

Career Center of

Lowe 

GLWDB

GREATER LOWELL

Workforce Development Board

Summer Young Adult Participant Handbook

2017

Greater Lowell Workforce Development Board Career Center of Lowell

Participant Handbook

Welcome!

The Career Center of Lowell's Summer Program provides....

- ✚ Exciting ways for you to participate in work readiness activities that will help you achieve your career goals!
- ✚ Eligible Young Adults can participate in subsidized worksites that will provide the opportunity to develop skills and abilities needed to succeed in the World of Work. It is an opportunity to become self sufficient and a productive member of the workforce.
- ✚ Provides you with a valuable work experience and exposure to a variety of career possibilities.
- ✚ Helps you to develop positive work habits and attitudes.
- ✚ Encourages you to continue your educational growth and gain familiarity with the requirements of different jobs.
- ✚ Pays you a minimum hourly wage that will assist in your personal and family needs.

The Career Center of Lowell Young Adult Summer Program

As a program participant, you will have the opportunity to gain a meaningful work experience that will help you develop good work habits and job skills. In addition, you will be able to make tangible improvements to your neighborhood and the City by participating in a subsidized worksite sponsored by City and State agencies, community groups, churches and other non-profit organizations.

This handbook is written as a guide for the participants who are participating in the Young Adult Program sponsored by the Greater Lowell Workforce Investment Board and the Career Center of Lowell. It outlines your responsibilities and code of conduct while participating in the Young Adult Program.

Keep it in a convenient place for you to find quickly.

We look forward to a very rewarding work experience for you!

Career Center of Lowell Staff

Program Operations

The CCL Summer Young Adult program will operate for 6 weeks starting on July 6th, 2017 and ending on August 18th, 2017 for a maximum of 25 hours per week at \$11.00 hour. Each participant will be assigned to a Worksite Supervisor. Your Worksite Supervisor will tell you the exact time you are to report to and complete work each day. **You will only be paid for the actual hours you work. You will not be paid for days missed due to sickness, holidays, or for your lunch break.**

Participant Responsibilities

You will be evaluated on the basis of your behavior and work performance. The Massachusetts Work Based Learning Plan will be used to measure your success in your summer job to help determine the skills you need to enhance to reach your career goals. Listed below are tips for you to consider:

- Begin your new job enthusiastically.
- Respect the authority of your supervisor.
- Find out what your supervisor expects of you.
- You're not expected to know everything when you start.
- Learn your job well.
- Work productively and efficiently; don't waste time.
- Follow directions accurately.
- Listen carefully.
- Ask clarifying questions; there are no "dumb" questions.
- Take notes as instructions are given.
- Make a commitment to do your BEST—everyday!
- Demonstrate self-discipline and initiative.
- Arrive on time every day.
- Cooperate with co-workers.
- Have pride in your job; take your work seriously.
- Practice good work habit and observe rules for your area.
- Present a professional, well-groomed image at all times.
- Call your supervisor if you are unable to come to work or will be late. Keep workplace phone numbers with you at all times.
- Give advance notice of medical and dental appointments.
- Understand and follow all safety guidelines.
- Let your Worksite Supervisor know of any problems you may be experiencing.



Massachusetts Work-Based Learning Plan (MWBLP)

The Work-Based Learning Plan is a tool to document the work readiness and/or occupational learning gains a young adult will acquire at the site. Each worksite will be provided with a MWBLP. The CCL Staff will work with you to complete a plan on each young adult. The website for technical assistance is www.skillslibrary.org

Listed below are some of the **Mass Work Based Learning** Competencies you may be evaluated on while you are participating on your Worksite.

- ✓ Collecting and organizing information
- ✓ Computer technology
- ✓ Interacting with people
- ✓ Leadership
- ✓ Mathematics and Numeric Analysis
- ✓ Accepting Direction and constructive criticism
- ✓ Workplace appearance
- ✓ Attendance and Punctuality
- ✓ Motivation and taking initiative
- ✓ Understanding workplace culture, Policy and Safety
- ✓ Speaking, Listening and interacting with co-workers



Work and Jobs

There are many different jobs in the CCL Summer Young Adult Program and many different organizations providing valuable work experiences. These organizations and agencies are called worksites. They include community groups, churches, non-profit organizations as well as government agencies and for profit businesses.

We try to take your interests and abilities into account when assigning you to your job. We cannot always guarantee a perfect match, but every job is useful. Your willingness to do the job assigned and to accept supervision is important to the success of the program.

