

PARTICIPANT MANUAL

Summer *Works*

2021



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YOUR SUMMERWORKS COACH

Coach Name _____

Coach Phone _____ Coach Email _____

- Your SummerWorks Agency: *(where your coach works)*
- IRCO
 - Centro Cultural / Prosperidad
 - OHDC
 - New Avenues for Youth (NAFY) /
 - SE Works / Next Step for Youth
 - POIC / Rosemary Anderson High School

These agencies are contractors of Worksystems, Inc. for the SummerWorks 2020 program.

YOUR WORKSITE

Worksite _____

Address _____

Supervisor Name _____

Supervisor Phone _____ SupervisorEmail _____

YOUR INTERNSHIP

**HOURLY
WAGE
\$14.00**

Start Date _____ End Date _____

Total Hours/Week _____ Length Unpaid Lunch _____

| DAILY WORK SCHEDULE <i>(start time to quitting time)</i> | | | | | | |
|---|-----|-----|-----|-----|-----|-----|
| MON | TUE | WED | THU | FRI | SAT | SUN |
| | | | | | | |

MAXIMUM TOTAL HOURS: 150 *(plus 10 hours paid training)*

MAXIMUM TOTAL WEEKS: 15

WELCOME!

Congratulations on your decision to enroll in the SummerWorks program! This handbook helps you maximize your work experience and/or learning opportunity. It describes how the program works. It tells you the program expectations and outlines what supports the program provides. It explains the payroll procedures and gives you some tips on how to excel at your internship. Read it carefully and keep it for reference. If the answers aren't here, ask your SummerWorks coach.

Your opportunity will give you the opportunity to learn valuable work skills that will help you in your future jobs. SummerWorks offers internships working outside, indoors, and remotely.

We hope SummerWorks will be both a challenging and rewarding experience. However, it can only be rewarding if you give it your all. Please participate thoughtfully.

YOUR SUMMERWORKS COACH

You will work with a coach who will guide and support you throughout the SummerWorks program. Their goal is to help YOU have a successful work experience. They are not an authority figure representing the worksite. They support you, and help YOU maintain good relations with your worksite supervisor.

Here is what your coach can do for you:

- Match you with an internship or learning opportunity.
- Help you with the paperwork and meetings to start your opportunity.
- Provide you with support services (see page 2).
- Monitor your hours & performance and touch base when needed.
- Help you understand how your coach is different from your worksite supervisor.

Here is how to interact with your coach:

- Tell your coach about any tardiness, absences, or time-off requests, AFTER you tell your worksite supervisor.
- Talk with your coach about any concerns related to your internship. If you don't like aspects of your internship, or you are struggling to do it correctly, or you have complaints about the location or supervisor, your coach can help find a solution.
- Call or text your coach during business hours: 8:30am – 5:00pm Monday to Friday. Otherwise, email your coach. If your coach is sick or unavailable, call or email the SummerWorks Help Line: 503-478-7378 or help@SummerWorksPDX.org.

YOUR WORKSITE SUPERVISOR

Your supervisor will show you the work to be done and how to do it best. They must give you training about health and safety hazards related to your job. They are responsible for explaining working hours, job requirements, and work rules. Your supervisor also will approve your time card and monitor your attendance at work.

It is important that you COOPERATE fully with your supervisor and listen carefully to instructions. If you forget or need more explanation, ASK QUESTIONS.

If you have a problem you cannot discuss with your supervisor; for example, a family or medical issue, you should contact your SummerWorks Success Coach.

SUMMERWORKS CALENDAR

After your SummerWorks Orientation, your coach matched you with an opportunity. Then, you attended a Hiring Workshop. What's next?

1. **Your First Week:** You will meet with your coach and your supervisor at your worksite. You'll go over the job requirements and your work schedule, and get a tour of the worksite. You and your supervisor will sign the Work Experience Training Agreement . Remember to ask questions!
2. **Midway Meeting:** About halfway through your internship, your coach will meet with you to make sure everything is going smoothly. This is a good time to share any issues or concerns you may have and request things you need (like clothes or transportation).
3. **Career Labs and Career Con:** Career Labs are paid training sessions you will attend to learn job skills. Career Con is a professional convention at the end of the summer. We will celebrate your accomplishments with a lunch and a special speaker, followed by a job and resource fair.
4. **Exit Interview:** Within the last two weeks, your worksite supervisor will review your performance with you and your coach while reviewing their evaluation of your growth and areas to focus for future jobs. You will complete an evaluation form about your internship. Then, your coach will meet with you. You and your coach will talk about your SummerWorks experience and about your next steps.

