

2020 Summer INTERNSHIPS



Participant Handbook

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

June 1, 2020 – August 7, 2020

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PROJECT MISSION

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

Welcome to the CareerSource Polk 2020 Youth Internship Program which is designed to provide you with a meaningful work experience as well as mentoring and work-readiness training. The ten (10) week program for youth, between the ages of 16 and 24, will run from June 1, 2020 through August 7, 2020. 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 Summer Interns, we partner with local businesses to help place our young people in jobs. As there is limited availability for the number of Summer Interns we can accept each year, each summer intern must go through an application and eligibility process before being selected. Summer Interns are then strategically placed in positions throughout Polk County. There may be situations where we are unable to place a young person in a desired field of choice; however, despite the job placement, skills that can be learned and gained from each job will be impactful.

GRIEVANCE PROCEDURE

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

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

All Summer 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 Summer 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

SYIP Worksite Monitors understand that for many of our Summer 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 Summer 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
- Development of Professional Goals
- Effective Communication
- Soft Skills
- Financial Literacy (budgeting, saving)
- Resume/Portfolio development
- Professional Development
- Quality Customer Service

WORK SITE ORIENTATION

Summer Interns will be required to complete an online orientation that will provide them with information on what is expected while participating in the SYIP. 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

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.

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

APPROPRIATE ATTIRE

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 may be asked to leave the worksite, and will not be paid for the time you are not working.**

LUNCH BREAK POLICY

Summer 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 summer intern during their job-site orientation on the first day of work.

ABSENTEEISM

Summer 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 summer intern has an emergency, they must follow the proper protocol that has been set in place by their respective Worksite Supervisor.
- If the summer intern must leave their worksite before the end of their work shift, they must notify the Worksite Supervisor before the start of that shift.
- Summer 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. Summer Interns must first receive approval before taking time off.

TARDINESS

All Summer Interns are expected to arrive at work on time, in proper work attire and ready to work each day. Summer 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

Timesheets are used to calculate the hours worked for each pay period. It is the responsibility of the Worksite Supervisor and the Summer 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 summer intern will get paid on time.
- Hours on timesheets **must not exceed the 30 hour per week maximum.**
- Both the summer intern and the Worksite Supervisor must sign and submit the timesheet by the deadline.
- Summer Interns **are only paid for hours worked** and are not paid for lunch breaks or holidays.
- Timesheets are reviewed by Worksite Supervisor and SYIP Worksite Monitors.
- It is the summer intern's responsibility to accurately record their work attendance. Any corrections to a timesheet must be approved by both the summer intern and the Worksite Supervisor.

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

INSTRUCTIONS FOR TIMESHEETS

- 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 if you are an out-of-school youth
 - WTP Youth if you are an in-school 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

All Summer 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 summer intern is in need of a bank account, they can schedule an appointment with their nearest branch location.

PAY SCHEDULE

Please refer to the table below for the payroll schedule for all Summer Interns.

Pay Period	Timesheet Due	Pay Date
June 1st – June 14th	Friday, June 5th, 12th	Friday, June 19th
June 15th – June 28th	Friday, June 19th, 26th	Friday, July 3rd
June 29th – July 12th	Friday, July 3rd, 10th	Friday, July 17th
July 13th – July 26th	Friday, July 17th, 24th	Friday, July 31st
July 27th – August 9th	Friday, July 31st, August 7th	Friday, August 14th

MISCONDUCT AND PERFORMANCE CONCERNS

Summer Interns are expected to follow all guidelines and procedures provided in this handbook and by the guidelines provided by the worksite. SYIP Worksite Monitors should be notified immediately of any misconduct or performance concerns. A meeting will be scheduled with the Summer Intern to discuss their current performance and the expectation for improvement. Summer Interns who have engaged in misconduct or has ongoing performance issues may be terminated from the worksite.

POOR PERFORMANCE

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 Summer Intern, Worksite Supervisor and SYIP Worksite Monitors.
- Termination of the Summer Intern and removal from the Summer Youth Internship Program.

PARTICIPANT SUSPENSION / TERMINATION

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

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

INCIDENT & ACCIDENT REPORTS

Incidents and accidents must be reported **immediately** by notify a Worksite Supervisor and SYIP 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

It is the expectation of the program that both Summer Interns and SYIP 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

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

Worksite Monitor will conduct worksite visits throughout the 10-week program. The purpose of these worksite visits will be to see first-hand the type of work the Summer Interns are doing, discuss with the Worksite Supervisors how the Summer Intern's performance is going, and to assist the Summer Interns identify and achieve their goals.

PARTICIPANT EVALUATION

During the course of the 10-week program, Worksite Supervisors will evaluate the Summer Intern's job performance and skill level. SYIP Worksite Monitors will send a performance evaluation form to Worksite Supervisors for each Summer Intern **two** times during the 10-week 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 SYIP Worksite Monitors will go over the evaluation with the Summer Intern.

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 SYIP Worksite Monitors for instructions. The appropriate numbers will be provided to you, 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. 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 SYIP 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 SYIP Worksite Monitors immediately.

CONTACT INFORMATION

Below is the contact information for SYIP Worksite Monitors.

LOCATION	SYIP Worksite Monitors		
Serving Davenport / Haines City	Derwin Riley 863-508-1100 x3351	Katerina Santiago 863-508-1100 x3403	Barbara Mincy 863-508-1100 x3327
Serving Lakeland	Genice Collins 863-508-1100 x3703	Veria Walker 863-508-1100 x3700	Angeles Otero 863-508-1100 x3705
Serving Winter Haven	Frankie Rollins 863-508-1100 x3361	Veda Roach 863-508-1100 x3325	Brienne Pierre 863-508-1100 x3342

COVID-19 WAIVER OF LIABILITY AND INDEMNIFICATION

In consideration of being allowed to participate in the Summer 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.

SYIP HANDBOOK ACKNOWLEDGEMENT

The 2020 Summer Youth Internship Program is designed to give youth real-life experiences in the world of work. During this time, Summer Interns will take on the roles and responsibilities of a valued member of a business organization. It is important that the Summer Interns understand that dress, punctuality, attendance, and behavior reflects upon themselves, their parents, and our organization.

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

This handbook has been developed to help you prepare for and successfully complete the 2020 Summer Youth Internship Program. It is the intern's responsibility to read this handbook and understand what will be asked of them. If there are any questions, please discuss them with the SYIP Worksite Monitor.

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.

Signature of Applicant

Date