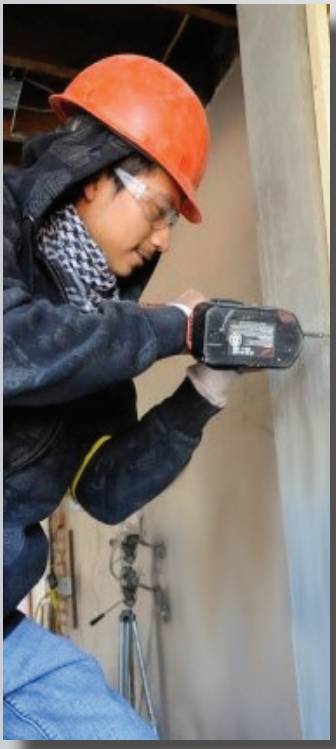
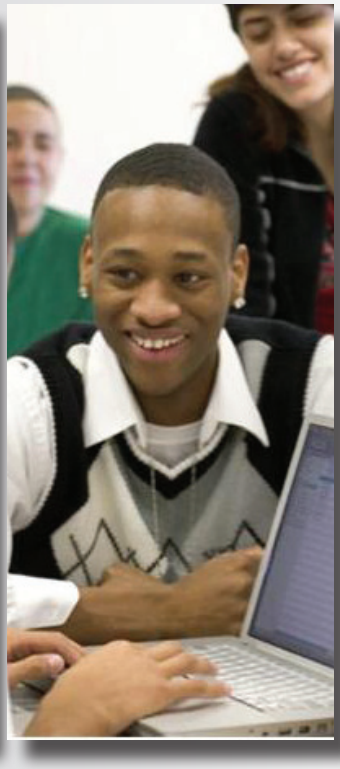
MAYOR MARION S. BARRY SUMMER YOUTH EMPLOYMENT PROGRAM

2015 MAYOR MURIEL BOWSER

YOUTH Handbook





DEPARTMENT OF EMPLOYMENT SERVICES

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Government of the District of Columbia
Muriel Bowser, Mayor

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March 2015

Dear 2015 SYEP Participant:

Welcome to the **Mayor Marion S. Barry Summer Youth Employment Program (SYEP)**. All of us at the District of Columbia Department of Employment Services (DOES) are excited about your participation, and we look forward to providing you with a meaningful work experience this summer.

SYEP will give you the opportunity to develop constructive work habits, positive attitudes, and the valuable job skills necessary to enter the workforce prepared and qualified to be productive employees. Your early work experience can help set you on a positive course for the rest of your life. The people you will connect with during your summer job will become a network of mentors who can help you achieve the success you want for your life. I encourage you to take advantage of the opportunity that the summer jobs program provides to develop lifelong supporters and personal champions.

In this Youth Handbook, you will find important information related to the following:

- Payroll, time, and attendance;
- What to expect on your first day of work;
- Your rights and responsibilities; and
- Other important areas that contribute to ensuring SYEP is a valuable experience.

It is important for you to review this handbook carefully and understand all of the expectations of you as an employee. We expect you to work hard this summer and to do your best.

I look forward to working with you throughout the summer and hope this experience will be valuable and rewarding for you.

Sincerely,

Thennie Freeman
Associate Director
Office of Youth Programs
Department of Employment Services

General Information

The Mayor Marion S. Barry Summer Youth Employment Program (SYEP) is a locally funded initiative administered by the Department of Employment Services (DOES) that provides District youth ages 14 to 21 with enriching and constructive summer work experiences through subsidized placements in the private and government sectors.

Through SYEP, we strive to provide young people with the opportunity to:

- Earn money and gain meaningful work experience;
- Learn and develop the skills, attitudes, and commitment necessary to succeed in today's world of work;
- Gain exposure to various exciting career industries; and
- Interact with dynamic working professionals in a positive work environment.

