

City of Minneapolis



2017 Youth Handbook



City of Minneapolis

STEP-UP intern manual sign-off form

Complete this page, tear off and turn in to your supervisor

I have reviewed the 2017 STEP-UP Handbook with a member of the program staff. I understand all of the policies and procedures in the handbook and agree to follow them as long as I am involved in any City of Minneapolis employment program.

Name (Printed)

Signature

Date

Agency Name

Staff Signature

Date

Staple your Job Description Form inside this cover for safe keeping

City of Minneapolis

For more information call **311** or visit www.ci.minneapolis.mn.us

If you need this material in an alternative format please call 612-673-2162. Deaf and hard-of-hearing people call 311 agents at 612-673-3000.
TTY users call 612-673-2157 or 612-673-2626.

Attention - If you have any questions regarding this material please call 311.

Hmong - Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, hu 612-673-2800.

Spanish - Atención. Si desea recibir asistencia gratuita para traducir esta información, llama 612-673-2700.

Somali - Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamada macluumaadkani oo lacag la'aan wac 612-673-3500.

Youth Handbook

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Filing a discrimination complaint with the Minneapolis Department of Civil Rights

It is not difficult to file a complaint with the Minneapolis Department of Civil Rights. The intake officer will meet with anyone wishing to discuss his or her right to file a complaint because of an incident that happened *in Minneapolis*. During the meeting(s), the intake officer explains the civil rights law and may collect information that will later be used to draft a formal charge of discrimination. The Minneapolis Department of Civil Rights does not offer legal advice. For legal advice, complainants may wish to contact the Lawyer Referral and Information Service at (612) 752-6666 or the Legal Aid Society at (612) 332-1441. **Some things to remember about filing a complaint:**

- Discrimination is a community concern. A person does not have to be directly affected by discrimination to file a complaint.
- Complainants and respondents should keep track of dates, documents, witnesses, and other possible evidence that would help the investigation.
- Keep the investigator updated of changes in address, home and work phone numbers, legal representation, etc., *throughout* the investigation.
- Complainants and respondents have the right to legal representation throughout the investigation or during hearings.
- Cases must be filed within one year of the incident that was considered to be discriminatory.



B. Discrimination complaint

The Minneapolis Civil Rights specifies that it is illegal to discriminate *based on* race, color, creed, ancestry, religion, sex, national origin, age, disability, affectional preference, marital status or public assistance.

It is also illegal to:

- retaliate against any person because he/she opposed discrimination;
- conceal information about discriminatory acts;
- aid, abet, compel, coerce, incite or induce another person to discriminate; or
- use advertisement, application forms or any other mechanism to bring about discrimination.

If you feel that you have been discriminated against for any of the reasons listed, you may file a complaint within one year of the incident. Your written complaint must contain your name, address and phone number, the basis of the complaint and a brief statement of the allegations. It must be signed and dated by you. You can file your complaint by calling 612-673-5294 or writing:

Linda DeHaven, MET,
105 Fifth Ave. S. Suite 200
Minneapolis, MN 55401

or call 612-673-3012 (TTY 612-673-2044)
or write

Intake Officer
Minneapolis Department of Civil Rights,
350 S. Fifth St. - Room 239
Minneapolis, MN 55415

The Complaint Investigation Unit of the MDCR will perform a full, fair and impartial investigation of a discrimination complaint occurring in Minneapolis.

Dear STEP-UP Participant,

Congratulations on completing the training requirements for the 2017 STEP-UP Youth Employment Program. We hope this summer will be a meaningful experience that helps position you for future success.

Through STEP-UP, you will:

- Receive valuable employment skills through work readiness and on the job training;
- Meet employers, and others, who will positively impact your future;
- Earn money;
- Take an important first step in your professional life.

This handbook will give you the information you need for a great summer work experience. Please read it and share it with your parents. Keep it handy so you can look at it again if you have questions during the summer. Remember, you can always call STEP-UP Program Manager, Nina Robertson at 612-673-5118 if you have a question not answered in this handbook.

We look forward to congratulating you at the STEP-UP Celebration in August on the successful completion of your 2017 STEP-UP internship.

