



PARTICIPANT HANDBOOK

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Welcome to WorkReady Philadelphia

WorkReady Philadelphia is a cross-sector, city-wide initiative dedicated to improving the economic outcomes of the region's youth by attracting, aligning, and investing resources in coordinated, youth-workforce-development strategies. WorkReady Philadelphia is a collaborative of organizations and resources; including employers, schools, community-based organizations, advocacy groups, labor unions, and private investors. PYN is the managing partner of WorkReady Philadelphia and provides oversight to programs funded under the WorkReady umbrella. In addition, PYN is the competitively-procured youth administrator and provides program oversight for the TANF funds invested in the WorkReady portfolio of programs.

Programs under WorkReady provide career-exposure and preparation opportunities to thousands of young people annually. Intended to enhance youth understanding and mastery of skills needed to be successful in a 21st-century economy, these programs also provide academic enrichment and promote awareness of postsecondary options. Most importantly, they challenge participants to grasp critical correlations between learning, secondary credential attainment and work experience and how those variables impact their potential for college and career success.

WorkReady Philadelphia operates year-round and summer programming for youth and young adults ages 12-24. Each program is designed to challenge youth to understand the correlations between work experience, skill attainment and high school completion and how those variables impact their potential for college and career success. These experiences include:

- Pre-employment training on workplace etiquette, appropriate professional behavior, keys to on-the-job success and educational attainment.
- Enhanced programming, which includes academic enrichment, project-based instruction, 21st century skills development, career exposure and exploration, and postsecondary education or training.

Opportunities for in-school and out-of-school youth are available for young people no matter their education or career trajectory. Each opportunity is designed with the individual youth in mind and focus on keeping them on a path to success.

WorkReady summer programs are funded through a blended-funding strategy that includes support from approximately 100 investors annually. Funding support includes local- and state-level public funding, as well as local and national private funding.

WorkReady Champions



WorkReady Philadelphia is managed by the Philadelphia Youth Network (PYN)



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WorkReady Programs Overview

Congratulations! If you are enrolled in a WorkReady employment program, you will participate in one of the following types of WorkReady programs. Each model may have different Enrollment, Employment, and Eligibility requirements. For a full list of subcontracted Provider organizations to delivery services to individuals in each model: www.pyninc.org/providers.

WORKREADY SUMMER MODELS

Service Learning

Service learning programs bring youth together in teams to identify a need in the community and to actively do something that addresses that need. The end result is work that benefits our city and helps youth to understand the impact they can have on the lives of others. All participants in these programs will complete a service learning project that reflects their teams' efforts and provides opportunities for academic enrichment.

Work Experience

Work Experience programs provide opportunities for youth to develop important workplace skills and learn more about various professions. These programs also help youth to understand the important connection between doing well in school and future career success. Participants will develop work-based learning projects that enhance their academic and career preparation skills and illustrate their new-found knowledge of the work environment.

Internships

Internships offer youth—who are typically at least 16 years old and have prior work or leadership experience—the chance to learn specialized skills in a challenging, but nurturing environment. These experiences help youth to further develop workplaces skills and talents and to focus on how they can make college and career choices based on those strengths. Youth in internship programs take part in weekly workshops to reflect, share, and grow as future professionals. Interns will be expected to complete either a work-based learning project or a portfolio that displays their accomplishments, work samples, and skills developed over the summer.

Summer Model Component (Projects & Portfolios)

An important part of the WorkReady summer experience is the opportunity you have to gain valuable new skills and demonstrate what you have learned during the program. Over the summer you will complete a work-based learning project and/or a portfolio as part of your experience. Your project or portfolio will give you a chance to practice important 21st century skills that you will need to be successful in your future. Most importantly, the project or portfolio you create will be yours to keep and you will be able to use it as evidence of your success and hard work in the future! For example, you may consider using your project or portfolio to help demonstrate to future employers the skills that you possess and the quality of the work you are capable of producing. You might even use your project or portfolio to help demonstrate to colleges the important work that you accomplished during high school. There are many benefits to the learning component of the WorkReady summer experience to look forward to; it's a big part of what makes WorkReady unique!

WORKREADY YEAR-ROUND MODELS

In-School Youth

This pathway is designed to offer a multi-year progressively deepening engagement with high school youth enrolled in 11th or 12th grades and are at risk of dropping out and those in need of additional support transitioning to and persisting in post-secondary education or sustainable employment. Upon program completion, successful participants will graduate high school, connect with an appropriate post-secondary option and complete one year of college coursework or retain and advance to employment. Key to the pathway's success is the integration of career-connected learning and experiences with school-day curriculum and activities.

Out-of-School Opportunity Youth without a Secondary Credential

This pathway is designed to reengage high school dropouts in education to obtain a GED and continue to build their competencies and skills beyond the secondary level. Because the employment opportunities of GED recipients are not much improved over the prospects of high school dropouts, it is imperative that GED attainment be the first step on a path to accessing and persisting in post-secondary education. Key to the pathway's success is barrier removal, curriculum tied to college-readiness standards and the GED, and a continuum of services moving participants through college exploration, exposure and preparation to access and persist in post-secondary education.