The Career Center of Lowell Staff will provide assistance to you and your Worksite Supervisor in any way possible. They may also present weekly work readiness activities as well as picking up your time sheets. Your Worksite Supervisor is totally responsible for you during the workday. He/she will provide on-the-job training and supervision by assigning individual tasks and duties, creating a supportive environment, and meeting with you regularly to discuss your progress and future plans.

Who's who in the Program...?

Worksite Supervisor

This person works for the worksite as your on-site Supervisor. His /Her duties include:

- Explaining the worksite rules and processes.
- Instructing you in your daily assignments.
- Providing as much personal attention as possible.
- Being available to discuss your progress and evaluate your performance.
- Determining your hours and helping you to complete your weekly time sheet.
- Completing the Massachusetts Work Based Learning Plan (MWBLP) with you and the CCL Staff.
- Providing ongoing supervision during daily assignments.
- Recommending whether or not you should be terminated.

CCL Staff

The CCL Staff will work closely with both you and your Worksite Supervisor to ensure your participation in the program is successful. They will answer all questions regarding payroll, disciplinary actions and GLWIB/CCL policies. They will assist Worksite Supervisors with the completion of the MWBLP (Massachusetts Work Based Learning Plan).

CCL Staff duties include:

- Staying in contact with you and your Worksite Supervisor.
- Visiting and evaluating worksites.
- Acting as a mediator in conflicts between you and your Worksite Supervisor or staff.
- Answering questions regarding timesheets and paychecks.
- Collecting your time sheets and delivering your paystubs.
- Regularly evaluating your work performance.
- Recommending whether or not you should be terminated.

Participant (This is Your Title)

Participants should be aware that you are now a member of the workforce and therefore responsible for your own performance. Your behavior on the job will create an impression with your Worksite Supervisor. If their experience with you is a positive one, they will continue to sponsor other young people in the future by providing them with a similar opportunity. If not, their partnership with GLWDB/CCL may end.

Even though you may not see this job as a career or occupation, we hope that it will provide you with a good experience. There is something to be learned from every job you do.

A Participant's responsibilities include:

- Be on time! Absenteeism and tardiness will make it more difficult for you to complete your job.
- If you know that you will be late or absent from work, **call** your Worksite Supervisor. It is never excusable not to call. This is basic work etiquette.
- Dress appropriately for your job. If you are unsure of what to wear, ask your Worksite Supervisor.
- No friends or family visits at the worksite. You are there to work, not socialize.
- No talking on your cell phone, text messaging, or using the office computer for personal use when you should be working! Limit personal phone calls at all times.
- Following the directions of your Worksite Supervisor.
- Work cooperatively with your Worksite Supervisor and co-workers.

Discipline Policy

Participants must adhere to all rules and regulations of the Career Center as well as the worksite. These rules and regulations include adhering to guidelines regarding attendance, attitude, safety and dependability.

Before a participant is terminated from the program, they should be given one written warning. The warning must include a brief description of the infraction or incident warranting the warning, the date and time of the incident, and include any resolution to the problem. A specific timeframe set for improvement of the problem is also beneficial.

In the event of an emergency situation the participant may be terminated without prior warning.

Attendance/Punctuality Policy

Summer programming works with many different organizations within the Greater Lowell community. In order to keep these relationships strong we need to ensure that the worksites are being satisfied in this relationship. Below please find a general attendance and punctuality policy:

No Call No Show Policy

- First Offense will warrant a verbal warning.
- Second Offense will warrant a meeting with Career Center Staff to discuss what is going on with attendance.
- Third Offense will warrant a written warning that will be kept on file at the Career Center.
- Fourth Offense will result in termination from the program without the chance to participate in any other Youth Works Programming, including summer jobs.

Calling out of Work

- Calls should be made at least an hour in advance. Calls need to be to your worksite supervisors not your contacts at the Career Center. Career Center staff is not always readily available and are not responsible for your attendance at your worksite.

Tardiness

- Unexcused Tardiness will not be tolerated. You need to be at work at your scheduled time. Three tardies will result in a written warning. If the unexcused tardiness continues after the written warning you will be terminated from the program. If terminated you will no longer be able to participate in any other Career Center sponsored Youth Works Programming, including summer jobs.