As a participant in SYEP, you will be part of a program that provides an array of summer employment and enrichment experiences such as Arts, Design, and Media; Building and Grounds Maintenance; Community and Social Services; Construction Trades; Education; Library Science; Health Care Support; Hospitality and Tourism; Office and Administrative Support; and Sports and Physical Education.

Program Dates

This year, SYEP will start on Monday, June 29, 2015 and will end by Friday, August 7, 2015 (Friday, July 3 is observed as a holiday, and you will not be paid for this day).

NOTE: If you have a different start date, start time, or location, your summer employer will contact you directly and tell you where to report for your first day of work.

Problem Resolution and Questions

If you have any questions or concerns after reading this handbook – or anytime during the summer – you can visit www.summerjobs.dc.gov and log into your SYEP Youth Portal for the most up-to-date information.

If you have any questions or concerns anytime during the summer, you can contact the SYEP Support Center at 202- 698-3492. You may also email us at summerjobs@dc.gov and follow us on Twitter @DC_SYEP

IMPORTANT: IF YOU HAVE ANY PROBLEMS WITH YOUR PAY OR AT YOUR WORKSITE, TELL YOUR SUPERVISOR FIRST, AND IF IT IS NOT RESOLVED, CALL THE SYEP SUPPORT CENTER.

What to Expect on the First Day of Work

Report to your worksite at the time designated on your official job assignment letter. Some employers may reach out to you with special instructions for your first day.

DO NOT report to a worksite different from the one to which you were assigned. If you report to the wrong worksite, you risk not being paid this summer.

Once you arrive, check in with your Supervisor and show your photo ID or a copy of your official job assignment letter. Once you've been verified by your Supervisor, sign in on the timesheet for the day. Be sure to sign out when you leave as well.

Orientation on Your First Day

Your Supervisor will conduct an orientation to provide you with:

- Rules and regulations of the worksite;
- Time and length of lunch breaks and local places to get lunch;
- Names and contact information of who to notify if you are running late or going to be absent;
- Safety procedures and steps to take in case of accidents;
- Appropriate attire for the work place; and
- A clear explanation of your duties and responsibilities.

REMEMBER: You must sign in and sign out on your timesheet each day you work in order to be paid!

Dressing for the Job

There is appropriate dress for all different kinds of work environments. Regardless of where you work, you should always DRESS FOR SUCCESS.

Some attire is **NOT** appropriate for any work environment.

Avoid clothing that is too shiny, too baggy, too tight, too revealing, or too flashy. Basically, if it is too much of anything, it is probably not appropriate.

Communication in the Workplace

Appropriate communication in the workplace is critical. You can say a lot with your words, and your behavior speaks volumes as well.

Verbal Communication --- Watch what you say!

- Do not use profanity, offensive language, or slang while on the job.
- Be polite, courteous, and respectful at all times to everyone you interact with (your colleagues, your Supervisor, your customers, etc.).
- Speak clearly and loud enough that the person you are addressing can hear you, but low enough that you are not disturbing others around you.
- When answering the telephone, be professional and friendly.

Non-Verbal Communication --- Watch what you do!

- Stand/sit up straight (slouching, leaning back in your chair, or folding your arms will make you appear uninterested).
- Do not fall asleep while on the job; if you need more work to do, ask your Supervisor.
- Do not wear headphones or listen to music while on the job.
- Avoid excessive cell phone use (texting, phone calls, Internet, etc.).
- Make eye contact and don't walk away when some is speaking to you.

Time and Attendance

You are expected to report to work on time each day. In the event that you will be late or absent, you must call your onsite Supervisor or School Coordinator before the start of the work day or as soon as possible.

Be sure to **sign in and out** with your Supervisor so they have a record of your attendance. Your pay is based on you signing in and out each day.

You will **ONLY** be paid for the hours that you actually worked. Be sure to sign your timesheet at the end of each week and confirm your hours with your Supervisor to avoid any pay disputes. Your timesheet will be used to resolve pay disputes. Supervisors will be entering time every Friday by 5:00PM.

Never leave work without permission from your Supervisor. This will result in loss of pay and could result in termination from the program.

