



Summer Youth Internship Program (SYIP)

Employer Orientation

Agenda

- I. SYIP Overview
- II. Roles and Responsibilities
- III. Expectations
- IV. Program Policies & Procedures
- V. Forms & Acknowledgement



Summer Youth Internship Program Overview



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Purpose

The Summer Youth Internship Program (SYIP) provide Polk County youth ages 16-24 an enriching and constructive work experience through placement with local employers. As approved worksites, you are among many businesses and community members in Polk County who are providing training for tomorrow's workforce.

Through the SYIP, we strive to provide eligible interns with the opportunity to:

- Develop skills, set career goals, earn money, and learn more about career options.
- Gain meaningful (real world) work experience in a safe environment.
- Learn and develop skills, attitudes and commitment necessary to succeed in today's world of work.
- Gain exposure to a diverse range of careers and industries while discovering the career path needed to become a productive member of our community.

Even though the SYIP is short-term our goal is to positively impact interns in a way that will last their entire life.



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Program Dates

The Summer Youth Internship Program begins Monday, June 7, 2021 and will conclude on Friday, August 6, 2021. This summer internship program will be a 9-week program for high school youth consisting of a total of 45 workdays. Whereas youth who are not enrolled in any school are eligible to work up to 20-weeks.

Application Process

- Review and complete the CSP Worksite Agreement before the work experience program begins.
- Identify staff on your team that will supervise the interns and ensure a positive experience at your location.
- Provide a job description for each position where a intern can be placed.
- Complete the online employer orientation and take the orientation acknowledgement quiz.
- Review the employer handbook and submit the acknowledgement receipt.
- Provide a meaningful work experience in a safe environment.
- Arm our interns with skills and experience to better prepare them for the world of work.



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CareerSource Polk's Responsibilities

CareerSource Polk will:

- Provide young adults between the ages of 16 to 24 an opportunities to participate in a internship.
- Screen all potential interns for eligibility/suitability, which includes:
 - Background Checks
 - Drug Screening
 - Interviewing to assess desire to work
- Pay the wage of each participating intern (\$15.00/hour for a maximum of 30 hours per week)
- Cover liability and workers compensation for each intern during the program period;
- Provide the intern with a skills assessment and career interest survey to determine suitable placement.
- Assign a worksite monitor to each location that is responsible for conducting onsite visits to ensure safety measures are in place and to answer any questions from the worksite supervisor and intern.
- Ensure each intern earn a recognized credential that will support future success.

Employer's Responsibilities

Employers are required to:

- Ensure that interns are properly supervised at all times
- Keep CSP Worksite Monitors informed of all issues, as they occur.
- Complete performance evaluations at the end of the first 30-days of performance as well as during the last 30-days of placement.
- Approve all intern's electronic timesheets by close of business on Friday or by 9:00am on Monday morning if the intern work weekends.
- Organize experiences and responsibilities for each intern to cover the scheduled time of no more than 30 hours/week.
- Allow interns to attend two (2) days of training during the internship period.
- Provide each intern with professional feedback based on their performance at your place of business.

Roles & Responsibilities

Each employer will be assigned a worksite monitor that will assist both you and the intern throughout the duration of the program. This worksite monitor is responsible for:

- Provide support and guidance to the Employer and/or representative.
- Communicating pertinent information about the program to the Employer and/or intern.
- Facilitate the process for transfers, terminations, resolving pay disputes, and other program issues.
- Monitor the environment to ensure the intern are receiving a quality work experience

Expectations

1st Day of Work

The first day the intern report to work will set the tone for the entire . Each employer should conduct a worksite orientation to discuss the following:

- Intern required hours of work
- Regulations of the worksite as they apply to the intern
- Time and length of lunch breaks (see the lunch break policy)
- Provide point of contact for the intern to report tardiness or absences
- Safety procedures and steps to take in case of accidents
- Appropriate attire for the workplace
- A clear explanation of the intern's duties and responsibilities
- If you have a intern at your location that was not communicated to you by staff, please contact our office immediately.

Grievance

It is the policy of this program that Interns are not discriminated against because of race, religion, color, handicap, sex, age, national origin, beliefs or political affiliation. All Intern will receive a copy of the Grievance Procedures form. This form outlines below and a copy of this grievance form is included in this handbook.

