

## If & When



### What Should I Do If/When...

There are some areas of professional development that young people tend to overlook when first becoming employed. Here are suggestions for solving some of an intern's most common professional challenges as they develop appropriate workplace skills:

→ **Non-emergencies**

Contact your Program Contact/PYN and let them know of the situation, however all emergencies must be reported to the Philadelphia Youth Network within 48 hours of the occurrence. Talk to your Program Contact/PYN contact about what the issue is and how you'd like them to help. It may be a good idea to write your concern out in an email or letter, so that you and your Program Contact/PYN are clear about the issues. A Worksite must collect emergency contact information for all youth and must make information available to supervisors.

→ **Parent/Guardian Involvement**

Your Program Contact/PYN acts as a liaison between the Worksite, youth and parents. Your intern and their parents will have convenient access to WorkReady information such as Youth Handbooks, payroll schedules, program policies and more. If a parent contacts your office for questions relating to the internship, it is best to notify your Program Contact/PYN or to contact the WorkReady Hotline.

→ **Texting, Internet, Social Media and Phone Abuse**

A young person may not always be clear about the use of mobile phones, computers and social media during work hours. Please set clear guidelines and review your Worksite's internet and technology policies for these devices. Although you may allow a youth to use their break to place phone calls, check emails and complete assignments, we advise you to contact your Program Contact/PYN if a youth is abusing these privileges.

→ **Timesheets**

The Worksite Supervisor is required to initial an intern's timesheet each day.

Each intern must document their work hours, including breaks, on their timesheet. Youth will sign-in at the time they begin working and sign-out at the end of work. During the internship, the timesheet acts as a timecard; however, a supervisor may choose to round the minutes (within reason of five minutes) an intern begins or ends work. For example, if your young person arrives at 8:49 a.m. and begins working at 9:02 a.m., the supervisor may permit the youth to sign in at 9:00 a.m.

If the young person has worked *less time* than indicated on their timesheet and a disagreement occurs between the youth and supervisor, then please do not sign the timesheet. Contact your Program Contact/PYN if the young person has not worked the time on their timesheet. For example, if a youth is scheduled to begin working at 9:00 a.m. and they do not begin work until 9:40 a.m., then they should *not* be paid from 9:00 a.m. only the actual time they began working.

If the young person has worked *more time* than indicated on their timesheet, then the supervisor is required to indicate the additional time on the timesheet so the young person gets paid for all the time s/he worked. For example, if a youth begins a project at 9:00 a.m. and ends the work at 2:00 p.m. then the youth will mark the timesheet with those hours and break. The Worksite supervisor will be required to sign-off on the timesheet for *all* of the hours worked.

→ **Tardiness, Unexcused Absence, Inappropriate Attire**

For many young people, this experience will be their first time in a professional setting. They may not clearly understand your expectations or the company's culture. It is important that during the introductory orientation, you review the employee handbook including the steps for youth to call-out of work, what they can/can't wear to work, etc.

The first time a youth doesn't follow the established rules and standards it can be considered a mistake and the supervisor can use it as a teachable moment. However, if a youth is consistently late, absent or dressed inappropriately, it could be due to external circumstances. The supervisor should schedule a meeting with the youth to find out if there is a problem outside of the office, and if so, the Program Contact/PYN should be notified. During the meeting with the youth, the supervisor should explain the repercussions of these actions and that they can lead to termination. This should also be discussed with the Program Contact/PYN who will then meet with the youth and offer necessary assistance.

→ **A Workplace Injury**

***In the case of any serious injury at your Worksite, please contact 911, your Program Contact/PYN, the Philadelphia Youth Network and the emergency contacts for your youth.*** In addition, an [Incident Report](#) must be completed and submitted to the Philadelphia Youth Network within 48 hours. One of our staff members will document the injury and incident, while also acting as a liaison for the youth's family members. Even if you think the injury is mild, you should contact the Philadelphia Youth Network by calling (267) 502-3800 to report all injuries. Interns are covered under PYN's Workers' Compensation Insurance.

Liability for injuries or accidents during transit for field trips rests with the party responsible for sponsoring the trip. The Worksite must submit an incident report to PYN within 48 hours of any accidents or injuries to youth at the Worksite.

