



OCHSIP

Mayor Vincent C. Gray's

One City High School Internship Program

YOUTH Handbook



Government of the District of Columbia
Vincent C. Gray, Mayor

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Contents

General Information	1
Program Dates	1
Problem Resolution and Questions	1
Dress Code Policy	1
Appropriate Business Attire	1
Inappropriate Business Attire	2
Communication	2
Verbal Communication --- Be mindful and monitor what you say!	2
Non-Verbal Communication --- Be mindful and monitor what you do!	2
Time and Attendance	2
Maximum Hours	3
Attendance Rules	3
Academic Credit and Community Service	3
Payroll	4
Debit Card	4
Important Information about Getting Paid	4
What to do if you have a pay dispute	4
Step 1. Double check to see if there really is an error.	4
Step 2. If there is a dispute in hours worked or time recorded, you should do the following:	4
Program Structure	5
Policies and Procedures	5
All youth are expected to adhere to the following rules:	5
Absenteeism	5
Transfers	5
Terminations	6
Grievance Procedure Anti-Discrimination Procedure	6
Sexual Harassment Policy	6
Gender Identity & Expression Policy	7
Harassment and Hostile Work Environments	7
What is Worker's Compensation?	7
How are our employees covered?	7
How to file a Claim	8



General Information

The One City High School Internship Program (OCHSIP) is a program administered by the DC Department of Employment Services (DOES) designed to provide District high school students with structured internship opportunities and mentoring relationships.

Through OCHSIP, we strive to provide students with the opportunity to:

- Gain meaningful work experience through a paid internship or fulfill community service hours;
- Learn and develop skills, attitudes and commitment necessary to succeed in today's world of work;
- Interact with dynamic working professionals in a positive work environment.
- Gain experience regarding students career interest.

Program Dates

The 2013-2014 OCHSIP is tentatively scheduled to begin on **Monday, November 4, 2013** and will end at the conclusion of the 2014 Summer Youth Employment Program (SYEP) on Friday, August 8, 2014 (this date is tentative). Youth participants will automatically transition into the Summer Youth Employment Program (SYEP).

Problem Resolution and Questions

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

If you have any questions or concerns anytime during the program, you can contact the Support Center at 202-698-3492.

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 SUPPORT CENTER. PLEASE ALLOW YOUR SUPERVISOR 24-48 HOURS TO RESOLVE THE ISSUE BEFORE CONTACTING THE SUPPORT CENTER.

Dress Code Policy

Each individual host site is able to set their own dress code and youth are expected to adhere to the agency's dress code. OCHSIP is aware you may be reporting directly to your site from school and will be wearing the school uniform. However, it is your responsibility to be presentable at all times while participating in OCHSIP.

Appropriate Business Attire

- Suits
- Sport coats
- Blazer-style jackets
- Collared shirts worn with or without neckties (including those made to be worn over slacks and not tucked in)
- Band collar shirts
- Blouses, turtlenecks
- Mock turtlenecks
- Sweaters
- Dresses
- Skirts
- Pants
- Slacks
- Dress shoes



- If an employee is required to wear a uniform or garment, that piece of clothing will be considered appropriate business attire

Inappropriate Business Attire

Examples of inappropriate business attire include, but are not limited to, the following:

- Beach Wear
- Tank tops (unless worn under a blazer-style jacket or sport coat)
- T-shirts
- Backless or strapless tops, halter tops, bare midriff tops
- Clothing designed for exercise or dance (leotards, sweat pants, sweatshirts, warm-ups or jogging suits)
- Shorts, cut-off shorts or pants, biker shorts, leggings
- Spandex tops and pants
- Dresses and skirts shorter than 3 inches above the knee
- Extremely low-cut dresses
- Jeans (unless otherwise specified)
- Flip-flops, tennis shoes, sneakers
- Men's shoes worn without socks
- Tops with wording, slogans, or depictions of objects other than a trademark

Communication

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

Verbal Communication --- Be mindful and monitor 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 prudent, professional and friendly.

Non-Verbal Communication --- Be mindful and monitor 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.)

Time and Attendance

All qualified interns will receive wages for participation in the program. Interns will be paid a wage of \$8.25/hour for up to 15 hours per week, if they have completed the required community service hours as mandated by their respective school. Documentation of the completed community service hours must be turned in to OCHSIP before an intern can begin earning compensation. Interns will be paid every two weeks according to the approved pay calendar. You will only be compensated for time worked up to the maximum allowable hours permitted by the program; 15 hours per week. Interns will have the opportunity to move up in a 3 Tier pay system.

All eligible interns can move up in the tier pay system based upon submission of quarterly report cards, quarterly attendance and performance at their internship sites. Employers will have the opportunity to recommend their respective interns for another tier at the midpoint of the program and again before the start of SYEP by completing an evaluation form. At the beginning of the 2014 SYEP students will be automatically transitioned into the program and be compensated based upon their current pay rate. Students will remain at their internship site during SYEP.



Tier 1: \$8.25 Tier 2: \$9.25 Tier 3: \$ 10.25

You are expected to report to work on time each day you are assigned to work. In the event that you will be late or absent, you must call your onsite supervisor 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 compensated 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 3:00PM**.

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.

Maximum Hours

Interns will be compensated for up to 15 hours per week., if the required community service hours have been completed and documentation submitted. Students will not be allowed to work less than 10 hours per week. Students that work less than 10 hours will be reprimanded and risk termination from the program. All eligible interns will begin at the tier one compensation rate of \$8.25 per hour.

Students are encouraged to work a minimum of 10 hours per week. Students that work less than 10 hours will be reprimanded and risk termination from the program unless special arrangements have been made with their supervisor or OCHSIP Program Manager. Upon the start of the 2014 SYEP program students will automatically be transitioned to the program and the weekly work hours will increase to 25 per week.

