



PARTICIPANT SURVIVAL GUIDE

Fresno Regional Workforce Development Board

Young Adult Services

Our goal is to make your Work Experience a rich and rewarding time. Your success is our success! In order to make your work transition easier we have put together this Youth Survival Guide for your reference. This is your chance to earn money while you learn about the world of work, basic job skills, and good work habits.

Your assigned Academic and Career Advisor (ACA) will work closely with you to match you to a job. The ACA will consider:

- Whether the job can offer you an opportunity to learn and enhance your skill level.
- Whether the skills required by the job are skills that will help you in the future.
- Your expressed career interests.
- Finally, depending upon the worksite location and your transportation plans, make sure you are able to reliably get to and from the worksite.

Don't expect a perfect fit. Your willingness to do the job assigned and to accept supervision is an important part of the real work world. Keep in mind, every job is useful in getting you that next job.

There may be a time when you have legitimate concerns about your supervisor or co-workers. PLEASE do not hesitate to call your ACA if there is a concern, your safety on the worksite is of utmost importance to us. We are always willing to listen to a problem and find a good solution.

Depending upon your job assignment, a background check may be conducted. If the background check identifies any concerns, you will be contacted immediately.

JOB DUTIES

Make sure your ACA and Worksite Supervisor carefully explain your work schedule, job duties, and their expectations regarding acceptable work behavior. If you are not sure of what is expected, ask.

Your job duties are outlined in your Training Plan. To **change or add job duties** after you begin work, the new job duties must be approved by your ACA.

Using Work Site Equipment: Your Supervisor will show you how to use the equipment appropriate to your job. Do not use any equipment or tools without prior safety training and authorization from your supervisor.

WORK SCHEDULE

Your actual schedule will be developed by your assigned ACA and your worksite supervisor. Any change from this agreed upon schedule must be pre-approved by your ACA.

You are expected to get prior approval from your Supervisor and ACA before taking time off or leaving work early. Breaks or lunch cannot be saved to get off work early.

You are not allowed to volunteer hours in excess of the total hours authorized in your Training Plan. Since you must be paid for all hours worked, the length of your work experience will be reduced, so as not to exceed the total hours you have been authorized to work.

You will only be paid for hours actually worked. You **will not** be paid for:

- Lunch breaks
- Overtime - so make sure you do **not** work more than 8 hours a day or 40 hours a week
- Hours that are not on your schedule
- Legal holidays – Treat all legal holidays as days off
- Sick Leave or time off to attend medical or dental appointments
- Days you are absent from school.

You will not be paid for absences, regardless of the reason. If your Supervisor needs your services, and believes the absence is justified, additional hours may be scheduled to make up for lost time. In no case may the hours exceed the maximum hours that you are allowed per week.

BREAKS AND LUNCHES

Lunches are **not** paid work time. Your lunch time must be entered on your time sheet and is not included in total hours worked. Breaks are paid time.

- 3-5 hrs per day = one (1) fifteen (15) minute break (paid)
- 6-7 hrs per day = lunch of not less than 30 minutes (unpaid) plus one (1) fifteen (15) minute break (paid)
- 8 hrs per day = lunch of not less than 30 minutes (unpaid) plus two (2) fifteen (15) minute breaks (paid)
- Lunch break must start no later than one (1) minute after the start of the fifth hour of work

PAYROLL SCHEDULE

You will be paid the State minimum wage. The specific hours you will work will depend on your assignment.

Time sheets help make sure you develop good work habits and learn responsibility. You will only be paid for the work hours you record on your timesheet. Your Worksite Supervisor must approve all hours recorded on your timesheet.

The Young Adult Services Agency Provider, NOT the worksite, is your Employer of Record and is responsible for all payroll processing. The attached payroll schedule tells you the dates you get paid by them.

Call your ACA for:

- **Questions or problems with time sheets or paychecks,**
- Questions about deductions withheld from your paycheck, such as FICA (Social Security), Medicare, State Disability, and federal taxes, or
- **If you do not receive your paycheck.**

WORK PERMIT

All youth under the age of 18 **must** obtain a valid work permit **before** starting work unless you have graduated from high school or obtained a GED. A work permit can be obtained through your High School. If you are not currently attending school or a charter school, go to the Student Services Office for the school district where you reside.

Your assigned ACA will help you complete the Application for a Work Permit, which your parents must sign.