High Risk Meetings

Below please find a general high risk meeting policy:

Reasons for High Risk Meeting:

- Poor Attendance
- Poor Punctuality

- Outside Life Circumstances
- Poor Reviews from Worksites
- Youth requests one

High Risk Meetings will be scheduled with Career Center Staff as a way to check in one on one when needed. These meetings will be documented and kept on file at the Career Center. If you are scheduled for one of these meetings it is mandatory that you attend as a part of your participation in the Young Adult Program. You may leave these meeting with required action steps that Career Center Staff will check in with you about.

Grounds for Termination

The following behaviors are grounds for suspension and/or termination:

- Fraud and/or dishonesty
- Drunkenness and/or use of narcotics
- Misuse/abuse of property
- Fighting
- Possession of any type of weapon
- Use of abusive language
- Continuous absenteeism and tardiness
- Refusal to participate in internship or classroom activities
- Sexual Harassment/Bullying of others



Emergency situations include but are not limited to:

- Reporting to the Worksite under the influence or possession of drugs or alcohol.
- Theft of materials or equipment from the Worksite.
- Assault on another person.
- Willful destruction or damage to equipment.
- Possession of any weapon or an instrument that can be construed as a weapon.

Payroll Procedures

Hours: Participants are allowed to work up to 25 hours per week. Hours cannot exceed these limits unless authorized by the Career Center of Lowell.

Wages: Participants will be paid at the rate of \$11.00 per hour.

Participants are not paid for vacations, holidays or sick leave.

Lunch Break: Participants are not paid nor supervised during lunch breaks. Participants must be provided with a lunch break if they are working more than 6 hours a day. ****Please do not list breaks and**



lunch on the timesheet unless you work 6 or more hours per day.

It is the general policy of the Career Center of Lowell that young adults will not be paid for any time that they are not actually participating in any Career Center sponsored activity.

The following are the only allowable exceptions to this policy.

- If the worksite is closed due to an emergency and an alternate site is not available, participants will be paid for the normal amount of hours for that day.
- If work is called off for inclement weather and the participant has reported to work, they will be compensated at a minimum of one hour of work.

Payroll Procedures: Time sheets must be submitted on a weekly basis so that a check can be processed. The collection of time sheets begins on Wednesdays. CCL Staff will pick up your timesheet. It is your (Participant) responsibility to make sure that timesheets are completed properly and readily available to the CCL Staff when they arrive at your worksite to pick them up on Wednesday afternoon or Thursdays. **Do not use pencil when completing your timesheet. This is a legal document. You must use black or blue pen.**

Each time sheet should include the following:

- Your legal name (**what is listed on your social security card**). Your check will be made payable to the name you signed on your tax forms. Do not sign your 'nick name' i.e. Jimmy instead of James.
- Name of your Worksite.
- Time you start each day. Please round off your time. For example, if you arrive at 7:55am, please write 8am.
- Time you finish each day. Please round off your time. For example, if you leave at 3:18pm, please write 3:15pm.
- Each day's total hours (you do not receive pay for the time you are late or leave early).
- Total weekly hours.
- Your Worksite Supervisor's signature in blue or black pen.
- Your signature in blue or black pen. Your time sheet is a legal document.
- **Address changes:** It is the Participant's responsibility to notify the Career Center of Lowell of any changes in mailing address.

Payroll Problems

Any error found in a paycheck will be corrected as soon as possible. Any problem with a participant's pay must be reported to CCL Staff as soon as the error is discovered. The CCL Staff will immediately initiate steps to correct the error.

Cashing Your Check and Direct Deposit

1. Everyone must have direct deposit set up prior to the start of the work experience. You will receive a check for the initial pay periods and then the direct deposit will begin.

2. When you receive your check you will be required to sign your name on a weekly check register to indicate that you received it. This gives you some protection against an unauthorized person claiming your check. Take the check to a bank for cashing as soon as possible to prevent loss or theft.
3. Present proper identification to the teller.
4. **Remember!** If your check is lost or stolen, notify Career Center of Lowell Youth staff **immediately**. The Career Center of Lowell Fiscal Office will issue a stop payment request on the missing check and begin the process of replacement. This is a process that takes at least two (2) or more weeks. A \$15.00 stop payment fee will be deducted by the City of Lowell for each re-issued lost check.
5. **No one else can pick up your check.** Exceptions will be considered on a case-by-case basis. However, at a **minimum** we will require a letter, signed by the person who owns the check (you), stating the name of the person authorized to pick up the check, the reason why the check cannot be picked up in person, and a photo ID of the person authorized to pick up the check.