If a grievance occurs:

- The Interns is to first, try to work it out with the Worksite Supervisor.
- If it is not possible they are instructed to contact their Worksite Monitor. Which, the Worksite Monitor will meet with the Intern and the Worksite Supervisor.
- If the problem remains unresolved after the meeting the Intern may request a meeting with Management to request that further action be taken.
- If needed, Management will meet with CareerSource Polk VP of Operations to resolve the issue.
- The Intern and the Worksite Supervisor will be notified of the outcome.

Evaluations

Supervisors will be asked to complete a performance evaluation for each intern assigned to them. Evaluations are to be completed after the first 30-days of performance and with the last 30-days of the intern's placement.

Interns will be evaluated in the following six areas:

- Job Performance
- Initiative
- Communication
- Resolving Conflict
- Time & Attendance
- Goal Setting

Timesheets

Timesheets are used to calculate the hours worked for each pay period. It is the responsibility of the Worksite Supervisor and the Interns 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 summer intern will get paid on time.
- Hours on timesheets ***must not exceed the 30 hour per week maximum.***
- Both the Interns 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.
- There are no provisions for Interns to be paid for legal holidays unless they have hours worked. Some worksites may require work on the holiday; in that situation Interns may be given an alternate day off (up to the discretion of worksite).

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

Approve Timesheets

Step 1: To login: Use URL: <https://careersourcesyep-online.ghg.com/>

Step 2: Enter Username: First Name Last Name – Example: MinnieMouse

Step 3: Enter Password: First Name Last Name – Example: MinnieMouse

Step 4: Click on Login

Step 5: Select Client

Step 6: Click Review Timesheet

Step 7: Click Select a Group then select the name of the business that you are approving timesheets for.

Step 8: Select the timesheet payroll ending date which is a Sunday

Step 9: Select status should have Ready, No Timesheet, No Signature selected

Step 10: Click view selected timesheets.

Step 11: Timesheets for all of your interns for that payroll period should be displayed.

Step 12: Click on each Employee name to verify their hours

Step 13: Once the hours have been reviewed and verified select approved from the supervisor select status box in the top right hand corner.

Step 14: Click on Save

Timesheets due every Friday by 5:00pm

Workshops

We understand that for many Interns, this is their first paid work experience. We will ensure that Interns will receive training on various topics and skills that they may encounter during the summer internship. Worksite Supervisors will be notified in advance of all mandatory trainings that Interns are required to attend.

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

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

Breaks

All worksites must abide by the State of Florida and the Federal Fair Labor Standards Act Protecting the Health, Education, and Welfare of Minors in the Workplace. All employers of minors must post in a conspicuous place on the property or place of employment, where it may be easily read, a poster notifying minors of the Child Labor laws. Please refer to the State website or view the [Child Labor Law Poster](#).

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. The age group shall not work more than five hours continuously without a non-work period of at least 30 consecutive minutes.
- Age 18 has no restrictions and can Work in Any Job for Unlimited Hours. This age group must be given a meal break of at least 30 consecutive minutes if the employee is scheduled to work 7.5 or more hours per day. This meal break must be given sometime after the first two hours of work and before the last two hours of work.



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Code of Conduct

CareerSource Polk expect that the Summer Youth Internship Program participants will conduct themselves in a professional manner at all times while performing task at the designated worksite. Infractions of the professional code of conduct will result in appropriate disciplinary action. The following policies must be observed as part of the internship experience. These policies are not to suggest other policies at the worksite should not be developed if deemed important and necessary.



Policies & Procedures

Policies & Procedures

Weapons Control Policy

- Possession, use, or sale of firearms, ammunition, fireworks or other dangerous weapons is prohibited. Violation of this code will result in immediate termination from the program. Offenders will be prosecuted to the fullest extent of the law.

Drug Free Policy

- Intern shall not be involved in the unlawful use, possession, sale or transfer of drugs or narcotics in any manner. This includes the off-property abuse of alcohol, illegal drugs, controlled substances or prescription drugs which impair the Youths' ability to perform.

Sexual Misconduct Policy

- Any type of sexual contact is prohibited in this program. Violation will result in immediate termination.