Your school or school district is **NOT** required to issue you a work permit so check your attitude, be polite and dress appropriately. Many districts impose additional requirements that require a certain minimum GPA and regular school attendance to issue a work permit. Or a School Performance contract in which you promise to improve your attendance and grades before they agree to issue a probationary work permit.

Dropouts: Under state law, a school district is not allowed to issue minors who are not enrolled in school (i.e., dropouts) a permit to work. A dropout *may* be fortunate enough to have a work permit issued when school is not in session, but that decision is at the sole discretion of the school district. Some districts may require dropouts to enroll for the fall semester. Getting a work permit (like a license to drive) is a privilege and not a right, so act accordingly.

TRANSPORTATION OF YOUTH

You may NOT operate a motor vehicle during a Work Experience assignment or be transported offsite to attend meetings or work at different sites, without the express written approval of your ACA.

EMERGENCY CARD

You and your parent/guardian (if you are under 18 years of age) must fill out an Emergency Card, which your Worksite Supervisor should keep in your Youth folder at the worksite.

MEETING YOUR EXPECTATIONS

On the first day of your new job, you need to know a few things. If, by the end of your first day, you can't answer all of the questions below, then ask your supervisor for the answers:

- Who is my supervisor?
- What are my job duties? And how do I do my job?
- What is my work schedule?
- Who do I go to when I need help?
- Who do I call if I'm going to be late or absent? What is the phone number?
- Where do I park?
- What should I wear?
- What is the time and length of my lunch and/or breaks?
- Is there a break room or lunch room?
- Where are the restrooms?
- Who are my coworkers?
- What are the rules and/or regulations of my worksite?
- How do I keep track of my work hours and when do I get paid?

MEETING OUR EXPECTATIONS

- Attendance - know your work schedule and show up on time
 - Do not leave work without authorized permission. If you walk off the job without the permission of the supervisor, you have “abandoned” your position and will probably lose your job
- Contact your supervisor if you are going to be late or absent
- Dress appropriately for the work environment
- Demonstrate that you are willing to work and learn
- Listen, pay attention, and follow directions
- Do your best at all times and ask questions when in doubt
- Demonstrate integrity and respect for the job and for others
- Keep accurate time and attendance records
- Act in a professional manner: remember there are some words and topics of conversation that are not appropriate for the workplace. Please remember to use an “indoor” voice in the office
- Remain actively engaged in tasks you are assigned. Ask your supervisor for additional instructions if you are not sure. When you have completed an assignment, let your supervisor know.

You must complete a **Work Readiness Workshop** that will teach you some basic work habits, such as being dependable, paying attention to detail, taking direction and getting along with others, listening, problem solving, and resume preparation.

This work experience is a training program for workers with little or no prior work history. Clear communication is the key to success. The time your Supervisor and coworkers spend with you is an investment in your future success. Your ACA will:

- Work with you to make sure you understand what is appropriate work place behavior
- Check-in with you regularly to make sure you are learning new skills and meeting expectations.
- Work closely with your Worksite Supervisor to make sure he/she feels comfortable advising your ACA of **any** issues that arise
- Hold you accountable for meeting workplace standards and immediately remove you from a worksite for unacceptable work performance.

You are expected to conduct yourself in a professional manner at **all times** and to comply with all company policies and procedures.

A FEW BASIC RULES

DRESS CODE: Good grooming habits and proper dress are a must. Comply with your employer’s dress code policy.

VISITORS: Usually, you are not allowed to have visitors or receive non-emergency personal telephone calls during work hours.

WEAPONS: The possession or use of any dangerous weapons, or any object that could reasonably be considered a weapon, is prohibited on the worksite. Violation will result in immediate termination and offenders will be prosecuted to the fullest extent of the law.

FIGHTING: You shall not intentionally do bodily harm or threaten anyone. All confrontations, including verbal confrontations, which disrupt work activities, may result in immediate termination.

DRUG FREE POLICY: You 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 that impair your ability to perform.

SEXUAL MISCONDUCT: You are not to engage in sexual contact that makes others uncomfortable. Sexual harassment is defined as unwelcome attention of a sexual nature and is illegal. Sexual touching, grabbing, or intentionally brushing up against someone in a sexual way can be considered harassing behavior, as can obscene comments. If the person on the receiving end is disturbed, do NOT continue.

UNACCEPTABLE BEHAVIOR: Stealing, vandalism, insubordination, swearing, lying, lack of motivation and consistent behavior problems are all grounds for dismissal.