Out-of-School Opportunity Youth with a Secondary Credential

This pathway will target opportunity youth who have obtained a secondary credential, but who are disconnected from both school and work. Programs will offer industry-recognized credentials that prepare participants for positions in industries with high-growth potential in Philadelphia. Key to this pathway's success is the development of relationships with youth-serving organizations, employers and advanced training institutions to recruit eligible participants interested in the identified industry, and to account for participants' interests in creating a pipeline of varying options for additional training or education and employment opportunities within the identified industry.

E³ Power Centers

The E³ Center model is a neighborhood-based, holistic approach to preparing out-of-school youth and youth returning from juvenile placement to achieve long-term educational, career and personal goals, including self-sufficiency. Philadelphia's E³ Centers are designed to provide supports along three interrelated pathways: Education, Employment, and Empowerment, the three E's. The educational pathway provides a broad array of educational services that support youth at varying academic levels, including: low-literacy supports; GED-prep classes; and post-secondary access and planning. The employment pathway provides intensive work-readiness programming that prepares participants for unsubsidized employment. Preparatory services include job-readiness training, subsidized internships, community-service and service-learning opportunities, as well as job search assistance. Using positive youth development principles as the cornerstone, Empowerment services support the development of life skills that help youth promote and sustain productive and healthy choices. Serves ages 16-21.

Post-Secondary Bridging Program at E³ Power Centers

In an effort to dramatically enhance services for Philadelphia young adults who are disconnected from school and work, PYN, on behalf of Project U-Turn, is implementing, evaluating and expanding a comprehensive postsecondary bridging pilot program at Philadelphia's four E³ Centers. The Post-Secondary Bridging Pilot program consists of two College Success Coaches and two College Success Instructors who work within all four E³ Power Centers. This team provides a comprehensive, 12-week preparation course for E³ members that focuses on college readiness and key academic strategies as outlined in the Back on Track through College model from Jobs for the Future (JFF). E³ members then take a free college course at the Community College of Philadelphia, where they receive individualized coaching and supports. PYN plans to use its direct experience with the pilot to generate new knowledge about the most effective practices needed to support youth through postsecondary placement, and implement scalable strategies at the institutional and system levels throughout the City of Philadelphia to ensure that every disengaged young person can access postsecondary education. This program is powered by a Social Innovation Fund (SIF) grant and made possible by Jobs for the Future (JFF) and the Aspen Institute Forum for Community Solutions. Serves participants ages 16-24.

Important WorkReady Policies and Laws

Grievance Policy

What is a Grievance?

A grievance is a written or verbal complaint regarding any action, occurrence, or attitude which is perceived as unfair or inequitable on the job. To file a grievance, follow these steps:

STEP 1: Conflict Resolution

First, meet with your supervisor regarding any action or attitude, either expressed or implied, which you perceive as unfair on the job. You are encouraged to discuss issues and attempt to resolve them with your employer. If a satisfactory resolution cannot be achieved, proceed to Step 2.

STEP 2: Resolution Follow-up

Second, **if you have not resolved the issue, meet with your Provider Worksite Coordinator** regarding any action or attitude, either expressed or implied, which you perceive as unfair on the job. You are encouraged to discuss issues and attempt to resolve them with the Provider that has placed you at the worksite. If a satisfactory resolution cannot be achieved, proceed to Step 3.

STEP 3: Grievance Procedure

Lastly, if you have not resolved the issue with the **Provider Worksite Coordinator**, you should appeal in writing to the human resources department at the Philadelphia Youth Network expressing your grievance and the results of your meeting(s). Please include your name, mailing address, email and phone number. Mail to:

Human Resources
Philadelphia Youth Network
400 Market Street
Suite 200
Philadelphia, PA 19106

STEP 4: Resolution

As the WorkReady program administrator, the Philadelphia Youth Network will investigate your claim and report back to you within ten (10) working **days from the receipt of your appeal**.

If you believe you have experienced discrimination or sexual harassment, contact WorkReady Philadelphia immediately at (267) 502-3800.

DID YOU KNOW?

- You should speak honestly with your supervisor about challenges you have at work.
- There are procedures that protect your interest in the workplace.
- Conflict in the workplace can be resolved if you are proactive and address it immediately.

EEO and CIVIL RIGHTS

What is the Equal Opportunity (EEO) and Civil Rights policy?

