

# **2009 SUMMER YOUTH EMPLOYMENT PROGRAM (SYEP)**

## **WORKSITE SUPERVISOR HANDBOOK**



The Polk Works SYEP is an equal employment opportunity program. Participants will not be discriminated against on the basis of race, creed, color, disability, national origin, gender, political affiliation or beliefs.

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## WELCOME

Thank you so much for providing this summer employment opportunity for one or more of the participants in the Polk Works Summer Youth Employment Program. The Polk Works Summer Youth Program is a partnership among Polk Works, Henkels and McCoy, our training provider, and Spherion/Lakeland, our employer of record. As a supervisor participating in this program, you will play a key role in ensuring that youth have a profitable summer.

The Polk Works Summer Youth Employment Program is funded by the American Recovery and Reinvestment Act (ARRA) under the Workforce Investment Act, a federal career development program. This summer Polk Works has received additional funding through the ARRA to provide a summer work experience for youth and young adults, 16-24. As a partner with Polk Works, you join many other business and community members in Polk County in this valuable endeavor.

A “real world” work experience is significant as a young people make choices and discovers the career areas they can follow to become productive members of our community. The Polk Works SYEP gives participants a chance to develop skills, set career goals, earn money and learn more about Polk County.

Thank you again for offering assistance to young people in our community. We recognize that our success in helping young people prepare for their future is due in large part to the work you do in mentoring young people. Our aim has been the development of meaningful work experience for youth in the hope of enhancing their chances for success in the world of work. We wish to express our appreciation to you for your time, commitment, and cooperation.

## FOREWORD

This handbook has been prepared to tell you about the Polk Works SYEP and program goals and objectives as well as operational procedures. The handbook also contains information on rules and regulations and some tips on supervising youth participants. In this handbook are some materials that you may find helpful and informative as you work with the young people at your workplace.

- Orientation suggestions for the First Day on the Job
- Some effective strategies for working with young people new to the workforce
- A list of the Summer Program Ground Rules that the participants will receive at the Orientation before they begin work for the worksite.
- A list of names and phone numbers of Polk Works and Henkels & McCoy staff, who will always be available to assist you in your work with your summer participant.

Please read this handbook carefully and keep it as a reference. If you have questions concerning the program, please call Rosalind McCray, Polk Works SYEP Coordinator, at the Polk Works office, (863) 508-1600 Ext 118. We are happy to work with you and to offer our assistance.

### REMEMBER:

Participants' wages are \$8.00 per hour (Paid by Spherion/Lakeland).

Participants are authorized 30 hours per week.

Participants will not be paid for hours not worked.

Participants may negotiate make up times for missed hours.

Participants must be properly supervised at all times.

## I. SYEP GOALS AND OBJECTIVES

SYEP provides eligible youth with meaningful work experience and basic work skills to help these individuals develop their occupational potential. It is designed to ensure that youth have:

- A. Structured and well-supervised work.
- B. Opportunities to explore vocational interests.
- C. Opportunities for educational enrichment.

SYEP participants will acquire some marketable skills during the course of the summer. In addition, the program is structured to help these youth develop:

- A. Good employee/supervisor relationships.
- B. Good work habits and attitudes.
- C. A sense of job responsibility.
- D. Motivation to stay in school.

## II. PARTICIPANT ELIGIBILITY

To participate in the SYEP, youth must meet the following criteria:

- A. Resident of Polk County.
- B. 16 through 24 years of age.
- C. Attends a Title 1 School or is economically disadvantaged as defined by federal guidelines.
- D. U.S. citizen or eligible non-citizen.
- E. Selective service registrant if male 18 years of age or older.
- F. Social Security Number.

### III. PROGRAM IMPLEMENTATION

#### A. PLANNING

Past experience indicates that with appropriate job planning, orientation, supervision and instruction, most participants perform their assignments well.

As a supervisor, you may be introducing many of these young people to the world of work--a world which places a high value on education and effort. Success of a participant in the Polk Works Summer Youth Employment Program may very well mean success later in school and in regular employment. We encourage you to welcome the participants enthusiastically and let them know you are genuinely interested in them.

Be aware of the age difference among SYEP participants. The average 18-24 year old will probably have more skills and experience than a 16-17 year old. For the younger participants this may be their first work opportunity. However, all youth regardless of age should be allowed to try out different tasks, within the limits set forth by Child Labor Laws. (See Appendix A)

#### B. ORIENTATION OF PARTICIPANTS BY SUPERVISORS

Orientation by the supervisor is important. This enables the participants to know and understand their job and what their supervisors expect of them.

Each participant will be given a participant handbook. The handbook outlines a number of program guidelines including the procedures which should be followed should a disagreement arise between the employer and participant.

Orientation to the individual worksite will be given by the Worksite Supervisor on the participant's first day of work. The worksite orientation should include an explanation of the following:

1. Identification of assigned supervisor and/or staff contact person.
2. A job description for each participant and a careful explanation of the importance of this job to the department. When participants understand the meaning and use of the tasks they perform, it helps them develop a positive attitude toward work.
3. Department rules and regulations which pertain to the participant.
4. Lengths of breaks and lunch period.

