

Worksite Supervisor Handbook



Published January 2014;

Revised **March 2017**

Updated **January 2019**



WorkAbility I
Wage, Labor & Safety Committee

WELCOME SUPERVISORS!

Welcome to the WorkAbility I Program. This program serves students with disabilities in California. As a worksite supervisor, you are a very important part of this program.

Your biggest challenge will be to provide the students with employability skills and good work attitudes. Your supervision and careful attention is needed to help youth achieve these goals. You may be the difference in a young person entering the job market ill-prepared or well-prepared to meet the challenges of today's workforce.

As the employer's representative, you are in a unique position to help determine the self-concept and basic work philosophy the students under your supervision will acquire.

On behalf of the WorkAbility I Wage Labor & Safety Committee, may we offer our sincere appreciation for your cooperation in helping to ensure the success of the WorkAbility I Program! May this be a rewarding experience for you.

WorkAbility I Wage, Labor & Safety Committee

RESOURCES FOR INFORMATION AND HELP

Health and Safety:

Cal/OSHA Consultation Service- Provides free, confidential advice and assistance to employers.

(510) 622-2891

www.dir.ca.gov/DOSH

Occupational Health Branch, California Department of Health Services-

Offers publications and consultation on specific hazards.

(800) 321-OSHA (6742)

www.osha.gov

Wages & Child Labor Laws:

Division of Labor Standards Enforcement- Enforces state labor laws.

(415) 703-5300

<https://www.dir.ca.gov/dlse/>

Wage and Hour Division, U.S. Department of Labor- Enforces federal labor laws.

(866) 4-USWAGE (487-9243)

www.dol.gov/whd/

About workers' compensation:

Division of Workers' Compensation- Has information and assistance offices throughout California.

(800) 736-7401

www.dir.ca.gov/DWC

Other website resources

www.youthrules.dol.gov

<https://sites.google.com/a/workabilitycentral.com/workability-1/>

www.youngworkers.org

www.cde.ca.gov

OCCUPATIONAL INJURY (cont.)

In either of the injury situations, the supervisor should also immediately gather the following information and prepare a written report to be given to the WorkAbility I Staff:

- ◆ Worksite
- ◆ Name of injured
- ◆ Age
- ◆ Job Title
- ◆ Date and hour of accident
- ◆ Nature of injury
- ◆ Who administered first aid?
- ◆ Name and address of physician
- ◆ Date and time of day student left and returned to work
- ◆ Contact form
- ◆ Where or how the accident occurred?
- ◆ Was the student acting in the regular line of duty?
- ◆ Notification of parent, guardian or responsible person—how and when notified.

Disaster: Follow the worksite established disaster plan.

If you are unsure- PLEASE ASK!!!



"I have used many programs in my career. None of them came close to the quality of neither the screened young adults nor the professional representation from the WorkAbility I staff. The number of students that we have had the pleasure of working with is simply too large for me to remember. I would, and have recommended WorkAbility I to all I come in contact with. I would like to thank all of the team that we have worked with over the many years for all they have done to help the next generation of workforce and at the same time, our restaurants. Thank you!"

*Kevin Pope, Director of
Operations Corporate Office— Rancho Cucamonga, CA*

This handbook has been prepared to answer questions about the WorkAbility I Program.

We hope it will assist and guide you in the implementation of the program.

Please keep it as a reference. If you have any questions contact:

to provide further assistance.

PURPOSE OF WORKABILITY I PROGRAM

The mission of WorkAbility I (WAI) is to promote the involvement of key stakeholders, including students, families, educators, employers and other agencies in planning and implementing an array of services that will culminate in successful student transition to employment, lifelong learning and quality adult life. WAI students have the ability to complete their secondary education while also obtaining marketable job skills.

JOB SKILL TRAINING

WAI staff works with WAI students to provide successful job skill training. WAI skill training includes:

- ◆ Pre-employment skills training and development.
- ◆ Work based employment placement.
- ◆ Mentoring/job coaching assistance.
- ◆ Follow-up placement services.

WORKABILITY I HIGHLIGHTS

All 58 California counties are served by WAI. Three hundred local WAI sites are funded statewide. WAI is funded and administered by California Department of Education. Annually over 10,000 employers statewide have found WAI students to be well prepared for entry-level employment and an asset to participating businesses. Employers have built a strong, long-term partnership with WA I staff over the past 30 years.

OCCUPATIONAL INJURY

All students are covered by a Workers' Compensation Plan. The following information is vital to ensuring the proper steps are taken should a participant sustain an injury.

EMERGENCY SITUATIONS

Serious injuries requiring **immediate** medical attention.

1. **Dial 911.**
2. Notify listed emergency contact.
3. Contact WAI Staff.