Here is some information about your **EQUAL EMPLOYMENT OPPORTUNITY RIGHTS UNDER FEDERAL LAW**. The Philadelphia Youth Network is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and, for beneficiaries only, citizenship, or participation in federally funded programs, as amended in admission or access to, opportunity or treatment, in, or employment in the administration of or in connection with any federally funded activity. If you think that you have been subjected to discrimination under a federally funded program or activity, you may file a complaint within **180-days** from (L&I) Office of Affirmative Action (OAA), or you may file a complaint directly with the Director, Civil Rights Center (CRC), **U.S. Department of Labor, 200 Constitution Avenue, N.W., Room N-4123, Washington, DC 20210**. If you elect to file your complaint with the Office of Affirmative Action, you must wait until the Office of Affirmative Action issues a decision or until 60-days have passed, whichever is sooner, before filing with the CRC (see above address). If the OAA has not provided you with a written decision within 60-days of filing of the complaint, you need not wait for a decision to be issued, but may file a complaint with CRC within 30-days of the expiration of the 60-complaint, you may file a complaint with CRC. Such a complaint should be filed within 30-days of the date you receive a resolution. If you have any questions, regarding YOUR CIVIL RIGHTS, or to file a discrimination complaint, please contact: The **Department of Labor and Industry, Office of Equal Opportunity – Room 514, Labor and Industry Building, Seventh and Forster Streets, Harrisburg, Pennsylvania 17120. Or Call (717) 787-1182 • 1-800-622-5422 • TDD 1-800-654-5984**. Also, a complaint can be filed by phone or in person at the local office. **U.S. Equal Employment Opportunity Commission, 801 Market Street, Suite 1300, Philadelphia, PA 19107-3127**. For general inquiries or to begin the process of filing a complaint of discrimination, **call 1-800-669-4000**. *All complaints will be handled confidentially.*

Equal Opportunity

Philadelphia Works; The Philadelphia Council for College and Career Success; The Philadelphia Youth Network; and its affiliates do not discriminate based on race, color, religion, sex, sexual orientation, national origin, and/or disability, as required by law. If you feel your rights have been violated, please contact 267-502-3800.

Participant Privacy and Confidentiality Policy

As a service provider of Philadelphia Works, the Philadelphia Youth Network, Inc. (PYN) fully respects the rights of participants served, including their right to privacy. PYN will hold information concerning the participants in the strictest of confidence. Such information will not be disclosed to anyone unless authorized by the participant or otherwise permitted by law. PYN complies with all confidentiality laws, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other state and federal privacy regulations.

HIPAA

HIPAA law requires that PYN keep a participant's Private Health Information (PHI) private. PHI includes, but is not limited to:

- Personal address and phone number
- Date of birth and social security number
- Contact information for participant's legal next of kin or guardian
- Medical history and information of participant
- Health information of participant
- Insurance information (pre-certification/DSHS/Medicare)
- Treating hospital/clinic number assigned to the patient
- Anticipated admission date and time.

This information may be shared internally with certain PYN staff, only if the disclosure of this information is necessary to perform services on behalf of a participant or is required in order to successfully perform a function of their job.

Work Experience Resources

MY EMPLOYEE RIGHTS

UNDER THE FAIR LABOR STANDARDS ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

FEDERAL MINIMUM WAGE

\$7.25 per hour

BEGINNING JULY 24, 2009

The Law required employers to display this poster where employees can readily see it.

OVERTIME PAY	At least 1½ times your regular rate of pay for all hours worked over 40 in a workweek.
CHILD LABOR	<p>An employee must be at least 16 years old to work in most non-farm jobs and at least 18 to work in non-farm jobs declared hazardous by the Secretary of Labor.</p> <p>Youths 14 and 15 years old may work outside school hours in various non-manufacturing, non-mining, non-hazardous jobs under the following conditions:</p> <p>No more than</p> <ul style="list-style-type: none"> - 3 hours on a school day or 18 hours in a school week; - 8 hours on a non-school day or 40 hours in a non-school week. <p>Also, work may not begin before 7 a.m. or end after 7 p.m., except from June 1 through Labor Day, when evening hours are extended to 9 p.m.</p> <p>Different rules apply in agricultural employment.</p>
TIP CREDIT	Employers of "tipped employees" who meet certain conditions may claim a partial wage credit based on tips received by their employees. Employers must pay tipped employees a cash wage of at least \$2.13 per hour if they claim a tip credit against their minimum wage obligation. If an employee's tips combined with the employer's cash wage of at least \$2.13 per hour do not equal the minimum hourly wage, the employer must make up the difference.
NURSING MOTHERS	The FLSA requires employers to provide reasonable break time for a nursing mother employee who is subject to the FLSA's overtime requirements in order for the employee to express breast milk for her nursing child for one year after the child's birth each time such employee has a need to express breast milk. Employers are also required to provide a place, other than a bathroom, that is shielded from view and free from intrusion from coworkers and the public, which may be used by the employee to express breast milk.
ENFORCEMENT	<p>The Department has authority to recover back wages and an equal amount in liquidated damages in instances of minimum wage, overtime, and other violations. The Department may litigate and/or recommend criminal prosecution. Employers may be assessed civil money penalties for each willful or repeated violation of the minimum wage or overtime pay provisions of the law.</p> <p>Civil money penalties may also be assessed for violations of the FLSA's child labor provisions. Heightened civil money penalties may be assessed for each child labor violation that results in the death or serious injury of any minor employee, and such assessments may be doubled when the violations are determined to be willful or repeated. The law also prohibits retaliating against or discharging workers who file a complaint or participate in any proceeding under the FLSA.</p>
ADDITIONAL INFORMATION	<ul style="list-style-type: none"> • Certain occupations and establishments are exempt from the minimum wage, and/or overtime pay provisions. • Special provisions apply to workers in American Samoa, the Commonwealth of the Northern Mariana Islands, and the Commonwealth of Puerto Rico. • Some state laws provide greater employee protections; employers must comply with both. • Some employers incorrectly classify workers as "independent contractors" when they are actually employees under the FLSA. It is important to know the difference between the two because employees (unless exempt) are entitled to the FLSA's minimum wage and overtime pay protections and correctly classified independent contractors are not. • Certain full-time students, student learners, apprentices, and workers with disabilities may be paid less than the minimum wage under special certificates issued by the Department of Labor.