5. Places around your worksite where participants can go for breaks or lunch.
6. Telephone numbers to call when participant will be late or absent from work. Recommend and stress that participant keep these numbers with them at all times.
7. Procedures to follow if the participant experiences a problem on-the-job.
8. The place at the worksite where participants can store their personal valuables.
9. Rules about using the phone and personal calls.
10. Work habits.
  - a. Job Performance
  - b. Attitudes
  - c. Conduct
  - d. Personal Grooming
  - e. Peer Group and Supervisor Relationships
11. Safety rules and accident and emergency medical treatment procedures.

At the end of the Worksite Orientation, please allow time for a question and answer session. The participants may have a lot of questions.

### C. TRAINING

The following five-step instructional plan has been found to be an effective training protocol:

1. Describe each task and explain how it fits into the total job.
2. Perform the task one step at a time. Repeat task until the participants understand and are ready to demonstrate.
3. Have the participant perform the task while explaining each key point as the task is being performed.

4. Compliment for satisfactory performance or provide feedback when participant did not show understanding or appropriate behavior.
5. Assign the participant to the task. Check often, at first, then less and less frequently. Encourage questions.

Additional strategies for working with young workers are included in Appendix B.

#### IV. WORKSITE LIMITATIONS

- A. No participant should be transported in privately owned vehicles during working hours.
- B. No participant, regardless of age, should be allowed to drive any motor vehicle during working hours.

#### V. PROGRAM ADMINISTRATION

A. Program administration is coordinated by Rosalind McCray at the Polk Works Office in Bartow. In addition, 12 SYEP Worksite Monitors will support the daily activities of the program. The worksite monitors are the liaisons between the worksite, the employer of record, and Polk Works. They will conduct routine worksite visits to answer questions supervisors may have as well as assist in the resolution of any SYEP-related problems. We encourage you to use their services whenever needed. Nilda Blanco is the immediate supervisor for the worksite monitors and can be reached at (863) 508-1100 ext. 320 or cell (863) 990-3020. If you are unable to reach Nilda, you may call Rosalind McCray at her office at (863) 508-1600 Ext 118 or cell (863) 585-9678.

B. The worksite monitors will:

1. Provide technical assistance.
2. Disseminate all pertinent information.
3. Make regularly scheduled visits to worksites to assist participants in following the appropriate time and attendance procedures and submitting payroll documents in accordance with scheduled deadlines.
4. Assist in making modifications to improve programs where necessary.
5. Conduct first-step operations for Worker's Compensation.

6. Act as first contact in the participants' Grievance Procedure.
- C. Worksite Monitors will also conduct periodic worksite visits that may include supervisor and participant interviews to assess the progress of the participants and ensure that:
1. The activities at the worksite are those described in the job description and are consistent with the duties outlined in the worksite agreement.
  2. Attendance records are being maintained as specified in the procedures.

## VI. TIME AND ATTENDANCE

It is important to remember that participants will only be paid for actual hours worked. Participants may negotiate make up times for missed hours. **Youth can work no more than 180 hours for the duration of the program.** Rules and regulations on time and attendance should be strictly observed.

Participants' weekly timesheets will be distributed to supervisors prior to the beginning of a pay period. Spherion/Lakeland will provide weekly timesheets. The timesheet is the official record of hours worked that will be submitted for payment of wages. It must be complete, accurate and legible and should include all the required signatures. The following procedures should be adhered to for proper Time and Attendance management:

1. The supervisor will sign the timesheet.
2. Participants must fill in their own timesheet each day and enter the time in the appropriate columns (in- lunch- out). Supervisors may not make entries for participants.
3. After the final day of the pay period, the supervisor totals the payable hours, enters the amount in the proper box and obtains all of the required signatures.
6. Timesheets will be picked up by the worksite monitor weekly at the end of the period.

In the event that a participant does not return from lunch at the specified time, please call the work site monitor.

## VII. PAYROLL

Spherion/Lakeland will provide information concerning participants' payroll.

## VIII. PAYROLL CONCERNS

Participants should address all payroll issues with their worksite monitor.

## IX. PROBLEMS, SUSPENSIONS AND TERMINATIONS

The objective of the program is to assist participants by providing employment opportunities and introducing them to the world of work. For many of the participants, this will be their first experience in the world of work. However, this does not mean that appropriate action should not be taken for violations of rules and policies. If a problem does arise with a participant, make note of it and provide the individual with constructive feedback. You should explain what was wrong, why it was wrong and discuss with the participant how to correct the problem or deficiency. Ask the participant if he/she understands what must be done to correct the situation and get him/her to agree to do so. The worksite monitors will be available to assist you in resolving the matter and developing strategies for success. The worksite monitors can also provide counseling for participants in the program.

