

# Youth INTERNSHIP

## Participant Handbook

*Endless possibilities for youth who want to succeed! Dare to live the life you dream.*

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## PROJECT MISSION

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To provide a quality work experience to Polk County's youth that will prepare them to acquire the skills and experience needed to obtain and maintain employment leading to a successful transition into the labor force.

## GENERAL INFORMATION

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Welcome to the CareerSource Polk 2020 Youth Internship Program, which is designed to provide you with meaningful work experience and mentoring and work-readiness training. The work experience program allows youth between the ages of 16 and 24 to work up to 20 weeks. Participants will work up to 30 hours a week at a subsidized wage of \$13.00 per hour. Participants will only be paid for actual hours worked.

- Develop the skills needed to be successful and obtain a job in the real world
- Gain exposure to various career industries
- Learn and develop new skills
- Earn money and gain meaningful work experience
- Learn how to save and budget for future goals
- Develop effective and appropriate workplace behaviors
- Interact with working professionals in a positive work environment
- Improve confidence, self-advocacy, and individualism

To provide meaningful work experiences for our Interns, we partner with local Businesses to help place our young people in jobs. Each Intern must go through an application and eligibility process before being selected. Interns are then strategically placed in positions throughout Polk County based on skills and interest. There may be situations where we are unable to put an individual in a desired field of choice; however, despite the job placement, there are skills that can be learned and gained from each job.

## GRIEVANCE PROCEDURE

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A grievance is a complaint. If a grievance occurs:

1. First, try to work it out with your Worksite Supervisor.
2. If it is not possible to work it out with your Worksite Supervisor, contact CareerSource Polk' Career Development Specialist II. If needed, the Career Development Specialist II will meet with you and your Worksite Supervisor.
3. If the problem remains unresolved after you, your Worksite Supervisor, and the Career Development Specialist II have met, you may call CareerSource Polk' Lead, or Youth Program Manager to request that further action be taken.
4. If needed, the Program Manager will meet with the CareerSource Polk Contract Manager to resolve the issue. You and your Worksite Supervisor will be notified of the outcome.

## PROGRAM RULES AND GUIDELINES

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Interns are required to comply with all rules and guidelines of the program, in addition to those assigned by the Worksite Supervisor.

### **All Interns are expected to adhere to the following guidelines:**

- Know the name and contact information of the host Worksite Supervisor.
- Know the job site location and assigned work hours.
- Report to work on time in proper dress attire for the work environment.
- Stay actively engaged in assigned work tasks. If a summer intern notices that more work is needed, then seek assistance from the Worksite Supervisor.
- Despite the assigned tasks, all Interns should do their best at all times. If questions arise, please seek help from a reliable source.
- Be respectful and professional, showing a desire to learn and grow. You never know who may be watching and the different opportunities that may result from this Summer Internship.
- Your friends, boyfriends, girlfriends, and relatives will not be permitted to visit you while you are working.
- You must obtain permission before making phone calls from the worksite telephones. Improper use of the phones may be grounds for dismissal.
- Personal belongings may not be used during working hours. All valuable personal belongings should be left at home. CareerSource Polk is not responsible for any lost or stolen items.
- If you are supervising children at your worksite, you must bring disciplinary issues to your Worksite Supervisor's attention. You are NOT allowed to discipline children.

## ORIENTATION AND JOB READINESS TRAINING

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Worksite Monitors understand that for many of our Interns, this is your first paid work experience. We will ensure that you receive training on various topics and skills that you may encounter during your Internship.

The Orientation and Job Readiness Training will consist of various workshops and training that will prepare and provide you with the skills needed in the workforce. Some of the topics discussed include:

- |                                     |                                          |
|-------------------------------------|------------------------------------------|
| ■ Conflict Management               | ■ Financial Literacy (budgeting, saving) |
| ■ Development of Professional Goals | ■ Resume/Portfolio development           |
| ■ Effective Communication           | ■ Professional Development               |
| ■ Soft Skills                       | ■ Quality Customer Service               |

## WORK SITE ORIENTATION

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Interns will be required to complete an online orientation that will provide them with information on what is expected while participating. The following items will be discussed during orientation:

- Basic duties and responsibilities
- Expectations of the worksite
- Who to contact in case of emergency
- Proper workplace attire
- Work Schedule and timesheets
- Lunch-break policy
- How to report absences
- Worksite Supervisor Contact information

## PLACEMENT RESTRICTIONS

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As we continue to seek ways to provide every participant with positive work experiences, we have developed placement restrictions to ensure program quality and fairness.

- Interns are restricted from being placed in the same department or as a direct report of a family member.
- Interns are restricted from being placed at the same worksite for multiple work experience programs.

## APPROPRIATE ATTIRE

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Your Worksite Supervisor will inform you of the proper dress code for your worksite placement. You will be expected to be clean, well-groomed, and aware of the importance of your appearance. Remember that you are a paid intern and you represent CareerSource Polk' Youth Program. **If your attire is found to be inappropriate and not in compliance with the dress code, you will be asked to leave the worksite, and will not be paid for the time you are not working.**

## LUNCH BREAK POLICY

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Interns are required to take at least one (1) **30 minute**, unpaid lunch break when working over five (5) hours for a shift. It is the responsibility of the Worksite Supervisor to coordinate a lunch break policy for their respective worksite. This plan will be provided to each Intern during their job-site orientation on the first day of work.