In the event that you forget to record your time or sign your timesheet, please notify your Supervisor immediately. If for any reason you must be away from the worksite for any period of time, you must inform your Worksite Supervisor as soon as possible. Failure to do so may be grounds for termination.

Pay Rate and Maximum Work Hours

There is a legal limit to the number of hours you may work, depending on your age:

- **Youth ages 14 - 15 years old** will receive a stipend of $5.25/hour* for up to **20 hours** per week.
- **Youth ages 16 - 21 years old** will receive the federal minimum wage of $7.25/hour for up to **25 hours** per week.

**Changes implemented in compliance with the Budget Support Act (BSA).*

Attendance Rules

You may be suspended or lose your job due to the following attendance-related circumstances:

- Repeated lateness or absence.
- Leaving work without authorized permission. You will be considered to have abandoned your position if you walk off the job without the permission of the Supervisor.
- You will only be paid for the time that you actually work on the job. If you are absent from work, you will not be paid.

Payroll

Your first payday for SYEP 2015 will be Wednesday, July 15, 2015. This will be pay for the hours you worked during the first week of the program (June 29 - July 4).

2015 Pay Dates:

Pay Period	Pay Date
Pay Period 1 (June 29 - July 4)*	Wednesday, July 15
Pay Period 2 (July 5 - July 18)	Wednesday, July 29
Pay Period 3 (July 19 - August 1)	Wednesday, August 12
Pay Period 4 (August 2 - August 8)	Wednesday, August 19

*Pay Period 1 consists of a holiday. Youth will not be permitted to work on Friday, July 3, and youth will not be paid for the holiday or permitted to make up the hours during that week. Youth 14-15 years old can work a MAXIMUM of 15 hours this week, youth 16-21 years old can work a MAXIMUM of 20 hours this week.

Important Information about Getting Paid

- Your pay will be based on the paper timesheet you sign in and sign out on each day.
- You will be required to sign the weekly timesheet to confirm the accuracy of the hours recorded.
- You will only be paid for the time that you worked.
- You will not be paid for holidays or days on which you did not work.

- On payday, your pay will be deposited on your VISA Debit Card.
- You will receive your Debit Card in the mail to the address you provided on your SYEP 2015 application.
- You will receive a statement in the mail indicating your wages each pay period.

Important Information about your VISA Debit Card

You will be issued a VISA Debit Card directly from the payroll company Citibank.

- Your Debit Card will be mailed to you during the first week of the program and will be sent directly to the address you provided on your SYEP 2015 application.
- Your pay will be deposited into an independent account associated with your personal Debit Card.
- To use your VISA Debit Card, you first need to activate it by following the directions included in your card package.
- The VISA Debit Card will allow you to access your pay via an Automated Teller Machine (ATM), a local bank, or by making purchases at local stores.

If you do not have your Debit Card by Friday, June 26, 2015, or if you have ANY problems with your card (e.g., lost or stolen card, forgotten PIN number, or card transaction problem) you must call Citibank at 1-877-855-7201.

Direct Deposit

Youth ages 18 years and up are eligible to sign up for bank accounts through the Bank on DC initiative. Youth over 18 that participate in this program and enroll in a new bank account prior to the program's start will receive their pay through direct deposit.

Even if you sign-up for direct deposit, keep your SYEP VISA Debit Card. If there is any problem with your pay, SYEP will use this card for quicker resolution of your pay dispute.

Bank On DC

Youth 18 and older may sign up to use direct deposit to an existing account or to a new checking/savings account with DGE Federal Credit Union (FCU) or HEW Federal Credit Union (FCU) through a partnership with Bank on DC.

Bank on DC accounts have:

- No monthly maintenance fees
- No minimum balance requirement
- No over-drafting

Sign up through the SYEP Youth Portal at www.summerjobs.dc.gov or by visiting any DGE FCU or HEW FCU location.

You will still receive a VISA Debit Card from Citibank to use in case of an emergency.