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

1. Fraud and/or dishonesty
2. Drunkenness and/or the use/possession of narcotics or alcohol
3. Misuse/abuse of property
4. Fighting, use of abusive language
5. Continuous absenteeism and tardiness
6. Refusal to participate in work activity
7. Possession of any type of weapon.

Suspension should occur only after attempts to correct participant behavior have failed. Should any of the above instances occur, please contact the worksite monitor immediately for assistance. Suspensions and terminations will be approved only after consultation between Henkel's and McCoy and the Summer Youth Program Coordinator.

#### X. MEDICAL PROBLEMS/EMERGENCIES

**In case of an emergency or any injury, you must contact the worksite monitor immediately.** The worksite monitor will need to know where the participant is being taken for treatment, so that she/he can immediately deliver the Parental Consent Form to the appropriate medical facility (16 & 17 year old participants only). Authorized medical personnel require this Form to provide treatment. Worksite monitors will notify Nilda Blanco at 508-1100 ext. 320 or cell (863) 990-3020 and the Summer Youth Program Coordinator at 508-1600 ext. 118 or cell (863) 585-9678 within four (4) hours of the incident.

**If it is an emergency situation and life threatening** – You should seek immediate medical attention! CALL 911.

The following information applies to work-related injuries and illnesses:

1. Worker's Compensation will be handled by the Spherion/Lakeland until July 1, 2009. After July 1, 2009, the State of Florida will provide Worker's Compensation coverage.
2. All SYEP participants are covered.
3. Participants are covered only during working hours and in the course of their duties or assignments.
4. The supervisor of the participant will need to fill out a form documenting the incident. Appropriate forms will be provided by the Spherion/Lakeland.

**APPENDIX A**  
**CHILD LABOR LAWS**

AGE RESTRICTION GUIDE

16 AND 17 YEAR OLD MINORS MAY NOT BE EMPLOYED IN:

1. Occupations requiring the performance of any duties in workrooms or workplaces where goods are manufactured, mined, or otherwise processed.
2. Public Messenger Service (providing direct messenger service to the public).
3. Operation or tending of hoisting apparatus or of any power-driven machinery.
4. Any occupations found and declared to be hazardous.
5. All occupations in warehouses except office and clerical work.
6. Work performed in or about boiler or engine rooms.
7. Work in connection with maintenance or repair of the establishment, machines, or equipment.
8. Outside window washing that involves working from window sill, and all work requiring the use of ladders, scaffolds, or their substitutes.
9. Loading and unloading goods to and from trucks, railroads cars, or conveyors.

Those occupations declared to be particularly hazardous for minors 16 and 17 year old participants are included in the following 14 hazardous occupation list below:

1. Occupations in or about plants or establishments manufacturing or storing explosives or articles containing explosive components.
2. Occupations as motor-vehicles driver and outside helper.
3. Occupations in connection with mining.
4. Logging occupation and occupations in the operating of any sawmill, lathe mill, shinge mill, or cooperate stock mill.
5. Occupation involved in the operation of power-driven woodworking machines.

6. Occupations involving exposure to radioactive substance and to ionizing radiations.
7. Occupations involving the operation of elevators and other power-driven hoisting apparatus.
8. Occupations involved in the operation of power-driven metal forming, punching, and shearing machines.
9. Occupations involved in the operation of certain power-driven paper products machines.
10. Occupations involved in the manufacture of brick, tile, and similar products.
11. Occupation involved in the operation of circular saws and similar products.
12. Occupation involved in wrecking, demolition and ship-wrecking operation.
13. Occupation involved in roofing operations.
14. Occupation in excavation operations.

## **Appendix B**

### **Mentor Strategies for Working with Participants**

- ❖ Let participants know that you want them to be successful.
- ❖ Explain the job (***people remember about 20% of what they hear***).
  - Speak clearly and simply. Provide clear instructions.
  - Stress key points. You many need to explain some points more than once.
- ❖ Show the job. Teach by doing---demonstrate (***people remember about 35% of what they hear and see***).
- ❖ Encourage questions.
- ❖ Lead a do-it-yourself session with participants (***people remember about 90% of what they learn by doing***).
- ❖ Repeat the whole process if necessary. ***Repetition, within limits, is an important part of teaching.***
- ❖ Check work frequently---and pleasantly.
- ❖ Taper off close supervision as the participant gains skills.
- ❖ Make sure the participant knows where he/she can get help.
- ❖ Acknowledge the successes of the participant. In getting anyone to do a good job, praise works better than criticism. “Thank you. You did a good job with that task.”
- ❖ Patience, while sometimes difficult, pays off in the long run.
- ❖ Try to vary the tasks of the participants. Provide opportunities for them to be exposed to interesting tasks.
- ❖ Provide opportunities for participants to take safe “risks” in the areas of decision-making, input into assignments, and exposure to other departments.
- ❖ Schedule a time each week to meet to review progress, satisfaction and growth of the participants.
- ❖ Keep it simple. Remember, you are supervising young adults who have had limited exposure to the work place.