## ABSENTEEISM

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Interns are required to provide advance notice of anticipated absences. In the event they are unable to speak to a Worksite Supervisor, they must contact their Career Development Specialist to inform them of the anticipated absence.

- If the Intern has an emergency, they must follow the proper protocol that has been set in place by their respective Worksite Supervisor.
- If the Intern must leave their worksite before the end of their work shift, they must notify the Worksite Supervisor before the start of that shift.
- Interns will not be paid for any absences.
- Failure to follow the absenteeism protocol may result in a poor work performance notification, which may result in termination.
- Requesting time off does not mean it is approved. Interns must first receive approval before taking time off.

## TARDINESS

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All Interns are expected to arrive at work on time, in proper work attire and ready to work each day. Interns must ensure that they return from all breaks on time. In the event you are expecting to be late, call your Worksite Supervisor **BEFORE** your designated work shift. Please follow the protocols provided by your Worksite Supervisor if they are unavailable.

## SUBMITTING TIMESHEETS

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Timesheets are used to calculate the hours worked for each pay period. It is the responsibility of the Worksite Supervisor and the Intern to verify the accuracy of all information recorded on the timesheets. If a timesheet is inaccurate or turned in late, can result in late payment.

- Timesheets must be submitted by close of business on Friday or by 9am on Monday morning to ensure that the Intern will get paid on time.
- Hours on timesheets ***must not exceed the 30 hour per week maximum.***
- Both the Intern and the Worksite Supervisor must sign and submit the timesheet by the deadline.
- Interns ***are only paid for hours worked*** and are not paid for lunch breaks or holidays.
- Timesheets are reviewed by Worksite Supervisor and Worksite Monitors.
- It is the Intern's responsibility to accurately record their work attendance. Any corrections to a timesheet must be approved by both the Intern and the Worksite Supervisor.

If Interns are having difficulties with their timesheets, they can contact their Worksite Supervisor or Worksite Monitors. The timesheet is your attendance record and will be used in order to determine your paycheck amount.

## INSTRUCTIONS FOR TIMESHEETS

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- Step 1: To login: Use URL: <https://careersourcesyep-online.ghg.com/>
- Step 2: Enter Username: Last Name and First Initial (Uppercase) – Example = BrownK5522
- Step 3: Enter Password: Last Name and First Initial (Uppercase) – Example = BrownK
- Step 4: Click on Login
- Step 5: Click on Employee
- Step 6: Click on Timesheet
- Step 7: Click to add
- Step 8: Click on name of job site – Example Disney
- Step 9: Go to Task# and select WIOA Youth
- Step 10: Enter total hours for each day – Must not exceed 30 hours per week. Lunch is unpaid
- Step 11: Click on Save

## **DIRECT DEPOSIT**

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All Interns are required to have an account with Fifth-Third Bank to receive payment for the hours worked through direct deposit. Payroll will be conducted on a bi-weekly basis according to the time submitted on the intern's timesheets.

All accounts must be setup prior to the first week of work. If the intern is in need of a bank account, they can schedule an appointment with their nearest branch location.

## **PAY SCHEDULE**

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CSP operates under a bi-weekly payroll which begins at 12:00 AM Monday and ends at 11:59 PM on Sunday. All interns are paid on the Friday after the payroll period ends. Each direct deposit will include earnings for all work performed through the end of the previous payroll period.

It is the employee's responsibility to submit their time through the computerized Time Management System at the end of each pay period and submit for approval. The supervisor will review and approve the time record before submitting it for payroll processing. In addition, if modifications to the time record are needed, supervisor must "unsubmit" the time record to allow for corrections. The employee must modify and re-submit the time record for approval.

## **MISCONDUCT AND PERFORMANCE CONCERNS**

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To ensure orderly operations and provide the best possible work environment, CSP expects Interns to follow all guidelines and procedures provided in this handbook and by the guidelines provided by the worksite. Worksite Monitors should be notified immediately of any misconduct or performance concerns. A meeting is scheduled with the Intern to discuss their current performance and the expectation for improvement. Interns who have engaged in misconduct or has ongoing performance issues will be terminated from the worksite.

## **POOR PERFORMANCE**

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Misconduct will be addressed by any of the following actions:

- Conversation about performance
- Verbal warning
  - Issue a poor performance notification to the Summer Intern
  - This notification will outline the concern(s), recommended steps to resolve the issues and establish a timeframe for corrective action to take place. This step will be completed in collaboration with the Intern, Worksite Supervisor and Worksite Monitors.
- Termination of the Intern and removal from the Youth Internship Program.