Sincerely,
The STEP-UP Team

Important contact information

Fill in the blanks below with your work site information. Keep this handy in case you need it. **Not knowing a phone number is never an acceptable excuse for missing work.**

| | |
|-----------------------------|-------|
| My employer (agency name) | Phone |
| My supervisor's name | Phone |
| My work site name & address | |

Other important contact numbers:

Nina Robertson **612-673-5118**

*STEP-UP Discover Program
105 5th Ave. S, Minneapolis*

Jeremy Lundborg **612-673-6220**

*STEP-UP Explore Program
105 5th Ave. S, Minneapolis*

Leona Martin **612-299-7119**

*North Supervisor
800 W Broadway Ave., Minneapolis*

Dianna Martin **612-299-7209**

*South Supervisor
800 W Broadway Ave., Minneapolis
(no South location in 2017)*

Nardos Tesfalidet **612-338-1233**

Camp Sunrise **ext. 13**
2701 University Ave SE, Minneapolis

Complaint procedures

This section gives you information that you will need to know if you decide to make a complaint. You may want to talk about your decision and these procedures with your supervisor or another adult. This section covers two kinds of complaints: program and discrimination. **Keep this information in case you need to look at it again.**

If you feel that the STEP-UP Program has treated you unfairly, you may file a complaint. If you have been denied services, you have the right to an appeal. If you wish to file a formal complaint or an appeal, please see your supervisor for help.

A. Program complaint

This type of complaint is only for the operation of the STEP-UP Program.

If you have a complaint about the STEP-UP Program, contact Anna Peterson, the Director of the STEP-UP Program by calling (612) 673-5234. If she is unable to resolve your complaint, she will refer you to:

Linda Dehaven, Complaint Officer
MET, 105 Fifth Ave. S. Suite 2001,
Minneapolis, MN 55401
612-673-5295

You may file a written complaint with MET up to one year of the occurrence of the alleged violation. Your written complaint must contain: your name, address and phone number, the reason for the complaint and a brief statement of the allegations. It must be signed and dated by you.

Abuse and harassment

Abuse and harassment on the job are against the law.

A harasser could be another summer youth worker or an adult.

Sexual harassment is any unwelcome sexual advance, request for sexual favors, or other verbal or physical conduct of a sexual nature.

Some examples of sexually harassing behavior include:

- verbal comments or actions about genitals, sexual acts, clothing, appearance, etc.
- mocking, teasing or taunting in a suggestive manner
- repeatedly talking to someone about sexual matters when he/she doesn't want to
- obscene clothing, with or without words
- catcalls or whistles
- making sexual sounds

Abuse is defined as intentionally injuring another person either verbally or physically. Types of abuse include verbal, physical and sexual abuse.

- **Verbal abuse** can include name-calling, teasing or repeated insults.
- **Physical abuse** is any act which results in non-accidental injuries to a person. Some types of discipline including shaking, kicking or hitting are defined as physical abuse.
- **Sexual abuse** is any act of sexual assault or exploitation of a child. Examples of sexual abuse include touching the intimate parts of a child or asking a child to touch someone else intimately.

If any words or actions make you feel uncomfortable on your job, tell your supervisor or summer job office immediately.

MET and STEP-UP

STEP-UP is a part of the City of Minneapolis Employment and Training. The program is funded with city, state and federal funds and must adhere to the policies and eligibility criteria set forth in each.

Job description

Each worker in the STEP-UP Program will have a unique job experience. Because there are more than 80 agencies and over 100 work sites, youth have a wide variety of work experiences to choose from. Some jobs are in an office, some are at child care centers or recreation programs, and others are outdoors in local parks. Your job description will be based on the needs of your work site.

Your daily work schedule will depend on your work site, but **all youth are limited to 23 paid hours per week**. Most youth spend about 15-20 hours per week on their work site and will attend a one day required Discover Day seminar in July. (see next section for more information about Discover Day).

Discover Day information

Discover Day is a one day seminar that is required for all STEP-UP Discover interns. Interns are paid to attend. Not all interns attend on the same day, interns will receive their Discover Day assignment with their job placement.