Safety Procedures

Safety is everyone's responsibility and should be promoted daily.



1. No task is so important that it cannot be completed safely.
2. General awareness and basic common sense will be the best guide to avoiding accidents.
3. Unsafe conditions must be immediately reported to your Supervisor.
4. Inspect your area carefully before starting your task.
5. Avoid unsafe conditions. Example: poison ivy, broken or improper tools, power lines, bees, hornets, wasp's nests and power equipment.
6. Dress properly for the type of tasks you will be doing, for example if performing outdoor work it is best to wear footwear that is sturdy and protective.
7. If you are prone to sun burn and are working outdoors it is best to wear protective sunscreen or sun block.

What to do in case of an accident:

1. Report all accidents to your Supervisor immediately.
Personal injury must receive prompt medical attention. Any young adult injured on the job may seek medical attention at LGH Saints Medical Center Emergency Room One Hospital Drive, Lowell, MA {Hours: 24/7}
2. Your Supervisor should contact the CCL (978) 805-4723 or (978) 805-4703 to report the injury. CCL Staff will meet you at the LGH Saints facility with the required paperwork to document your injury so that we may pay for this medical care.

All accident reports must be completed within 24 hours of the injury. **We cannot compensate the hospital for any bills incurred as a result of a work related injury unless a report is filed with the Career Center within 24 hrs after the injury occurs.**

3. Accidents resulting in property damage must be reported to your Supervisor immediately.

By law your employer is not allowed to fire or punish you for reporting a safety problem.

For more information on safety visit the OSHA Teen Workers website:

www.osha.gov/teens. You may also contact The US Dept. of Labor Occupational and Safety and Health Administration @ 617.565.8110.

It is important that you report all unsafe acts and conditions, accidents and incidents to your Supervisor. Do your part and enjoy a safe summer!

Child Labor Laws

The Commonwealth of Massachusetts and Federal Labor Laws are strictly enforced by the Career Center of Lowell in the operation of the Summer Young Adult Work Experience Program. Please reference the following:

Summary of Massachusetts Laws Regulating Minors' Work Hours and Occupation Restrictions

This is a compilation of state and federal child labor laws. The most protective laws are presented here and apply to all employers of teens including parents who may employ their children. There are additional regulations in this area not summarized here and some exceptions for employers in agricultural industries. Questions about the state child labor laws should be directed to the Massachusetts Office of the Attorney General, Fair Labor and Business Practices Division (617-727-3465). Questions about federal child labor laws should be directed to the U.S. Department of Labor, Wage and Hour Division (617-624-6700).

Prohibited Jobs (Hazardous Orders)

Persons under 14 may not work: There are a few exceptions to this such as working as news carriers, on farms, and in entertainment (with a special permit).

Persons under 16 years old may **NOT**:

- Operate, clean or repair power-driven machinery (except office machines or machines in retail or food service not otherwise prohibited)
- Cook (except on electric or gas grills that do not have open flames)
- Operate fryolators, rotisseries, NEICO broilers, or pressure cookers
- Operate, clean or repair power-driven food slicers, grinders, choppers, processors, cutters and mixers
- Perform any baking activities
- Operate microwave ovens (except to heat food in microwave ovens with a maximum capacity of 140 degrees Fahrenheit)
- Clean kitchen surfaces that are hotter than 100 degrees Fahrenheit
- Filter, transport, or dispose of cooking oil or grease hotter than 100 degrees Fahrenheit
- Work in freezers or meat coolers
- Work in a manufacturing facility or occupation (e.g., in a factory, as an assembler)
- Work on ladders, scaffolds or their substitutes
- Work in garages, except dispensing gas and oil
- Work in brick or lumber yards
- Work in amusement places (e.g., pool or billiard room, or bowling alley)
- Work in barber shops
- Work in construction, transportation, communications, or public utilities (except doing clerical work away from heavy machinery off the job-site)

- Work in warehouses (except doing clerical work)
- Load or unload trucks, railroad cars, or conveyors
- Ride in or on a motor vehicle (except in a passenger seat wearing a seatbelt)
- Wash windows in public or commercial buildings if the window sill is more than 10 feet above the ground
- Work doing laundry in a commercial laundry or dry cleaning establishment
- Work as a public messenger
- Work at processing operations (e.g., in meat, fish, or poultry processing or cracking nuts, bulk or mass mailing)
- Work around boilers or in engine rooms
- Do industrial homework
- Work with dangerous electrical machinery or appliances
- Work that is determined by the Massachusetts Attorney General to be dangerous to the health and well-being of minors