CELL PHONE USE

Talking, texting and tweeting during work hours is prohibited. Cell phones may be used while on breaks and lunch.

ATTEND WORK EVERY DAY

Regular attendance is a must. When you do not show up for work, someone else has to do your job. If your supervisor feels that you are not dependable and responsible then he/she may not want you to work for them.

- If you know you are going to be absent, let your supervisor know as soon as possible - regardless of the reason.
- The only good reason for missing work is serious illness.
- Even if an emergency arises, call your Supervisor and ACA at least 30 minutes before your start time.

Your Supervisor will notify the ACA whenever you fail to report an absence or if you are frequently absent. Excessive absenteeism is grounds for dismissal.

ARRIVE ON TIME

You are expected to show up for work and return from breaks and lunch ON TIME. Arriving late will not be tolerated. When you show up late for work, you hold everyone else up. If you know you will be late to work, call your supervisor as soon as possible. Repeatedly arriving a few minutes late will affect your evaluation scores.

Be responsible when you take your breaks. You are allowed fifteen (15) minutes every four (4) hours. If you return late from breaks and lunch periods, your paycheck will be less, unless the Supervisor lets you make up the time. Chronic tardiness is grounds for dismissal.

KEEP BUSY

Always keep busy when you are at work. Although your supervisor will tell you what needs to be done, there will be times when you must ask for work to keep yourself busy. When you finish your assignments, ask your supervisor for additional work. Don't just stand around.

Not only should you keep busy at work, you should keep busy doing your job. Your employer is not paying you to do your homework, talk to your friends on the phone, sleep or write notes. The time that you are at work belongs to your supervisors.

DRESS PROPERLY

When you are hired at a job, you become a representative of that company and you need to project a good image. Always be neat, clean and dressed appropriately. A professional, conservative appearance is important for an office job. An outdoor job requires more casual clothing, but you must be clean and well groomed. The dress code is different for each job; ask your supervisor what is appropriate.

LISTEN AND ASK QUESTIONS

Be sure that you know what your work duties are and how to do meet your supervisor's expectations. When you are given instructions, listen very carefully and ask questions when you do not understand.

BE FRIENDLY

Make a real effort to get along with everyone you meet on your job. You are not expected to like all of your co-workers, but you are expected to be polite and helpful to every one of your coworkers. If you have done your best to work well with someone and are still having problems, speak to your supervisor.

PERFORMANCE EVALUATIONS

Your Worksite Supervisor will make recommendations on how you can improve your performance in these areas:

- Work attitude and behavior
- Professional conduct
- Completion of work tasks
- Attendance and Punctuality
- Appearance and grooming
- Communication skills
- Interpersonal skills when dealing with supervisors and co-workers.

Your Worksite Supervisor will complete two (2) evaluations to rate you on several work readiness topics. A copy of the Worksite Supervisor Evaluation form is attached. Your Supervisor will complete one (1) evaluation half way through your work experience, which your ACA will go over with you.

Your Supervisor will complete the Post Evaluation form at the end of your work experience, which your ACA will also review with you. A good Post Evaluation will be a big help with future employers.

Your Worksite Supervisor will be asked to rate your performance as a trainee with minimal prior work experience, using the following scale:

- Unacceptable – Do NOT recommend Youth complete work experience
- Needs significant improvement
- Improving, but still needs work
- Satisfactory, or
- Exceeds expectations.

The Evaluation form asks your Worksite Supervisor to rate you on the following work readiness skills:

- Consistently shows up to work; good attendance
- Shows up to work **on time**; returns from breaks on time
- Dresses appropriately; neat and clean appearance
- Willing to work; motivated; follows through on assignments
- Welcomes feedback; changes behavior in light of feedback
- Completes work accurately
- Allocates time efficiently; able to handle multiple demands
- Relates to people in an open, friendly manner
- Works cooperatively with others as part of a team
- Handles day-to-day work challenges with flexibility; adapts to change
- Demonstrates honest and ethical work behavior; acts with integrity
- Demonstrates self control; keeps emotions under control even when frustrated; able to resolve disagreements
- Values diversity; treats others with respect; does not degrade or insult others
- Customer service skills; makes an effort to meet customer needs and develop good customer relations
- Oral communication skills; speaks clearly and concisely; avoids slang
- Good listener who understands comments of others and asks appropriate questions
- Written communication skills; conveys information clearly and effectively
- Reads and understands written information
- Basic computer usage skills.