For additional information:

1-866-487-9243 | WWW.DOL.GOV/whd

TTY: 1-877-889-5627



U.S. Department of Labor | Wage and Hour Division | WHD Publication 1088 (Revised July 2017)



U.S. Department of Labor's "Youth Rules!" / Occupational Safety and Health Administration

Staying Safe in the Workplace*

You have the right to a safe and healthful workplace! There are a number of state and federal laws that protect the health and safety of youth workers. These laws outline the types of work you are allowed to do and the hours that you are allowed to work.

As a youth worker you have the following RIGHTS:

- **The right to ask questions!** Do not be afraid to ask your supervisor questions if you do not understand how to do something or you feel unsafe in any activity you are being asked to do!
- **The right to politely say "no"** when asked to do something that you do not feel you can safely do by yourself.
- **The right to speak up!** If you notice something that you think is unsafe at work, report it to your supervisor immediately! If he or she does not address your concerns, you should contact the staff member who placed you at the job and ask him or her for help talking to your supervisor.
- **The right to get trained about health and safety** at your worksite, including any information about machines, job tasks, or other hazards that could be harmful to your health.

As a youth worker remember that it is also your RESPONSIBILITY at all times to:

- **Follow your employer's safety and health rules** and wear or use all required gear and equipment if required for your job.
- **Follow safe work practices** for your job as instructed by your supervisor.
- **Ask questions** if you do not know how to do something!
- **Tell your supervisor, provider worksite coordinator, boss, parent, or other adult if you feel threatened or endangered at work.** If you do not know whom to talk to, you should contact Philadelphia Youth Network's human resources department at 267-502-3800.
- **Be aware of your environment** at all times. Be careful! It is easy to get careless after your tasks have become routine.
- **Trust your instincts.** If someone asks you to do something that feels unsafe or makes you uncomfortable, check with your supervisor before doing the task. Keeping yourself safe is your first responsibility!
- **Remain drug free!** Workers using alcohol or other drugs are more likely to get hurt or hurt others. If you suspect someone at your work is using alcohol or other drugs, tell your supervisor immediately.

For more information about your rights and responsibilities, as well as specific information about the types of jobs and hours you may work, check out:

US Department of Labor: <http://youthrules.dol.gov>

Occupational Safety & Health Administration (OSHA): <http://www.osha.gov/SLTC/teenworkers/>

**Adapted from OSHA "Teen Workers" and YouthRules! online youth resources*

Disclosure Statement for Employment Required by the Child Protective Services Law

If your job requires you to be responsible for the welfare of children or have routine interaction and direct contact with children

I swear/affirm that, if being hired on a provisional basis, I have applied for certification through ChildLine, the Pennsylvania State Police, and the Federal Bureau of Investigation and am submitting a copy of the appropriate completed request forms to the employer, administrator, supervisor or other person responsible for employment decisions.

I swear/affirm that, if providing certifications that have been obtained within the preceding 60 months, I have not been disqualified from employment as outlined below or have not been convicted of an offense similar in nature to a crime listed below under the laws or former laws of the United States or one of its territories or possessions, another state, the District of Columbia, the Commonwealth of Puerto Rico or a foreign nation, or under a former law of this Commonwealth.

I swear/affirm that I have not been named as a perpetrator of a founded report of child abuse within the past five (5) years as defined by the Child Protective Services Law.

I swear/affirm that I have not been convicted of any of the following crimes under Title 18 of the Pennsylvania consolidated statutes or equivalent crime under the laws or former laws of the United States or one of its territories or possessions, another state, the District of Columbia, the Commonwealth of Puerto Rico or a foreign nation, or under a former law of this Commonwealth.

Chapter 25	(relating to criminal homicide)
Section 2702	(relating to aggravated assault)
Section 2709.1	(relating to stalking)
Section 2901	(relating to kidnapping)
Section 2902	(relating to unlawful restraint)
Section 3121	(relating to rape)
Section 3122.1	(relating to statutory sexual assault)
Section 3123	(relating to involuntary deviate sexual intercourse)
Section 3124.1	(relating to sexual assault)
Section 3125	(relating to aggravated indecent assault)
Section 3126	(relating to indecent assault)
Section 3127	(relating to indecent exposure)
Section 4302	(relating to incest)
Section 4303	(relating to concealing death of child)
Section 4304	(relating to endangering welfare of children)
Section 4305	(relating to dealing in infant children)
Section 5902(b)	(relating to prostitution and related offenses)
Section 5903(c) (d)	(relating to obscene and other sexual material and performances)
Section 6301	(relating to corruption of minors)
Section 6312	(relating to sexual abuse of children), or an equivalent crime under Federal law or the law of another state.