What To Do If You Have A Pay Dispute

Your pay is based on the timesheet that you have filled out daily and sign at the end of each week. Your Supervisor will approve and submit the time directly from these timesheets.

If you think you have been paid incorrectly, don't panic or stop reporting to work. Just follow these steps:

Step 1. Double check to see if there really is an error.

Some things with your paycheck might lead you to believe you have a pay problem, but actually it turns out that it is accurate. Some common things that can cause confusion are:

- Forgetting about a holiday. You will not be paid for holidays.
- Forgetting about taxes. All youth will have taxes withheld.
- Forgetting about days you were absent or forgetting to sign in and out each day. You will only be paid for hours you actually worked.
- Forgetting that your pay is not necessarily for the most recent two (2) weeks that you worked. Please refer to the pay schedule to identify which weeks are included for each pay day.

Step 2. If there is a dispute in hours worked or time recorded, you should do the following:

1. Notify your Supervisor as soon as possible in order for him/her to address the issue.
2. Once your Supervisor confirms the issue and reports it, you will receive your correct pay within 24-48 hours.
3. If you and your Supervisor disagree, call the SYEP Support Center directly at 202-698-3492 to report the pay problem to SYEP staff.

The SYEP office will investigate all reported pay disputes by contacting Worksite Supervisors to collect information, confirm hours, and determine the resolution.

If your pay issue is verified and resolved by your Supervisor, any additional funds owed to you will be added to your SYEP VISA Debit Card.

Rules and Regulations

As a participant in this year's program, you must obey the rules and regulations of the Mayor Marion S. Barry Summer Youth Employment Program (SYEP) as well as those assigned by your Supervisor at your job site.

All youth are expected to adhere to the following rules:

- Know your Supervisor's name, telephone number, and the office in which he/she works. If you are going to be absent or late, contact your Supervisor.
- Know your assigned work hours and stick to them. Report to work on time and sign in and out each day on the timesheet provided by your Supervisor.
- Remain actively engaged in assigned tasks. Ask your Supervisor for additional instructions when you have completed an assignment or need assistance.
- Listen, pay attention, and follow directions.
- Do your best at all times and when in doubt, ask questions.
- Dress appropriately for your work environment. Adhere to the dress code policy provided by your Supervisor.
- Be respectful, courteous, polite, and professional while on the job.

Absenteeism

You are required to give advance notice of your intent to be absent or late from work, regardless of the reason. If this cannot be done in person, call your Supervisor to let him/her know.

If you are absent for more than three (3) consecutive days without letting your Supervisor know, you will be terminated from the program. Excessive absenteeism (even if not consecutive) could still be considered grounds for termination.

You will not be paid for any absences (even if it is excused).

Transfers

The SYEP staff will not transfer participants unless one of the following circumstances apply:

- Safety issue (e.g., youth must provide a police report when applicable).
- Health concerns (e.g., youth must provide a written doctor's statement supporting his/her transfer request).
- Site closure.

If one of the above circumstances applies to you and you would like to request a transfer, you must notify your Worksite Supervisor or contact the SYEP Support Center at 202-698-3492.

Terminations

You will face termination from the program for any of the following reasons (we have a zero tolerance policy for the offenses listed below):

- **Drugs**—The possession, sale, or use of illegal drugs or alcohol while on the job.
- **Excessive Absenteeism**—Failure to report to work on three (3) consecutive work days without prior approval.
- **Disruptive Behavior**—Fighting, physical or verbal assaults, or any act that endangers the well-being of co-workers.
- **Theft**—Stealing property from the worksite, employees, or other youth workers.
- **Falsifying Documents**—Falsifying his/her time records or those of other youth employees; signing another youth worker's time record; attempting to pick-up or use another youth worker's Debit Card or personal identification number (PIN)
- **Insubordination**—Refusal to adhere to the program's or the worksite's rules and regulations.
- **Harassment**—Verbal, sexual, or physical— these could lead to legal action.

Your Supervisor may also have other rules/policies that you will be required to follow.

