



Community Nonprofit Internship Program Pilot

## Interns

### Conflict Resolution Procedure

This document outlines the procedures for addressing challenges that may arise during internships, emphasizing a restorative approach to conflict resolution. Whether faced with communication difficulties or role-related issues this guide aims to foster understanding and collaboration, so that relationships can be repaired and maintained, thus facilitating positive outcomes.

### What to do if I am having trouble contacting my organization?

If you are experiencing difficulties contacting your hosting organization, please follow these steps:

1. **Attempt Contact:** First, make reasonable efforts to establish contact with your organization. Reach out through email, phone calls, or any other means of communication that has been previously established during the interview, onboarding, and internship process.
2. **Contact Volunteer Alberta:** If you are unable to establish contact after reasonable attempts, please contact Volunteer Alberta for assistance. We can act as an intermediary and help facilitate communication between you and your organization. We will make every effort to contact your organization via our internal contact database or publicly listed email addresses and phone numbers.

### What can Volunteer Alberta do for me if an organization can no longer administer my internship?

If, for any reason, your hosting organization can no longer administer your internship, Volunteer Alberta can assist in the following ways:

1. **Finding Alternative Placements:** Volunteer Alberta will work with you to identify alternative internship opportunities with other organizations within the CNiP program.
2. **Support and Guidance:** We will provide support and guidance to help you transition smoothly to a new placement. We are committed to ensuring your



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internship experience remains positive. For this reason we encourage a restorative approach that encompasses respect, responsibility, relationship, repair, and reintegration.

### **Can organizations or Volunteer Alberta take restorative action towards interns?**

In cases where there are challenges in the intern's performance or behavior, organizations or Volunteer Alberta will adopt a restorative approach. This means focusing on resolving issues in a way that promotes understanding and growth. Corrective measures will be taken only if all restorative efforts prove ineffective.

For more information about restorative practices refer to these resources:

<https://youtu.be/HX1hdXnh8ks>

[https://www.alberta.ca/system/files/custom\\_downloaded\\_images/edc-restorative-practice-conversation-guide.pdf](https://www.alberta.ca/system/files/custom_downloaded_images/edc-restorative-practice-conversation-guide.pdf)

### **Can organizations or Volunteer Alberta dismiss interns?**

Interns cannot be dismissed arbitrarily. Dismissal will only occur in exceptional circumstances where all other attempts at conflict resolution and restorative actions have been exhausted, and there is a severe breach of conduct that threatens the safety or integrity of the organization or the internship program. Dismissals will be a last resort and will be thoroughly discussed and documented.

### **Can interns resign from their role?**

Yes, interns have the right to resign from their role if they believe it is in their best interest. If you decide to resign, please inform your organization and Volunteer Alberta promptly. We encourage open communication and will provide support during the transition.



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## Organizations

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#### What do I do if I'm having trouble contacting my intern?

If you encounter difficulties in reaching your intern, please follow these steps:

**Initiate Communication:** Make an initial attempt to contact the intern through email, phone calls, or other means of communication established during the interview, onboarding, and internship process.. Allow for a reasonable response time.

**Contact Volunteer Alberta:** If your attempts to reach the intern are unsuccessful, please contact Volunteer Alberta for assistance. We will help facilitate communication and resolve any issues. We will make every effort to contact your intern via our internal contact database.

#### What do I do if my intern cannot complete the role for which they were hired?

If your intern faces challenges in fulfilling their role, please take the following steps:

**Open Dialogue:** Initiate a constructive conversation with the intern to understand their challenges and explore potential solutions.

**Contact Volunteer Alberta:** If necessary, contact Volunteer Alberta to discuss the issues you are facing. We can provide guidance and support to help address the situation.

#### Can Volunteer Alberta take restorative action towards organizations?

Volunteer Alberta, in line with a restorative approach, will work with organizations to address issues or concerns in a manner that fosters understanding and improvement. Corrective action will only be considered when all other restorative efforts prove ineffective.



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## **Can organizations be dismissed from CNiP?**

Organizations can be removed from the CNiP program in exceptional circumstances, such as a repeated failure to meet program requirements or a severe breach of conduct that threatens the program's integrity. Dismissal is a last resort, and every effort will be made to address concerns through restorative measures before considering removal. Decisions will be discussed and documented in a transparent and fair manner.



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