I swear/affirm that I have not been convicted of a felony offense under Act 64-1972 (relating to the controlled substance, drug device and cosmetic act) committed within the past five years.

I swear/affirm that I understand that I must be dismissed from employment if I am named as a perpetrator of a founded report of child abuse within the past five (5) years or have been convicted of any of the crimes listed above.

I swear/affirm that I understand that if I am being hired on a provisional basis, I am not permitted to work alone with children and must work in the immediate vicinity of a permanent employee during this provisional employment period.

I swear/affirm that I understand that if I am arrested for or convicted of an offense that would constitute grounds for denying employment or participation in a program, activity or service under the Child Protective Services Law as listed above, or am named as perpetrator in a founded or indicated report, I must provide the administrator or designee with written notice not later than 72 hours after the arrest, conviction or notification that I have been listed as a perpetrator in the Statewide database.

I swear/affirm that I understand if the person responsible for employment decisions or the administrator of a program, activity or service has a reasonable belief that I was arrested or convicted for an offense that would constitute grounds for denying employment or participation in a program, activity or service under the Child Protective Services Law, or was named as perpetrator in a founded or indicated report, or I have provided notice as required under this section, the person responsible for employment decisions or administrator of a program, activity or service shall immediately require me to submit current certifications obtained through the Department of Human Services, the Pennsylvania State Police, and the Federal Bureau of Investigation. The cost of certifications shall be borne by the employing entity or program, activity or service.

I swear/affirm that I understand if I willfully fail to disclose information required above, I commit a misdemeanor of the third degree and shall be subject to discipline up to and including termination or denial of employment.

I swear/affirm that I understand certifications obtained for employment purposes may be used to apply for employment, serve as an employee, apply to volunteer and serve as a volunteer.

I swear/affirm that I understand the person responsible for employment decisions or the administrator of a program, activity or service is required to maintain a copy of my certifications.

I swear/affirm that the information as set forth above is true and correct. I understand that false swearing is a misdemeanor pursuant to Section 4903 of the Crimes Code.

Workers' Compensation Policy

What happens if I get hurt at work?

Youth employees who are injured on the job may be eligible for Workers' Compensation benefits. If **you are injured at work** during your employment, **you must:**

1. Tell your supervisor immediately. **Your supervisor** will complete an incident report and submit that information to the Philadelphia Youth Network.
2. For emergency care, you should go immediately to the closest hospital emergency room **and inform them that this is a work-related injury**. It is appropriate to call 911 and request an ambulance if necessary. **For non-emergencies and follow-up care with a physician, you should contact Philadelphia Youth Network's human resources department which will provide you with the list of approved doctors that you can use to obtain follow-up care if needed.**
3. According to Pennsylvania's Workers' Compensation Act, **you must select and be treated by one of the approved doctors provided** by the Philadelphia Youth Network's human resources department for the first 90 days following your injury in order for your care to be covered.

If you have any questions about the benefits eligible to you under Workers' Compensation, or to receive a list of approved doctors, please contact:

Human Resources
Philadelphia Youth Network
400 Market Street, Suite 200
Philadelphia, PA 19106
PHONE: 267-502-3800

Workplace Conduct

First Impressions Count!

Here are some tips to help you start off your work experience the right way:

- Arrive 15 minutes early, but be prepared to wait for your supervisor to arrive on time.
- Ask for the name and phone number of the person you should call if you need to be late or absent.
- Get your immediate supervisor's contact information. If he/she has business cards, ask for one. You never know when you may need to get in touch with your supervisor.
- If you don't know how to pronounce someone's name, it's okay to ask them to repeat it. And, if you can't remember someone's name, you can say something like: "I'm sorry, I've met so many people today, can you tell me your name again?"
- If someone gets your name wrong, it's okay to correct them (politely).
- Ask your supervisor to explain what he/she expects from you and what you need to know to make this a successful experience.

Positive Attitude and Dependability

Always be positive and keep an open mind. Complete your assigned tasks to the best of your ability, on time, and without constant reminders. If you do not understand something, it is OK to ask for help.

Honesty and Responsibility

Honesty is the best policy. Always tell the truth about anything that occurs at work. Your supervisor needs to be able to trust your words and actions. If you make a mistake, admit it, apologize, and move on. Do the best that you can to correct the mistake and to make sure that you learn from it.

Technology

Adhere to the company policy regarding the use of internet and e-mail in the workplace. Companies have the right to monitor what sites you visit online. Check with your supervisor to find out the policy regarding the use of cell phones during the workday. There are changes that you could use the following; internet, email, texts and smartphones in the workplace.

Attendance and Punctuality

Punctuality (being on time) and excellent attendance are key aspects of being a successful employee.