Please note: Medical Release Form should be taken with student when going to medical facility.

NON EMERGENCY SITUATIONS

Injuries that are **not** life-threatening.

1. First-aid cases should be treated on location where possible.
2. Notify listed emergency contact.
3. Contact WAI Staff.
4. Refer to district's Workers' Compensation protocol.

SEXUAL HARASSMENT

Sexual harassment is defined under the law as unwanted sexual advances or visual, verbal, or physical conduct of a sexual nature and includes third party offenses.

Sexual harassment may be expressed as:

- ◆ Unwelcome touching or patting
- ◆ Staring or leering
- ◆ Suggestive remarks or other verbal abuse
- ◆ An offensive work environment (e.g. sexually suggestive posters or calendars on the walls)
- ◆ Requests for sexual favors
- ◆ Inappropriate, vulgar, and/or offensive comments or jokes

The employer's responsibilities are:

- ◆ To prohibit sexual harassment in the workplace
- ◆ To investigate and respond to all employees' complaints
- ◆ To provide brochures, literature, or training on the prevention of sexual harassment

Sexual Harassment is a violation of Education Code 48915 and can result in expulsion from school.

WHO TO CALL

◆ **In California**

**Department of Fair Employment and Housing:
1-800-884-1684**

PROGRAM ADMINISTRATION

The California Department of Education awards contracts to school districts, CTEs and non-public schools to administer the WorkAbility I Program.

These service providers recruit, assess, and develop individual service plans for students served in the WAI Program.

The service provider will act as employer for the youth, providing employment opportunities that are directly linked to academic and occupational learning.

The service provider will be responsible for developing private and public sector worksites; making the appropriate match and placing the youth at a worksite best suited to meet the youth's career needs, and paying appropriate wages for actual hours worked.



ROLE OF THE SUPERVISOR

You must be ready to meet, supervise, and help the students from the moment they arrive; thus, you must be prepared **BEFORE** they are on the job. Be aware of the age difference among the students. Youth in the WAI Program range in age from 14 to 22. For the younger students, this may be their first opportunity under which structured work and supervision occurs. However, all youths, regardless of age, should be encouraged to try out different tasks within the limits set forth by Child Labor Laws.

The job of the supervisor includes many different elements. Your supervisory tasks are described briefly below:

- ★ **ORIENTING** the youth to your Department/Agency, the work to be performed and the expected behavior.
- ★ **ORGANIZING** the workers and materials so that overall tasks will be achieved.
- ★ **INFORMING** youths so that they understand what is to be done and how to do it.
- ★ **MOTIVATING** youths towards good work behaviors, attitudes and performance.
- ★ **COMMUNICATING**, opening lines of communication among all involved in the program, including youth, service providers and recipients of the work.
- ★ **SERVING AS A ROLE MODEL** so that the youth will have a good example of proper work behavior.
- ★ **CHECKING** and **CERTIFYING** students' time and attendance records and ensuring students are not completing or signing time and attendance records prior to working.
- ★ **EVALUATING** students' behavior and performance.
- ★ **SOLVING** work problems as they arise.

Work Experience will yield good training in work behavior and skills only if you exhibit good work ethics yourself. As a work-site supervisor, you can be a good role model and instructor for youths. Experience and studies have shown that youths will try to emulate an adult they look up to-particularly a worksite supervisor.

Your preparation should include:

- ◆ Receiving an orientation to the program with a discussion of your responsibilities. This orientation is to be provided by the service provider.
- ◆ Knowing the names and telephone numbers of persons you may have to contact in the course of your work, such as the person who placed the youth, the payroll clerk, and the person to notify in the event of an accident.

Things to Remember:

- ◆ Use **ink** when completing time card.
- ◆ The worksite may retain a copy of the time card and forward the original to the service provider.
- ◆ Record time in full hour, half hour or quarter hour increments. Do **not** use minute increments. Recorded hours should be **actual** hours worked. Do **not** record a higher time if the time was not worked.
- ◆ Legal signatures **must** be used when signing time cards.
- ◆ A time card submitted incorrectly or incompletely filled out could result in a delay in payment of a student's wages.
- ◆ Changes made on a time card to correct an error **must** be initialed by the worksite supervisor.
- ◆ Do **not** use white-out to make corrections. Rather, draw a line through the error and write in the correct information.



“WorkAbility I works for T.J. Maxx and our community in multiple ways. This program allows students to grow and experience the job force and have another

form of responsibility. These bright, young students are so eager to learn and in return, their development and training gives our store coordinators the opportunity to develop and train in managing for themselves. This is such a great opportunity to find potential new hires for our company. It is a pleasure to help develop and train these students to learn work ethics and to be the best they can be”.

