inclusive work environment for all members of your publishing house.

FIRST NATIONS UNIVERSITY OF CANADA

Certificate of Reconciliation Studies

E-mail: info@fnuniv.ca

Phone: 1-800-267-6303

<https://www.fnuniv.ca/academic/certificate-of-reconciliation-studies/>

NAHEYAWIN

Indigenous Awareness: For a Safe, Understanding, and Diverse Workplace (Cost associated with this course)

E-mail: hello@naheyawin.ca

<https://www.tiqstore.com/products/indigenous-awareness>

NAHEYAWIN

Seminars

E-mail: hello@naheyawin.ca

<https://www.naheyawin.ca/seminars>

NAHEYAWIN

Tools for Reconciliation

E-mail: hello@naheyawin.ca

<https://www.naheyawin.ca/tools-for-reconciliation>

RECONCILIATION CANADA

Reconciliation Dialogue Workshops

E-mail: reception@reconciliationcanada.ca

Phone: 604-770-4434

<https://reconciliationcanada.ca/programs-initiatives/dialogue-workshops/>

RECONCILIATION CANADA

Reconciliation in Action: A National Engagement Strategy

E-mail: reception@reconciliationcanada.ca

Phone: 604-770-4434

<https://reconciliationcanada.ca/programs-initiatives/reconciliation-in-action-a-national-engagement-strategy/>

RECONCILIATION CANADA

Reconciliation Learning Experiences for Organizations

E-mail: reception@reconciliationcanada.ca

Phone: 604-770-4434

<https://reconciliationcanada.ca/programs-initiatives/services-for-organizations/>

RECONCILIATION EDUCATION

Community & Government Organizations

<https://www.reconciliationeducation.ca/contact>

<https://www.reconciliationeducation.ca/community>

RECONCILIATION EDUCATION

Corporate Sector

<https://www.reconciliationeducation.ca/contact>

<https://www.reconciliationeducation.ca/corporate>

RECONCILIATION EDUCATION

Education Sector

<https://www.reconciliationeducation.ca/contact>

<https://www.reconciliationeducation.ca/education>

RECONCILIATION EDUCATION

Individuals

<https://www.reconciliationeducation.ca/contact>

<https://www.reconciliationeducation.ca/individuals>

RECONCILIATION EDUCATION

Reconciliation Education

<https://www.reconciliationeducation.ca/contact>

<https://www.reconciliationeducation.ca/>

THE CANADIAN DIVERSITY INITIATIVE

Canadian Indigenous Culture - Truth & Reconciliation Edition: Online Training

<https://candiversity.com/contact/>

<https://candiversity.com/courses/canadian-indigenous-culture-training-truth-and-reconciliation/>

UNIVERSITY OF ALBERTA

Indigenous Canada

E-mail: chat@ualberta.ca

Phone: 780-492-3111

<https://www.ualberta.ca/admissions-programs/online-courses/indigenous-canada/index.html>