Tips for excellent attendance

- It might seem obvious, but **get an alarm clock!** Don't rely on a parent/guardian, a friend or your cell phone to get up in the morning. **If you develop a pattern of lateness and/or absence, you may be dismissed from your job.** *ALSO, if you are late or absent, you will not be paid for the time that you did not work.*
- **Do a test run** from your home to your job before the program begins to see how long it actually takes to get there. Remember to give yourself an extra 15 minutes to get to work each day; the weather and traffic may impact your routine.
- **Call if you are running late!** Even if you are only going to be a couple of minutes late, it's still LATE. Be sure to program your supervisor's phone number in your cell phone and/or write it down in this handbook. If he or she doesn't answer the phone, be sure to leave a message.
- **Set a goal for yourself to have perfect attendance** at work. Employers notice when you are late or absent from work and it will impact your performance review and your ability to get a positive recommendation from your supervisor. It may also prevent you from being hired by the company in the future.

Unacceptable Behavior

If you engage in any of the following unacceptable behaviors, you may be immediately terminated from WorkReady:

- Cursing
- Fighting or violent behavior
- Disrespectful conduct towards staff, customers, or other youth participants
- Willful destruction of property
- Stealing
- Carrying weapons
- Use of drugs or alcohol
- Sexual harassment

Appropriate Attire

Clothes say a lot about the type of employee you are and first impressions are lasting impressions. The dress code at your workplace will depend on the type of company or organization it is and the kind of work you will be performing. If you work at a day camp or outdoors, for example, it may be acceptable for you to wear casual, comfortable clothing, such as a t-shirt and jeans. If you work in a corporate office, you will probably be expected to wear dress pants and shoes (no sneakers) and a shirt or a blouse.

No matter what kind of environment you will work in, just remember that it is never okay to wear clothes to work that are very tight, too short, over-sized, revealing, see-through, wrinkled, torn, or unclean. If you don't know what attire is expected at your job, take a look around and see what other people are wearing. It is also a good idea to ask **your supervisor** if you are not sure.

"Business attire" is expected in many corporate and other office environments (such as government agencies, non-profit headquarters, and law firms, etc.). If that's the kind of place where you are working, here are some helpful hints for what to wear on the job:

Shirts	Pants	Footwear
<ul style="list-style-type: none"> All shirts with collars Business casual crewneck or V-neck shirts, blouses, golf and polo shirts. Examples of inappropriate shirts include T-shirts, shirts with inappropriate slogans, tank tops, muscle shirts, camouflage and crop tops. In specified circumstances, T-shirts may be approved and provided for specific events only. 	<ul style="list-style-type: none"> Casual slacks and trousers and jeans without holes, frays, etc. Examples of inappropriate pants include shorts (except for walking-length shorts), camouflage and pants worn below the waist or hip line. 	<ul style="list-style-type: none"> Casual slip-on or tie shoes, dress sandals with heel straps and athletic shoes. If approved by the department. Examples of inappropriate footwear include floppy sandals, flip-flops and construction or hunting boots.

Some companies have what's called "dress-down" Friday, which means people can dress more casually on Friday. At some companies this may mean that you can wear jeans; at others, it may mean khakis. Although the rules for attire are more relaxed, remember that you are still going to work! Baggy jeans, tight clothing, shorts, and sweat-suits are off-limits. To be safe, be sure to ask your supervisor what is appropriate "dress-down" or casual wear. When in doubt, dress-up!

A strong first impression is key to gaining the respect and confidence of your supervisor and colleagues. While a suit and tie may not be required at your company, neat, clean, and work-appropriate clothing is always required no matter where you work!

Using Social Media: #WorkReadyPHL

We invite you to share stories of your WorkReady experience on social media using the hashtag **#WorkReadyPHL**. Post photos, stories and what you are learning throughout your WorkReady experience. Follow PYN on social media and tag **@PYNinc**:

- o [Facebook.com/pyninc](https://www.facebook.com/pyninc)
- o [Twitter.com/pyninc](https://twitter.com/pyninc)
- o [Instagram.com/philadelphiayouthnetwork](https://www.instagram.com/philadelphiayouthnetwork)



Getting Paid

WorkReady Philadelphia Payroll Visa® Card

Paper paychecks are becoming out of date as more and more employers are electronically depositing employee pay directly into bank accounts and onto prepaid cards. The money you earn will be loaded onto your very own WorkReady Philadelphia Payroll Visa Card! So, what does this all mean? To help explain, here are some answers to questions you may have:

Q: Am I getting a prepaid card instead of a paycheck?

A: Most WorkReady participants will receive a WorkReady Philadelphia Payroll Visa Card distributed by their providers. The cards have the WorkReady and Visa logos on them, and will be personalized with participants' names. In some cases, a participant may receive a paper check.

Q: Will you let me know how and where I can use the card?

A: Yes. Information on using the card will be provided during your orientation training session and inside your card packet. You'll learn about how to activate and use your card, features and benefits of the card, fees for certain transactions, and who to contact for assistance or if your card is lost or stolen.

Q: How and on what days is money loaded onto my card?

A: You will submit your timesheet on designated Fridays, and any money earned during the pay period will be electronically transferred to your card bi-weekly (every other week). Please see the following pages for more information.