For you to successfully complete the work experience and receive a **Work Readiness Certificate**, the Post Evaluation must show a rating of “Satisfactory” or “Exceeds Expectations” on each and every work readiness skill listed above, as rated by your Worksite Supervisor. So, make every effort to do your best!

DISCIPLINARY ACTIONS - UNACCEPTABLE CONDUCT OR WORK PERFORMANCE

Your Worksite Supervisor and ACA will work together as a team to teach you good work habits. Many youth learn new skills quickly, and adjust to the demands of the job. Others, however, may have a harder time learning what is expected of them.

If you are disruptive, unproductive or do not follow worksite rules, you will be fired. Severe problems, such as stealing, vandalism, insubordination, drug or alcohol use, fighting, lying, and not calling in absences are grounds for immediate termination. The following recurring problems are also grounds for being fired:

- Unprofessional conduct and bad language
- Negative work attitude and behavior
- Lack of motivation – unwilling to work
- Problems with supervisor and/or co-workers
- Poor attendance record or excessive tardiness
- Inappropriate appearance / grooming.

If you demonstrate unsatisfactory behavior or performance, your Supervisor is responsible for reporting the problem to your ACA as soon as possible. The ACA will visit the worksite to talk with you and your Supervisor and take immediate action to address the situation.

When your behavior is destructive to the day-to-day operation of the worksite, the Worksite Supervisor may send you home if he is unable to reach the ACA. Your worksite supervisor may refuse to allow you back on the worksite

if your Supervisor deems the situation warrants. If removed from the worksite, you will not be allowed to continue and will be exited from the program.

ACCIDENTS AT YOUR WORKSITE

WHAT SHOULD YOU DO IF YOU HURT YOURSELF AT WORK?

While you are working in the Work Experience Program, you are covered under an insurance policy that pays **ONLY** for injuries and illnesses that happen to you while you are at work.

Any time you hurt yourself while working, **immediately** tell your supervisor. Report even minor injuries, like paper cuts. If your injury requires medical attention, this insurance will pay for your medical treatment. If you do not report your injury, **YOU AND/OR YOUR PARENTS** will be responsible for paying your medical bills!

REMEMBER TO REPORT ALL INJURIES AND ACCIDENTS THAT HAPPEN WHILE YOU ARE WORKING!

SAFETY AND HEALTH

Everyone is responsible for following safety rules and reporting any unsafe acts, unsafe conditions, and accidents that they observe to their supervisor.

YOUR RIGHTS: GRIEVANCE PROCEDURES

If you feel that you are being treated unfairly, first discuss your grievance with your supervisor and ACA. If the problem is not resolved you may request your Young Adult Services Agency Provider review your grievance.

TIMESHEETS

Time sheets help make sure that you develop good work habits and learn responsibility. Worksite Supervisors will also track your time to make sure you are only paid for the time you actually work.

- Your time sheet is the basis for calculating wages so it must be completed accurately. **PAYMENT CANNOT BE MADE ON AN INCORRECT TIME SHEET!** If a time sheet is NOT completed correctly, you will NOT be paid on time.
- It is your responsibility to accurately record your work hours.
- **Your Supervisor is responsible for reviewing each time sheet to ensure that you accurately sign in and out daily and approve the hours recorded on your time sheet.** Your Worksite Supervisor will:
 - Verify you record your hours worked on your time sheet every day.
 - Review your time records every Friday. This will prevent Worksite Supervisors from spending unnecessary time and effort at the end of a pay period to finalize and approve time.
 - Verify and sign your time sheet at the end of every pay period.

You will be provided a timesheet, where you will record your hours worked, after the work is performed, never before.

1. **Sign-in.** Sign your first and last name in ink; then fill in the date and the exact time you arrived at the worksite.
2. **Sign-out.** Fill in the exact time you leave for home at the end of the work day, and have your supervisor initial your timesheet in ink.

Round off hours worked to the closest quarter hour (15 minutes).

It is your responsibility to accurately sign in and out each day you come to work. At the end of the pay period, sign your full name in ink at the bottom of the timesheet. Then turn in your timesheet to your worksite supervisor who will sign the time sheet to verify the actual hours you worked.

If your timesheet is not completely and accurately filled out, your check may be delayed.

Items to Attach

- Worksite Supervisor – Youth Evaluation Form
- Payroll Schedule
- Timesheet