The SummerWorks 2021 Calendar is available on the SummerWorks website (www.SummerWorksPDX.org).

SUPPORT SERVICES

TRANSPORTATION

SummerWorks can provide you with TriMet passes for the MAX, bus and streetcar. Let your coach know if you need a pass. Passes are ordered the third week of the month and distributed the last week of the month. For example, a pass for you to use in August will be distributed the last week of July). Passes cannot be mailed or sent to your address. You must meet with your coach. Also, you must pick up passes yourself. Another person (e.g., parent, sibling, or friend-) cannot sign for your pass.

If you lose a pass, contact your coach immediately!

If you still have questions or concerns about public transportation, or to learn about gas cards, talk with your coach.

CLOTHING

You may need specific clothes for your internship that you don't own or aren't able to purchase. Your coach will happily help you out. Inform them of the type of clothing you need and they'll set up a time where they can meet you at a store. Keep in mind, this isn't for personal fashion or luxury. This will be for the basics like work appropriate shirts, ties, pants, and shoes.

CERTIFICATIONS

Some internships require you to have a certification. Examples include a food handler's card or a CPR (cardio pulmonary resuscitation) and First Aid certification. SummerWorks will pay for these costs. Your coach will help you register for a course and/or obtain needed certifications.

WORK GUIDELINES

BEST PRACTICES AT WORK

While your supervisor is understanding of those with little or no work experience, they will expect you to act and conduct yourself professionally at work. Try to maintain a good relationship with your supervisor. The following are some important job skills that will help you get and keep a job now and in the future. These are things that all employers look for in a good employee.

- ✓ **Show up every day.** If you are sick, or unable to make it for any reason, call your supervisor, and SummerWorks coach **at least one hour BEFORE** the time you are to begin work. **Make sure to schedule appointments outside of work time.** Appointments with your coach or other events **MUST** be scheduled outside of work. If you must miss work, arrange with your supervisor in advance.
- ✓ **Come to work on time.** This means showing up at least 15 minutes early so that you are ready to begin work on time. If you are late for work, you might not be allowed to work that day.
- ✓ **Find out how you are doing.** If your supervisor doesn't meet with you regularly to talk about how you are doing, ask them at least once a week. Find out what your supervisor thinks you do well and what things you need to improve. Then, TRY TO IMPROVE.
- ✓ **Listen and ask.** Be sure you know your duties and how to do them well. When you are being trained or given instructions, LISTEN CAREFULLY AND ASK QUESTIONS. Feel free to say, "I don't understand." It's better to learn than assume and make a mistake.
- ✓ **Keep busy.** If you finish your assigned task, look around to see what still needs to be done. If you don't see anything, go to your coworkers or supervisor and ask. Sitting around with nothing to do shows a lack of interest. Employers want to hire and promote people who show an INTEREST in their work.
- ✓ **Do your best.** No one can ever ask for more than your best!
- ✓ **Be friendly.** Make an effort to get along well with other workers and with your supervisor. TEAM SPIRIT and teamwork make your job easier, more productive and more fun. This is one of the most important qualities employers want in an employee!

ATTENDANCE

You must report to work on time every day and stay there until your scheduled shift ends. You may be required to sign an attendance roster when you get to work, or punch a time clock. Your supervisor will tell you if you need to do this, and if you can leave the site during your lunch break.

LATENESS OR ABSENCE

If you are going to be late or absent from work for any reason (e.g., illness, etc.), you must call your supervisor **and** your SummerWorks coach **WITHIN 60 MINUTES** of the time you were scheduled to start work.

Two unexcused tardies or absences are considered excessive, and can be cause for a suspension from your job. You are responsible for getting to the worksite or meeting point **ON TIME**. If you need bus tickets or gas cards, contact your SummerWorks coach.

TIME OFF

If you need time off from work, ask your supervisor **AS SOON AS POSSIBLE** when would be a good time to take off (for example, doctor's appointment). Make sure you do this **BEFORE** you take the time off. Try to schedule doctor/dentist appointments during non-working hours. This includes appointments with your coach, school or other events, etc. Your work experience is the priority!

CLOTHING AND EQUIPMENT

You are required to wear appropriate clothing on the job. If you work outdoors, you must wear full-length pants, shoes (not sandals!) and you should wear long sleeves. If your worksite provides you with safety equipment (boots, gloves, etc.) you must wear it! If you work in an office setting, you should follow their dress code. If you wear inappropriate clothing you will be sent home to change, and may not be paid for that day. Ask your SummerWorks Coach and worksite supervisor what clothing is appropriate for your job.