Prepaid CardConnect Mobile App*

Experience the convenience and control of managing your card account from your wireless device anytime, anywhere – 24/7. The Prepaid CardConnect mobile app is safe, secure and available for no fee.** The mobile app offers easy navigation and includes these useful tools:

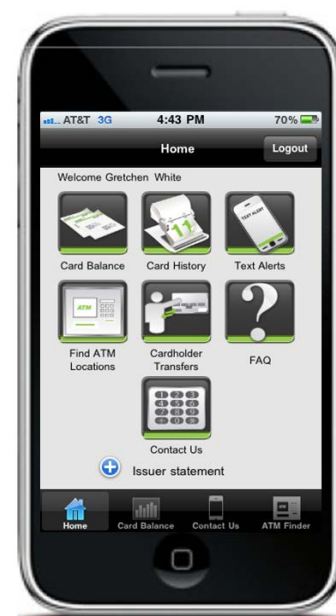
- View current balance
- View recent transactions
- View transaction details of selected transactions
- Perform card-to-card transfers
- Perform card-to-bank account transfers
- Enroll in and manage text alerts*
- Locate nearest ATM

You can access these new features by searching for and downloading the **Prepaid CardConnect** app from the iTunes App Store (iOS Devices) or Google Play (Android Devices).

*Standard messaging and data rates from your service provider may apply.

**While these features and certain services are available for no fee, there are also fees associated with your card. Read the Cardholder Agreement in your card packet for more details. Standard text message and data rates from your cell phone provider may apply.

The WorkReady Philadelphia Payroll Visa Card is issued by MetaBank® pursuant to a license from Visa U.S.A. Inc. MetaBank; Member FDIC.



Timesheets

Like most jobs, in all WorkReady experiences, you will be required to sign in and out. You must sign in when you arrive, and you must sign out when you leave for the day. The timesheet (where you sign in and out) is your attendance record and will be used in order to determine your paycheck. **Please note that WorkReady participants are not paid for lunch.**

Guidelines:

- Timesheets must be legible, handwritten, and completed in **blue or black ink.**
- Timesheets submitted in red ink or pencil will not be accepted as complete and therefore the timesheet will not be processed until corrected.
- All timesheets must have **your signature and your supervisor's signature** before being turned in.
- Timesheets are reviewed by your supervisor and the WorkReady staff.
- You are responsible for adding up the total number of hours you work each week.

All of the following information must be completed on all timesheets:

- The contract code
- The worksite NAME, spelled out completely
- Participant's full name
- Participant's Date of Birth (DOB)
- **The date that the pay period began** (e.g. 7/3/17)
- **The date that the pay period ended** (e.g. 7/16/173)
- Date
- Time in
- Time out
- Lunch time taken (if applicable) **You are NOT paid for lunch**
- Initials of participant(daily)*
- Initials of supervisor (daily)*
* *Your program may require daily employee and supervisor initials to verify your hours, however timesheets will not be considered incomplete if these initials are missing.*
- Total number of hours worked each day
- Participant's signature and date timesheet was signed
- Supervisor's signature and date timesheet was signed
- Cumulative total number of hours worked during the pay period
- A line drawn through the days not worked

If you have questions, call the WorkReady Hotline: **267-502-3742.**

If you begin your WorkReady Summer program the week of July 3, then the chart below applies to you.

Pay Period:	Timesheet turned in:	Pay Day:	Weeks Worked/Paid
July 3 – July 16	Friday, July 14, 2017	Friday, July 21, 2017	Not more than two (2) weeks
July 17 – July 30	Friday, July 28, 2017	Friday, August 4, 2017	Not more than two (2) weeks
July 31 – August 13	Friday, August 11, 2017	Friday, August 18, 2017	Not more than two (2) weeks

If you begin your WorkReady Summer program the week of July 10, then the chart below applies to you.

Pay Period:	Timesheet turned in:	Pay Day:	Weeks Worked/Paid
July 3 – July 16	Friday, July 14, 2017	Friday, July 21, 2017	Not more than one (1) week
July 17 – July 30	Friday, July 28, 2017	Friday, August 4, 2017	Not more than two (2) weeks
July 31 – August 13	Friday, August 11, 2017	Friday, August 18, 2017	Not more than two (2) weeks
August 14 – August 27	Friday, August 25, 2017	Friday, September 1, 2017	Not more than one (1) weeks

Sample Timesheet



Contract Code: 5123

Worksite Name: Ace Services, Inc.

Youth Timesheet

Name: Michelle Smith Pay Period Begin Date: 7/8/13
 DOB: 8/6/97 Pay Period End Date: 7/21/13

- Instructions:**
- Complete the information at the top of the sheet. If you do not know what to write, ask your supervisor.
 - After each day that you work, enter the **Date**, **Time In**, and **Time Out**. When recording your times, round to the nearest quarter hour
 - For example: if you started work at 9:27 am, you should enter 9:30 am; if you ended work at 5:07 pm, you should enter 5:00 pm
 - Once you are certain that everything is correct for that day, write your initials in the **Employee Initials** box.
 - Hand the timesheet to your supervisor, so that she/he may verify all of the information and place her/his initials in the **Supervisor Initials** box.
 - Add up the hours for that day in the **Total Time** box.
 - Once you have completed the timesheet for the two-week pay period, calculate the total hours that you worked. You and your supervisor must sign the form to confirm that everything is correct.
 - Keep the Pink copy for your records. The Yellow and White copy should be turned in to a member of your program's staff.