## PARTICIPANT SUSPENSION / TERMINATION

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The following categories are potential grounds for suspension and/or termination:

- Fraud and/or dishonesty (i.e. falsifying timesheets, taking something from work)
- Under the influence of drugs or alcohol
- Misuse/abuse of property
- Fighting or use of abusive language
- Inappropriate attire – repeated violation of dress code
- Recurring absenteeism or tardiness
- Refusal to participate in training or work activity
- Disruptive behavior and/or attitude
- Theft
- Insubordination
- Sleeping on the job

If the Intern engages in any of the above activities or you exhibits the above inappropriate behaviors, the incident is reported to both the Worksite Supervisor and Worksite Monitors, and you may be suspended or terminated.

A decision to terminate an Intern is initiated from the Worksite Supervisor after having discussed the matter with the Intern and Worksite Monitors.

## INCIDENT & ACCIDENT REPORTS

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Incidents and accidents must be reported **immediately** by notify a Worksite Supervisor and Worksite Monitors. A detail synopsis of any injury and the details of how and when the injury occurred must be provided. Please note: If an injury happens that impacts a Summer Interns ability to perform their job duties, they are required to see a doctor and return provide a doctor's note before returning to work.

## HARASSMENT & HOSTILE WORK ENVIRONMENTS

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It is the expectation of the program that both Interns and Worksite Monitors conduct themselves in a manner that does not display any form of harassment. Matters of harassment shall be viewed as significant by CareerSource Polk and shall be reviewed with serious consideration.

## FAIR LABOR STANDARDS ACT – CHILD LABOR

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The Fair Labor Standards Act (FLSA) establishes youth employment standards affecting employees in the private sector and Federal, State and local governments. The restrictions for workers under age 18 are as follows:

- Age 16 - 17 may perform any job not declared a hazardous job or occupation and are not subject to restrictions on hours.
- Age 18 has no restrictions and can Work in Any Job for Unlimited Hours.



## WORKSITE VISITS

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Worksite Monitor will conduct worksite visits throughout the internship program. The purpose of these worksite visits will be to see first-hand the type of work the Interns are doing, discuss with the Worksite Supervisors how the Intern's performance is going, and to assist the Interns identify and achieve their goals.

## PARTICIPANT EVALUATION

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During the course of the internship program, Worksite Supervisors will evaluate the Intern's job performance and skill level. Worksite Monitors will send a performance evaluation form to Worksite Supervisors for each Intern at least **two** times during the program. The Worksite Supervisor should complete evaluations during the first 30 days and the last 30 days of participant employment at the worksite. The Worksite Supervisor and Worksite Monitors will go over the evaluation with the Intern.

## SAFETY PRACTICES

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- Do not operate any equipment which, in your opinion, is not in safe condition, or for which you do not have adequate training. Call Worksite Monitors for instructions. The appropriate contact numbers are provided, prior to starting your Summer Internship.
- Obey all company rules, governmental regulations, signs, markings and instructions. Be particularly familiar with those that apply directly to you.
- Running on premises or across parking lots or driveways is not permitted.
- Pick up objects on the floor. Wipe up any spilled liquids from the floor immediately.
- Report any unsafe conditions on your work site to Worksite Monitors immediately. You may report unsafe conditions anonymously if you prefer.
- Whenever you are involved in a workplace accident or observe a workplace accident, even if there appear to be no injuries, the accident must be reported to the Worksite Supervisor and Worksite Monitors immediately.

## CONTACT INFORMATION

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Below is the contact information for Worksite Monitors.

LOCATION	SYIP Worksite Monitors	
<b>Serving Davenport / Haines City</b>	Barbara Mincy 863-508-1100 x3327	Brienne Pierre 863-508-1100 x3342
<b>Serving Lakeland</b>	Veria Walker 863-508-1100 x3700	Angeles Otero 863-508-1100 x3705
<b>Serving Winter Haven</b>	Frankie Rollins 863-508-1100 x3361	Brienne Pierre 863-508-1100 x3342

## YOUTH INTERNSHIP PROGRAM STUDENT HANDBOOK ACKNOWLEDGEMENT

The Youth Internship Program is designed to give youth real-life experiences in the world of work. During this time, Interns will take on the roles and responsibilities of a valued member of a business organization. It is important that the Interns understand that dress, punctuality, attendance, and behavior reflects upon themselves, and our organization.

The Internship involves two individuals which will oversee each intern; an internship Worksite Supervisor and Worksite Monitor which will visit the Interns and employers to assist in a successful internship. Please call or e-mail your Worksite Monitor if there are any questions or concerns.

This handbook was developed to help you prepare for and successfully complete the Youth Internship Program. It is the intern's responsibility to read this handbook and understand the expectation. If there are any questions, please discuss them with the Worksite Monitor.

Enjoy your Internship experience and remember your Worksite Supervisor and Worksite Monitor are here to help and support. If there are any questions, problems, concerns, or issues that arise, contact them for input and direction.

Remember the 3P's: positive, polite and punctual.

I, \_\_\_\_\_ understand that it is my responsibility to read this handbook and get clarification on any questions or concerns that I may have. I further understand that I will be held accountable for all information contained in this handbook.

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Signature of Applicant

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Date