Discover Day is meant to be a fun celebration of the interns' STEP-UP experience, helping them feel part of STEP-UP and get an understanding about what jobs/opportunities are available as they get older. Interns will also complete the required testing and paperwork in order to receive high school elective class credit for their internship experience.

Discover day will be held July 10th – 14th—with each intern attending only one assigned session.

Camp Sunrise

YouthCARE is a non-profit organization that offers STEP-UP interns an opportunity to spend a week at Camp Sunrise located along the St. Croix River just outside of Rush City. Campers earn up to 28 hours of pay and get to participate in all the traditional summer camp activities, but also work to keep the camp in good shape. Call Nardos Tesfalidet at 612-338-1233 x13 for more information.

REMEMBER to ask your supervisor's permission for time off if you plan to attend Camp Sunrise. Failure to get permission from your supervisor prior to going to Camp Sunrise could get you fired.

Your work site must also follow state and federal laws about the kinds of work you can do.

If you are **under 18**, you can't:

- drive a motor vehicle or be an outside helper on one;
- manufacture or store explosives;
- use a power-driven wood-working hoist;
- operate a slicing or baking machine;
- be exposed to radioactive substances or ionizing radiation;
- mine coal, log, or work in a sawmill;
- pack meat;
- manufacture brick, tile or related products; or
- work with wrecking, demolition or ship-breaking operations.

If you are **14 or 15**, you can't:

- do any of the above;
- use any power-driven machinery including a lawn mower or weed whacker;
- load or unload trucks;
- cook or bake;
- use ladders;
- work past 9 p.m. (during the summer)
- work more than eight hours in one day

Your supervisor is responsible for following labor laws and child labor laws. He or she should **never** ask you to use equipment until you are taught how to safely operate it. *If you are under 16, you may not operate any power equipment on the job. That's the law.*

Your supervisor should not ask you to do work that puts you in danger. If you think you might be in danger, talk with your supervisor. Call (612) 673-6220 if you have concerns about danger after talking with your supervisor.

Safety

Your safety is very important. Supervisors are trained to provide safe and appropriate tasks for you and to teach you how to perform jobs safely. But injuries can still happen. Most injuries are minor and are treated with on-site First Aid. A small number of injuries may require medical care.

If you get hurt at work – no matter how small the injury - tell your supervisor right away. Your supervisor will help you care for the injury and decide if you need to see a doctor. Your supervisor will also do the paperwork necessary for the injury to be paid for by Worker's Compensation if you do have to visit the doctor.

If you see a doctor because you get hurt at work, you MUST bring the information that your doctor gives you back to your supervisor. This information will tell your supervisor if you have any work restrictions or follow-up visits.

Safety Laws and Restrictions

You have a right to required safety clothing, equipment and training. Tell your supervisor or call MET if someone asks you to do something that makes you feel unsafe or uncomfortable. You should know: The Employee Right to Know Act was passed in 1983. It is treated as part of the Occupational Safety and Health program in the U.S. Department of Labor and Industry. According to the act:

- employers should evaluate your work place for safety,
- workers should be told about dangers in the work area,
- workers should be trained on the dangers.

The act covers dangers like hazardous substances, harmful physical agents and infectious agents. The employee should have written information about any of these things. Containers should be labeled. You have the right to refuse to work under imminent danger conditions or if you are not provided with the required information, training and equipment.

Supervision

Your supervisor is an employee of the agency where you work. He/she is responsible to:

- see that work is assigned and done efficiently
- give instructions, solve problems, encourage good work and correct misbehavior
- evaluate your job performance including attendance, punctuality, teamwork, task completion and other factors
- keep accurate records of your time worked
- authorize payment and deliver your time sheets according to the payroll schedule
- treat workers equally regardless of race, color, religion, sex, national origin, age, disability, political affiliation or belief

Your work place has rules for all its employees, and you will need to follow the same rules. **Your supervisor can fire anyone who is not doing the job, who is late or absent too much, or who doesn't follow work rules or directions.**

Your supervisor's will help you learn your job and make sure that everyone does her or his job. Not everyone does exactly the same kind of job.