Day	Date	Time In	Time Out	Lunch (if applicable)			Employee Initials	Supervisor Initials	Total Time (time worked minus lunch)
Monday	7/8	9:00 AM	1:00 PM	<input type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	ABC	4
Tuesday	7/9	9:00 AM	1:30 PM	<input checked="" type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	ABC	4
Wednesday	7/10	9:00 AM	1:00 PM	<input type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	ABC	4
Thursday	7/11	9:00 AM	1:30 PM	<input checked="" type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	ABC	4
Friday	7/12	12:30 PM	4:30 PM	<input type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	LJ	4
Saturday	<hr/>								
Sunday	<hr/>								
Monday	7/15	9:00 AM	1:00 PM	<input type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	ABC	4
Tuesday	7/16	9:00 AM	1:30 PM	<input checked="" type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	ABC	4
Wednesday	7/17	9:00 AM	1:00 PM	<input type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	ABC	4
Thursday	7/18	9:00 AM	1:30 PM	<input checked="" type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	ABC	4
Friday	7/19	12:30 PM	4:30 PM	<input type="checkbox"/> 30 min	<input type="checkbox"/> 45 min	<input type="checkbox"/> 60 min	MS	LJ	4
Saturday	<hr/>								
Sunday	<hr/>								

Employee Signature:	<u>Michelle Smith</u>	Date:	<u>7/19/13</u>	Total Hours to be Paid:	<u>40</u> <small>(Record in quarter-hour (15.00) increments)</small>
Supervisor Signature:	<u>Lisa Jones</u>	Date:	<u>7/19/13</u>		

White: PYN Copy

Yellow: Provider Copy

Pink: Youth Copy

Incentive Plans

Like most jobs, in all WorkReady experiences, you will be required to sign in and out. You must sign in when you arrive, and you must sign out when you leave for the day. The timesheet (where you sign in and out) is your attendance record and will be used in order to determine your paycheck. *Please note that WorkReady participants are not paid for lunch.*


Guidelines:

- Incentive Plans must be signed and dated in **blue or black ink**.
- Incentive Plans must have support attached to demonstrate achievement of the incentive planned goal(s).
- All Incentive Plans and support must be submitted to PYN.

All of the following information must be completed on all Incentive Plans:

- The contract code
- Participants Name
- Date Incentive was achieved

Sample Incentive Plan

		Contract Code: C901 Organization Name: Sample	
INCENTIVE SCHEDULE			
Date Incentive earned	Benchmark Achievement	Date Incentive Received	Incentive Value
July 12 th	High School entrance plan		\$75.00
July 26 th	Career Pathways mock interviews		\$75.00
August 9 th	Journal reflection completion		\$75.00
August 16 th	Career Pathways Project Presentation		\$75.00
Total Incentives Paid for Benchmarks:			\$300
Notes:			

Instructions: Please fill-in with information specific to your particular program's plan of issuing incentives for Career Exposure youth participants. Submit the form along with your project plan.



STATEMENT OF RECEIPT PARTICIPANT PROCEDURES FORM

I hereby certify that I have received, read and understand the following procedures and policies in the WorkReady Participant Handbook and acknowledge so with my signature.

- Program Model Overviews and Guidelines (WorkReady Participant Handbook pg. 1)
- Important Policies and Laws
 - Grievance Policy (WorkReady Participant Handbook pg. 3)
 - Equal Opportunities and Civil Rights Policy (WorkReady Participant Handbook pg. 4)
 - Participant Privacy and Confidentiality Policy (WorkReady Participant Handbook pg. 4)
 - Participant's Release of Information Statement
 - Using Social Media
- Participant's Rights and Program Resources
 - Employee Rights (WorkReady Participant Handbook pg. 5)
 - U.S. Department of Labor's "Youth Rules!" / Occupational Safety and Health Administration (WorkReady Participant Handbook pg. 6)
 - Disclosure Statement for Employees as Required by the Child Protective Services LAW (WorkReady Participant Handbook pg. 7-8)*
 - Workers' Compensation Policy (WorkReady Participant Handbook pg. 8)
 - Workplace Conduct (WorkReady Participant Handbook pg. 9)
 - Appropriate Attire (WorkReady Participant Handbook pg. 10)
 - Getting Paid (WorkReady Participant Handbook pg. 11)*
 - Timesheets and/or Incentive Plans

Applicant/Participant Printed Name

Contract Code

Applicant/Participant Signature

Date Signed

Note: This document must be retained in the Applicant/Participant file.

*Only applicable for youth who are responsible for the welfare of children or have routine interaction and direct contact with children