Work in any of the occupations or tasks prohibited for persons under age 18

Persons under 18 years old may *NOT*:

- Drive a vehicle, forklift or work assist vehicle (except golf carts in certain circumstances)
- Ride as a passenger in a forklift
- Operate, clean or repair power-driven meat slicers, grinders or choppers
- Operate, clean or repair power-driven bakery machines (except for certain countertop models and pizza dough rollers)
- Work 30 feet or more above ground or water
- Handle, serve, or sell alcoholic beverages
- Use circular or band saws, guillotine shears, wood chippers, or abrasive cutting discs
- Use power-driven woodworking machines
- Use, service, drive or work from hoisting machines
- Operate or load power-driven paper balers, compactors, or other power-driven paper processing machines
- Use power-driven metal-forming, punching, or shearing machines
- Use buffing or polishing equipment
- Manufacture brick, tile, or kindred products
- Manufacture or store explosives
- Work in excavation, wrecking, demolition, or shipbreaking
- Work in forest fire fighting, forest fire prevention, timber track operations or forestry service
- Work in logging, sawmilling, or mining
- Work slaughtering, packing, or processing meat or poultry
- Work in railway operations
- Work in roofing or on or about a roof
- Work in foundries or around blast furnaces
- Work manufacturing phosphorus or phosphorus matches
- Work where they are exposed to radioactive substances
- Work as a firefighter or engineer on a boat
- Oil or clean hazardous machinery in motion
- Work in any job requiring the possession or use of a firearm*

Tasks not specifically permitted by the US DOL Secretary of Labor are prohibited.

Legal Work Hours for Teens in Massachusetts

Note: *After 8:00 p.m., all minors must have the direct and immediate supervision of an adult supervisor who is located in the workplace and is reasonably accessible to the minor, unless the minor works at a kiosk, cart or stand in the common area of an enclosed shopping mall that has security from 8:00 p.m. until the mall is closed to the public.**

14 and 15 Year Olds

Work Hours

- Only between 7 a.m. and 7 p.m. during the school year
- Not during school hours
- Only between 7 a.m. and 9 p.m. during the summer
- (from July 1 through Labor Day)

Maximum Hours When School Is in Session

- 18 hours a week
- 3 hours a day on school days
- 8 hours a day Saturday, Sunday, holidays
- 6 days a week

Maximum Hours When School Is Not in Session

- 40 hours a week
- 8 hours a day
- 6 days a week

16 and 17 Year Olds

Work Hours*

- Only between 6 a.m. and 10 p.m. (on nights preceding a regularly scheduled school day) – if the establishment stops serving clients or customers at 10:00 p.m., the minor may be employed until 10:15 p.m.
- Only between the hours 6 a.m. and 11:30 p.m is permitted. (on nights not preceding a regularly scheduled school day).
- Exception for restaurants and racetracks: only between 6 a.m. and 12:00 midnight (on nights not preceding a regularly scheduled school day).

Maximum Hours of Work –Whether or Not School is in Session

- 48 hours a week
- 9 hours a day
- 6 days a week

* Indicates a change MA Child Labor Laws, effective date January 3, 2007.

Participant's Rights and Complaint Process

The Career Center of Lowell complies with the Civil Rights Act of 1964 as amended and the Americans with Disabilities Act of 1990 in the administration. Both laws uphold equal employment opportunities for individuals regardless of race, national origin, gender, religious, political belief, age or disability.

The Career Center of Lowell or agencies or institutions to which Career Center services are being provided will not tolerate discriminatory practice. Any youth who feels his/her rights have been violated and who cannot resolve the issue informally with CCL Staff has the right to file a formal grievance without penalty with the Career Center Manager, Nancy Gagnon, in accordance with the GLWDB and Career Center of Lowell's grievance procedures. Ms. Gagnon's telephone number is (978) 805-4734.

Names and Telephone Numbers to Remember

Supervisor's Name:

Tel # of Worksite:

Tel# to call if late or absent:

Days of week you work M___ T___ W___ TH___ F___ Hours: From ___ to ___

Contacts @ the Career Center of Lowell and Greater Lowell Workforce Development Board:

- ❖ Heather Donovan, Young Adult Career Advisor: (978) 805-4703
- ❖ Cathy Sturtevant, GLWDB Youth Program Manager: (978) 805-4812
- * Inquiries about MWBLP (978) 805-4812