THINGS TO AVOID

- ◆ **Shorts**: not allowed without the permission of your supervisor, regardless of the weather.
- ◆ **Halter-tops or tank tops**: not allowed.
- ◆ **Money, jewelry, and valuables**: should be left at home because they might be lost or stolen.
- ◆ **All electronic devices**: not allowed at the worksite because they might be lost or stolen, and they make you seem unfriendly or uninterested in your job.
- ◆ **Smoking**: all work places in Oregon are smoke free. Check with your supervisor to find out if there is a designated smoking area outside your work site. Smoke only on break time or at lunch and only in designated areas and ***only if you are old enough to smoke legally.***
- ◆ **Cell Phones**: are to be ***turned-off*** during your work hours. Only use your cell phone on break time or at lunch. Be respectful of others around you at the worksite and keep the volume of your calls low as to not disturb those who may be working around you.

SUSPENSION AND TERMINATION

All suspensions are WITHOUT PAY. If you are suspended, your supervisor and SummerWorks Coach will hold a conference with you. At that conference it will be determined whether to allow you to return to the work site or terminate you from the program.

The following acts may result in a warning, suspension or termination:

- Repeated tardiness or absence.
- Refusing to follow directions, or obey work rules.
- Leaving the work site without permission of supervisor.
- Consistently dishonest or disrespectful behavior.
- Refusing to wear safety equipment.
- Improper or dangerous use of tools or equipment.
- Fighting, threatening or using abusive language.
- Stealing: This includes taking something from someone else's lunch bag. If it is not yours, leave it alone!
- Possession or use of alcohol or drugs.
- Possession of ANY weapon.
- Gang related markings or clothing.
- Socializing with friends who are not members of your work crew at the work site.
- Falsifying information on timesheets or other forms.
- Signing another person's timesheet/attendance records.
- Violating the policies or rules of the worksite.
- Harassment of others in the work environment; this includes verbal, sexual or threatening behaviors.

YOUR RIGHTS

Know your rights as an employee! By law, your employer must provide:

- A safe and healthful workplace.
- Clothing and equipment that protects the worker.
- Training on chemicals and other health and safety hazards.
- One 30-minute break after no more than six hours and two 15-minute rest periods.

Work you aren't allowed to do or can't be forced to do:

- Drive a motor vehicle on public streets as a main part of the job.
- Drive a forklift or other heavy equipment or work in wrecking, demolition, excavation, or roofing.
- Prepare, serve, or sell alcoholic drinks.
- Be exposed to radiation.
- Do any banking, work at a dry cleaner/laundromat, work on a ladder, or cook over an open flame.

Youth should never feel intimidated or pushed into doing something you are not comfortable doing. If you feel threatened or disrespected by your employer, coworkers or any others, REPORT this IMMEDIATELY to your SummerWorks coach. If you interpret any actions to be harassing, we are here to support you. We will take action to ensure that you have a successful internship.

COMPLAINT PROCEDURES

A youth who claims to have been treated unfairly or dismissed without good reason can have the action reviewed in accordance with the following procedures:

1. Youth who has a complaint should first discuss the grievance with the SummerWorks coach who will try to settle the problem. Youth should discuss the grievance with their SummerWorks coach within 5 days of the alleged unfair treatment or dismissal.
2. If the SummerWorks coach is unable to settle the grievance, then youth should discuss the grievance with the Program Coordinator of the Youth Provider Agency who will make a thorough investigation of the grievance and will try to settle the problem. Youth should discuss the grievance with the Program Coordinator within 5 days of the decision.
3. If the SummerWorks Coach and Program Coordinator cannot settle the grievance, youth may request that the review the grievance and make a final decision. The intern should make this request within 5 days of the Youth Provider Agency Program Manager decision.

YOUR PAY

You will be paid via Direct Deposit or VISA pay card. **Payday is every other Monday.** A complete payroll calendar is on the SummerWorks website (www.SummerWorksPDX.org) or you can ask your coach for one.

REPORTING YOUR HOURS

Your hours must be entered every week. Hours are due every Sunday.

You will enter your hours into the payroll website: www.SummerWorksPayroll.org. Use the log in and password you established during your Hiring Workshop. You must enter your time worked in increments of 15 minutes. **If you have any questions or problems reporting your hours, please contact your Summerworks coach ASAP!**

Your pay is computed by multiplying the number of hours you worked by your hourly wage of \$14.00. The result is your gross earnings. Your gross earnings are reduced by any applicable Social Security, Medicare, federal, state and local taxes. This new amount is your net earnings (the amount of money you receive).