Undo Harassment

- Neither the intern nor the worksite staff shall conduct themselves in a manner definable as harassment. Matters of harassment shall be viewed as significant by CareerSource Polk and shall be reviewed with serious consideration.

Policies & Procedures

Dress Code Policy

- It is the policy of this program that all Intern have good grooming habits and appropriate attire and will comply with the dress code policy defined by the worksite employer.

Visitor Policy

- It is the policy of this program that Interns will not be allowed to have visitors nor receive non-emergency personal telephone calls during work hours.

Cell Phone Policy

- All cell phones must be turned off during regularly scheduled work hours – possible exceptions could be mealtimes or breaks. Exceptions must be in compliance with the worksite employer. Please review these expectations with the Interns.
- If at any time the Worksite Supervisor is having challenges with the Youth participant, the assigned CSP Coach will provide worksite support and determine the need for personnel action.

Policies & Procedures

Placement Restrictions

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

- Interns are restricted from being placed at the same worksite as family members.
- Interns are restricted from being placed at the same worksite for multiple summers.

Weekly Work Schedule

- The intern's schedule shall be determined by the worksite location and listed in the worksite agreement. If there is a change in the schedule, that change must be communicated to the CareerSource Polk worksite monitor.

Inclement Weather

- In the event of inclement weather, it is the obligation of the worksite supervisor to assign secondary job duties as listed on the intern's job description.



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Policies & Procedures

Punctuality

- 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 they are expecting to be late, they have been instructed to call their Worksite Supervisor BEFORE the designated shift. In the event of chronic tardiness, a Poor Work Performance Notification will be issued.

Absenteeism

- Regular attendance is required of all participants. In the event an emergency situation should arise, the participant must call her/his worksite supervisor and worksite monitor prior to their designated start time. Such notification must be done within 15 minutes of the participant's regularly scheduled start time. Failure to call or report absence will result in a Poor Work Performance Notification, which precedes an Termination Notification. Intern will be given an opportunity to improve in the area of concern in order to prevent termination from the program.

The background is a light gray with a pattern of overlapping, semi-transparent geometric shapes. These shapes are primarily squares and triangles, some of which are oriented to create a 3D effect. The colors used for these shapes include light blue, light green, light orange, and light purple.

Safety

Safety Practices

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 Intern's ability to perform their job duties, they are required to see a doctor and return provide a doctor's note before returning to work.

Worker's Compensation

- The program provides Worker's Compensation coverage for medical expenses for Interns injured on the job. If time is lost from the job due to injury, supervisors will indicate as such on the time sheet. **Intern is not eligible for any compensation when not at work.**

Injury Instruction

- Injuries must be reported to the intern's worksite monitor and Youth Program Manager as soon as possible. An injury procedure form from the employer handbook must be posted at the worksite area, along with emergency information.

Safety Practices

Interns have been instructed on the following safety practices:

- 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 numbers will be provided prior to starting the Internship.
- Obey all company rules, governmental regulations, signs, markings and instructions. Be particularly familiar with those that apply directly to you. If you don't know ask.
- Running in the building premises of the client 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.

Safety Practices

In consideration of being allowed to participate in the Youth Internship Program on behalf of CareerSource Polk each intern must acknowledge and agrees that:

- Participation includes possible exposure to and illness from infectious diseases including but not limited to COVID-19.
- The intern knowingly and freely assumes all such risks, both known and unknown, while participating.
- The intern agrees to comply with terms and conditions for participation in regards to protection against infectious diseases. And will report any and all unusual or significant hazards to the attention of CareerSource Polk's staff immediately.

Employers should ensure that all Interns practice all guidelines issued by the CDC.



Forms & Acknowledgement

Forms

All worksite supervisors are required to thoroughly read the **SYIP Employer Handbook** which outlines the policies and procedures of the Summer Youth Internship Program. This handbook will give worksite supervisors the tools needed to monitor performance. Below are the following forms outlined in the handbook which can also be accessed [here](#):

- Child Labor Law Poster
- Incident Reporting
- Participant Injury Procedures
- Participant Incident Report
- General Workplace Performance Evaluation
- Safety Review
- Poor Work Performance Notification
- Employment Termination
- Worksite Evaluation
- CSP Grievance Procedure



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Acknowledgement

Complete the employer online orientation quiz which can be accessed [here](#).