If you feel that you have been wrongfully terminated, contact the SYEP Support Center at 202-698-3492 to speak to an SYEP representative.

Grievance Procedure Anti-Discrimination Procedure

As a participant in the Mayor Marion S. Barry Summer Youth Employment Program, you are protected from any kind of discrimination on the job.

SYEP provides a process for you to file a complaint or grievance if you feel you have been discriminated against during your placement with SYEP. You are protected by the D.C. Human Rights Act of 1977. If you believe your Equal Employment Opportunity (EEO) rights have been violated or you have been unfairly treated, you should follow the procedures outlined below. EEO policies make it illegal to discriminate against an employee based on age, disability, gender, national origin, pregnancy, race, sexual orientation, and religion.

1. Discuss the issue with the Worksite Supervisor or Employer/Host Coordinator.
2. If the issue is not resolved or if the issue involves the Supervisor, contact the SYEP Support Center directly by dialing 202-698-3492.
3. The Program Liaison and SYEP Monitor will work to resolve the grievance. If the grievance is not resolved, proceed to the next step.
4. Because the grievance has not been resolved, the youth participant will be given the opportunity to request an informal hearing with the Department of Employment Services' EEO Officer.

Sexual Harassment Policy

Sexual harassment is an unwelcome attention of a sexual nature. Sexual harassment is harmful and illegal. Sexual touching, grabbing, pinching, or intentionally brushing up against someone in a sexual way can be considered harassing behavior. Obscene comments, looks, teasing, and rumors are considered forms of harassment.

You are advised to be assertive and let people know when their behavior makes you uncomfortable.

If you believe you have been sexually harassed, the following steps must be taken to rectify the situation:

1. Immediately report the incident to the SYEP office. If under the age of 18 years, the report may be made by the parent or guardian.
2. The SYEP office will complete a preliminary report and assist in your transfer to a new worksite.
3. The SYEP office will notify the appropriate EEO official.
4. The appropriate EEO official will begin an investigation. At the end of the investigation, the EEO official will prepare an investigative report for the Agency Director.
5. If the Agency's EEO official cannot resolve the conflict within 60 days of the initial complaint, the Agency shall refer it to the Office of Human Rights (OHR).

Gender Identity & Expression Policy

The D.C. Human Rights Act prohibits discrimination against a person in employment, housing, public accommodations, or educational institutions on the basis of that person's actual or perceived gender identity or expression. The D.C. Human Rights Act defines gender identity or expression as "gender-related identity, appearance, expression, or behavior of an individual, regardless of the individual's assigned sex at birth."

As it relates to employment, the Human Rights Act bars such unlawful discriminatory practices, including but not limited to the following:

- Failing to hire or promote;
- Engaging in disparate treatment;
- Engaging in unlawful termination and transfers;
- Engaging in verbal or physical harassment;
- Creation of a hostile environment;
- Failing to make a reasonable accommodation when requested by the employee;
- Denying access to restrooms and other gender-specific facilities that are consistent with the employee's gender identity or expression.

Harassment and Hostile Work Environments

All harassment and actions that create a hostile environment based on gender identity or expression shall be prohibited. The following behaviors may constitute evidence of unlawful harassment and hostile environment:

a. Deliberately misusing an individual's preferred name, form of address, or gender-related pronoun;

b. Asking personal questions about an individual's body, gender identity or expression, or gender transition;

c. Causing distress to an individual by disclosing to others that the individual is transgender; and

d. Posting offensive pictures or sending offensive electronic or other communications.

Lunch Break Policy

You are permitted to take a thirty (30) minute lunch break each day. The lunch break will be considered unpaid. Your Supervisor will let you know when you may leave for lunch.

Do not leave your worksite without permission from your Supervisor.

Remember, your lunch break includes the time it takes you to get your lunch AND eat it (so use your break time wisely!).

Have a Great Summer!

Government of the District of Columbia
Muriel Bowser, Mayor

Department of Employment Services
Deborah Carroll, Acting Director