INCOME TAXES

You must pay state and federal taxes on the money you earn. We deduct these taxes from every paycheck you receive. The amount of deducted taxes is determined by the W-4 form that you filled out during the Hiring Workshop. At the end of the year, Worksystems will send you a statement (W-2 form) of your total earnings and deductions. You will use this form when you file your state and federal income tax returns. If you move before you receive your W-2 form, send your new address to: WORKSYSTEMS, 1618 SW FIRST AVENUE, SUITE 450, PORTLAND, OR 97201.

HEALTH & SAFETY

ACCIDENT OR INJURY

If you have an accident at work, **REPORT IT** to your supervisor and Summerworks coach at once! On-the-job, job-related injuries are covered by Workers Compensation Insurance, but you must report them right away for coverage to be effective. **In other words, if you don't report injuries when they happen, you could get stuck paying the medical bills! Even if you don't think your injury is serious, report it anyway.** You may find later that you need medical treatment. If you file a claim, a SAIF representative will call you. If you do not talk to them, your claim will be denied.

If you have any safety problems, call your SummerWorks coach!

JOB SAFETY

1. **Know how to do your job safely.** ASK if you aren't sure. Don't begin a task without proper training.
2. **Keep your work area in order.** Make sure everything is neat, and don't leave things lying around.
3. **Lift cautiously.** Lift with your legs, not your back. If an object is too heavy to lift, get someone to help you.
4. **Be aware of safety hazards at your work site.** Be careful of sharp tools, hot surfaces, uneven ground or flooring, and co-workers with tools.
5. **Manage your time.** Rushing makes you careless.
6. **Wear appropriate clothing for your work site.** If you are given gloves, helmets or other safety equipment, you **MUST WEAR** it!
7. **Report accidents to your supervisor.** Report all accidents, no matter how insignificant they might seem.
8. **Always be safety conscious.** Report hazards and safety concerns to your supervisor. **BE ALERT!**

COVID-19 ESSENTIAL INFORMATION

The novel coronavirus ("COVID-19") is a contagious disease that has been declared a public health emergency. Although some individuals with COVID-19 may never become symptomatic or may not show symptoms for a period of time, COVID-19 can be life-threatening. Health experts are still learning how COVID-19 is spread from infected persons to others, though believe that transmission may occur through the air, close personal contact, and contact with a surface that has the virus on it.

All worksites are required to follow state law and health authority guidance for reducing the spread of COVID-19.

- ◆ You must follow all COVID-19 safety rules at all times at your worksite.
- ◆ You must wear a cloth or disposable face covering at all times while at your worksite—*even if your worksite does not require other people to wear a mask.*
- ◆ You must also check your temperature every day before reporting to your worksite--*even if your worksite does not require other people to check their temperature.*
- ◆ If your temperature is 100.4 degrees Fahrenheit or higher, you must contact your supervisor and you may not report to your worksite until cleared to return by your supervisor.

If you have any concerns about the COVID-19 safety measures at your worksite, including if you have any concerns about working on-site, you should promptly notify your supervisor. If you would like help communicating with your worksite supervisor, or have concerns about your supervisor, you should contact your worksite liaison, who is available to assist you. Worksystems may also be contacted, as needed, to assist with questions and concerns. Contact SummerWorks Help at 503-478-7378 or help@summerworkspdx.org

LIFE AFTER SUMMERWORKS

Once SummerWorks ends, you think to yourself: “Now what?” Talk with your coach about your plans. Your coach may have ideas and opportunities for you. Whatever your plans, consider using your SummerWorks experience as a foundation for future jobs.

1. **Use your supervisor and your coach as references** – When applying for jobs, you’ll often be asked to give references. These are people who an employer will call to get a sense of how you work and if you’d be a good fit for the job. It’s ideal to have your references be professional contacts, like colleagues and former bosses (not your mother). If you had a good evaluation and relationship with your supervisor or coach, ask them if they would be comfortable with being a reference for you. Get their contact information (work phone and email), and check in every now and then if they need to be reached by a different number. ***Please note:** Your coach may not be available after the summer, so get their personal contact information.
2. **Use this experience as a start to your resume** - A resume is what employers look at to understand your work experience and know how to contact you. Describe what you did in your internship, your title, and the company’s location.
3. **Apply for jobs following SummerWorks** – If your schedule allows it after the summer ends, your coach can direct you to resources for jobs, not just internships.