Your supervisor is responsible for telling you what to do. It is your responsibility to follow their directions. If the directions you get don't make sense to you, ask questions. If you think of a different way to do something, ask your supervisor or teacher for permission before doing it. There may be a good reason that you can not do it.

Work rules & disciplinary procedures

Breaks

Your supervisor will tell you when you can take breaks. You need to bring your own lunch and snacks.

Work rules

In order to keep your job and do well this summer you need to observe the following rules. Your work site may have other rules you need to follow as well. You will learn those rules during your orientation.

Do:

- Report to your work site **as scheduled and on time.**
- Follow directions.
- Call your supervisor if you will be absent or late.
- Come back from breaks on time.
- Treat people with respect – and expect to be treated with respect as well.
- Dress appropriately for the job.
- Talk to your supervisor if someone is making it hard for you to do your job.

Don't:

- DON'T have friends meet you at work.
- DON'T bring weapons or anything that could threaten or hurt another person to work.
- DON'T swear or use abusive language.
- DON'T use music players, cell phones or other electronic devices on the job—at all unless you are on break.

Paychecks

Paychecks will be mailed to your house or deposited into your bank account every two weeks according to the payroll schedule. Please put YOUR NAME on your mailbox and let STEP-UP know if you move to be sure you get your paycheck on time. We highly recommend you get a bank account and have your paycheck deposited directly. This way you get your pay on payday every time.

Direct deposit

You may choose to have your paycheck deposited directly into a checking or savings account. In order to do direct deposit, you must:

- Have or open a checking or savings account. Your name must be listed as the account holder or joint account holder. You cannot directly deposit your check into a parent's account.
- Complete a Direct Deposit Form and include either a voided check or routing slip. Workforce Center staff can provide you with direct deposit forms.

Late/Missing Paychecks

If your paycheck does not arrive by the Wednesday following payday or is not deposited in your account as scheduled, contact the workforce center (612-299-7119).

Deductions

Deductions from your paycheck are made according to what you claim on your W-4 form. Most youth claim "exempt" from paying State and Federal taxes because of the limited amount they will earn during the summer. As required by law, you *will* have Social Security tax deducted from your paycheck. Social Security tax is 7.5% of your gross earnings.

It is important that if you move, you are responsible for reporting your new address to the workforce center staff.

Pay information

You are an employee of STEP-UP and will earn minimum wage—\$9.50/hour. You will only be paid for time you are at work. You will not be paid for lunch time, holidays or time lost for being late.

Time sheets

Your supervisor will keep track of the hours you work on a time sheet. You are required to review and sign the time sheet at the end of each two-week pay period to verify that it is correct.

To get paid, all STEP-UP participants must follow these rules:

- Sign in the exact time you arrive at work. DO NOT sign in early unless you have permission from your supervisor.
- Sign out the exact time you leave. DO NOT work past your scheduled time unless you have permission from your supervisor.
- You also need to sign in and sign out for lunch break. If you don't see a sign-in sheet, ask for one. Always write in ink. These rules are for your protection. The sign-in sheet is used to help solve disagreements about wages to be paid.

Youth in STEP-UP Program are required to follow basic rules designed to promote a safe and comfortable environment on the work site. Because STEP-UP is a training program, the disciplinary policy is designed to help you learn from mistakes while still being held accountable for your actions.

If you choose not to follow the rules, you may receive a verbal or written warning. This warning should tell you what you did wrong and how you need to change your behavior. In cases where a verbal reminder does not correct the behavior, a written warning may be issued. **If you continue to display unacceptable or inappropriate behavior on the job, you may be fired.**

You may be fired immediately if you do any of the following:

- Steal
- Physically assault someone or threaten someone
- Bring alcohol, drugs or a weapon to work
- Refuse to work

| Payroll Schedule 2017 | | |
|-----------------------|---------------|--------------------------------------|
| Pay Period | Paycheck Date | |
| 6/11 – 6/24 | 7/7 | |
| 6/25 – 7/8 | 7/21 | |
| 7/9 – 7/22 | 8/4 | |
| 7/23 – 8/5 | 8/18 | |
| 8/6 – 8/19 | 9/1 | Most youth will be done working 8/18 |