Attendance Rules

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

- Excessive 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.
- Failure to contact the supervisor before an absence occurs.

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.

Academic Credit and Community Service

Some students who participate in OCHSIP may qualify to receive academic credit that will count towards their graduation requirements. Students must complete their community service hours before they are eligible to obtain compensation in OCHSIP.

Students who wish to receive academic credit should consult with their School Counselor. **Students will not be permitted to receive payment AND receive academic credit.** Interns must complete their required community service hours and provide documentation of such in order to receive payment.



Payroll

Interns will be paid on a bi-weekly pre-determined pay schedule. The schedule will be provided as soon as it is available.

***Please Note:** Students that are using the internship for academic credit or community service must first complete the necessary hours before the receive pay. Depending on when their hours are completed will determine their first pay day.

Debit Card

All youth will be paid via a Debit Card issued through the payroll vendor. This card will be mailed directly to the youth. All youth can view their earning statement for each pay period and their time information will be viewable in their OCHSIP Portal.

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 OCHSIP 2013-2014 application.
- You can view your earnings statement via your OCHSIP Portal.

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 your internship. Just follow these steps:

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

Some issues 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 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 202-698-3492 yourself to report the pay problem to staff. The office will investigate all reported pay disputes by contacting worksite supervisors to collect information, confirm hours, and determine the resolution.
4. If your pay issue is verified and resolved by your supervisor, any additional funds owed to you will be added to your VISA debit card.



Program Structure

The OCHSIP is designed for students to gain work experience while developing their work-readiness skills. Students will be assigned to an internship with an approved employer. In addition to the internship, students will also be expected to attend mandatory workshops as scheduled by DOES. Students must commit to work between 10-15 hours per week. In order for students to be compensated verification of completed community service hours must be submitted and verified by the school. Students must submit a report card at the end of each quarter to ensure grades are maintained to continue in the program. Quarterly attendance must also be submitted. Students who are homeschooled in the district must submit an official report card each quarter from the homeschooling agency which they are registered.

To continue participation in OCHSIP interns are expected to maintain a cumulative and quarterly Grade Point Average (GPA) of a 2.5 or higher, and excellent attendance in school. Students with a report card reflecting below a 2.5 GPA, or less than excellent attendance risk suspension until the grades and attendance have improved. If the grades and/or attendance do not improve by the next quarter termination will occur. Failure to turn in quarterly report cards and attendance can result in termination from the program.

Policies and Procedures

As a participant in this year's program, you must obey the rules and regulations of the One City High School Internship Program (OCHSIP) 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.
- Remember you are only permitted to work 15 hours maximum per week. You will not be compensated for overtime; NO EXCEPTIONS.
- Remain actively engaged in assigned tasks. Ask your supervisor for additional instructions when you have 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.
- Submit a report card and attendance summary at the end of each quarter to ensure grades do not fall below 2.5 and attendance is excellent.

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 them 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 OCHSIP staff will not transfer participants unless one of the following circumstances apply:

- Safety issue (youth must provide a police report when applicable)
- Health concerns (youth must provide a written doctor's statement supporting their transfer request)



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 consecutive work days without prior approval.
- Disruptive Behavior—Fighting, physical or verbal assaults, or any act that endangers the well-being of coworkers.
- 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.
- Failure to submit the quarterly report card and quarterly attendance.
- Failure to maintain the quarterly 2.5 GPA or higher, excellent attendance and the cumulative 2.5 GPA or higher.

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 OCHSIP Support Center at 202-698-3492 to speak to a representative.

Grievance Procedure Anti-Discrimination Procedure

As a participant in the One City High School Internship Program (OCHSIP), you are protected from any kind of discrimination on the job.

OCHSIP provides a process for you to file a complaint or grievance if you feel you have been discriminated against during your placement with OCHSIP. 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 involved the supervisor contact DOES directly by dialing 202-698-3492.
3. The OCHSIP Coordinator 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 OCHSIP office. If under the age of 18 years old, the report may be made by the parent or guardian.
2. The OCHSIP Office will complete a preliminary report and assist in your transfer to a new worksite.
3. The OCHSIP Program Manager 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 investigate 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 DC 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 DC 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.

What is Worker's Compensation?

An employee with a work-related illness or injury can apply for workers' compensation benefits regardless of who was at fault – the employee, the employer, a coworker, a customer, or some other third party. In exchange for these benefits, employees usually do not have the right to sue the employer in court for damages related to the injury or illness.

How are our employees covered?

Workers' compensation covers most, but not all, on-the-job injuries. The workers' compensation system is designed to provide benefits to injured workers, even if an injury is caused by the employer's or employee's carelessness.

- The injury or illness must arise out of and during the course of performing job duties.
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- The injury or illness must occur during required work hours while operating in the normal course of business.

**Injuries that occur while an employee is intoxicated or using illegal drugs are not covered by workers' compensation.*



Other situations generally not covered by workers' compensation include:

- Injuries suffered while an employee was not on the job, and
- Injuries suffered when an employee's conduct violated company policy.

How to file a Claim

- Document the facts and cause of the accident or medical emergency.
- Report the claim to the TPA by calling (888) 832-2524 and follow the instructions.
- In the event of injury, please select medical care from a PPO Physician by calling (800) 368-8002 ext. 5944 or you can search for medical care online at <http://online.compmgt.com/occunet>
- In addition to forms the employee must file (listed on the back page), the Supervisor must complete Form 2 (Supervisor's Report) and submit it to the TPA.

Claim Reporting should be completed within 24 hours of the accident or occurrence.



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