Brittany Faria,
Key Carrier/MOD Placerville, CA

DAILY TIME AND ATTENDANCE RECORDS

On a daily basis, each student will sign in at the exact time they begin work. They will sign out any time during the day for lunch or other reasons they are not working. When they resume working, they will sign in, indicating a return to work. The time between the sign-in and sign-out will reflect the hours worked during that period of time. On a daily basis, the worksite supervisor will verify the total hours worked and initial the verification.

A timesheet shall be maintained at the worksite where the student is employed. From the timesheet, the wages due the student will be determined. It is the service provider's responsibility to pay the wage for the actual time worked at the worksite.

- ◆ Knowing that you cannot possibly know everything, but you should know who to ask for information. Be prepared to listen to others, particularly the youth.
- ◆ Maintain contact with the service provider to minimize problems and ensure program success.

The service provider is your **main** contact for questions and answers.

YOUTH LABOR LAWS

The following are laws that pertain to the participants:

All minors between the ages of 14-17 **must** have a "Permit to Employ and Work" on file with the worksite supervisor during the term of placement. This permit is returned to the minor upon termination. (Exemption for minors who have completed high school OR who hold a Certificate of Proficiency).

Work Hours: 14-15 yrs. old

Not during school hours

- ◆ 7:00 am-7:00 pm Labor Day through June 1
Maximum hours when school is in session:
- ◆ **18 hours per week**, but not over 3 hours per day and 8 hours per day weekends and holidays
- ◆ 7:00 am-9:00 pm June 1 through Labor Day
Maximum hours when school is not in session:
- ◆ 40 hours a week and 8 hours a day

Work Hours: 16-17 yrs. old

- ◆ 5:00 am-10:00 pm when there is school the next day
- ◆ 5:00 am-12:30 pm when there is no school the next day
Maximum hours when school is in session:
- ◆ 48 hours per week, but not over 4 hours a day Monday-Thursday and 8 hours a day Friday-Sunday and holidays
Maximum hours when school is not in session:
- ◆ 48 hours a week and 8 hours a day

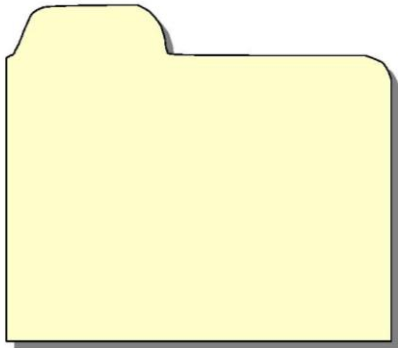
All labor laws applicable to other employees of the business will apply to the minor's employment.

In California, no worker under age 18 may:

- ◆ Drive a motor vehicle on public streets as part of the job, or work as an outside helper on a motor vehicle
- ◆ Drive a forklift or other heavy equipment
- ◆ Operate power-driven machinery, including meat slicers, box crushers, bakery machinery and circular saws
- ◆ Work in logging or a sawmill
- ◆ Prepare, handle, serve or sell alcoholic beverage
- ◆ Work where the teen is exposed to radiation
- ◆ Work in wrecking, demolition or roofing

Also in California, no worker under age 16 may:

- ◆ Do any Baking
- ◆ Cook (except with electric or gas grills that do not involve cooking over an open flame and with deep fat fryers that automatically lower and raise the baskets)
- ◆ Work in dry cleaning or a commercial laundry
- ◆ Do building, construction, manufacturing or food processing work
- ◆ Load or unload a truck, railroad car, or moving belt
- ◆ Work on ladder or scaffold
- ◆ Dispense gas or oil
- ◆ Clean, wash or polish cars



RECORDS

Service providers and worksite supervisors must also assume responsibility for maintaining all required records and documents as follows.

WORKSITE RECORDS

To be maintained by supervisor where student works.

- ◆ A copy of the signed Worksite Agreement
- ◆ Daily attendance records that accurately record time worked by each student
- ◆ A copy of the work permit for work experience for **every** participant 17 years of age and under
- ◆ A signed Parental Consent (Medical Release) form for all youths 17 years of age or under (This document will be provided by the service provider)
- ◆ Include any medical information related to conditions which may impede a student's ability at the worksite.

HOURS-PAYDAYS-TIME CARDS

- ◆ Follow all youth labor laws regarding hours of work per day
- ◆ WAI students are not paid during their lunch break. They are only paid for actual time at work
- ◆ Students are entitled to a 15-minute break for every 4 hours worked
- ◆ WAI students will be paid according to the pay schedule of the WA I service provider
- ◆ All paychecks will be distributed by the service provider
- ◆ All time cards will be submitted to the service provider
- ◆ It is the supervisor's responsibility to verify all hours on the students time card
- ◆ There shall be no signing of time cards or attendance records ahead of time by either the worksite supervisor or WAI students