

# TEEN WORKER HANDBOOK

Youth Employment Service Summer Jobs Program

2022



**YES**

**YOUTH EMPLOYMENT SERVICE**



**This belongs to**

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This summer I am working at \_\_\_\_\_

My supervisor's name and number are \_\_\_\_\_

My YES Rep's name and number are \_\_\_\_\_

## **Welcome to Youth Employment Service**

**We are happy to be able to give you the opportunity to work this summer. We hope that you will gain great experience, learn a lot, and enjoy your job. We have worked hard to match you to a job that is a good fit for you. Our staff is here to help you succeed this summer. Please contact us if you have any questions, challenges, or issues you need help with, as well as any successes you are having.**

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**THIS PROGRAM IS BROUGHT TO YOU  
BY:**

**The City of Ithaca**

**The Joint Youth Commission**

**The Tompkins County Workforce  
Development Board**

**Enfield Community Council**

**Danby Community Council**

# Employment Guide

## How to make your summer really count!

### Youth Employment Service



#### **YOUR YES REP**

Congrats— you have been hired with the YES Summer Job Program!

YES Teens work at many different worksites in the community that have agreed to train and supervise teen workers. Although you will work at different places doing different jobs, all YES teens are employees of the City of Ithaca.

The big difference between working as a YES Teen and working on your own is that all YES Teens have a YES Representative, who will visit you at work and provide extra support throughout the summer. YES Reps can help you figure out how to get to work, handle difficult situations that come up, celebrate your success, and work with you toward your future goals. Your relationship with your YES Rep will be as useful as you make it— YES Reps can even be used as references on future applications, so make the most out of this unique resource.

Our mission at YES is to help connect you to opportunities and prepare you for job success. We do our best to match teens to jobs that best suit their interests and abilities. We have given you a job that we think will be a positive place to work. We want you to succeed! If you need help with something to do with your job, call your YES Rep. Please call the YES office if you don't know who your YES Rep is.

## Start Slips

Once you complete all the requirements for YES payroll, you'll get a START SLIP. Give this to your supervisor on your first day of work. Don't start work without a START SLIP. If you do, you will be volunteering and will not get paid for the time. There is no way to pay you for hours you work before you go on payroll.

## Valid Reasons for Missing Work

One of the best ways to make a good impression on your supervisor is to show up everyday. You are expected to go to work every day you're scheduled. There will also be paid training opportunities throughout the summer. Paid training is part of your job and you are expected to attend at least two sessions. You should schedule other appointments outside of work hours.

### Valid Reasons for Missing Work

- You are really sick
- A family emergency
- Doctor's appointment that can't be scheduled another time
- A court appointment that can't be scheduled another time



### Not Valid Reasons for Missing Work

- Friend is visiting from out of town
- Concert or party to go to
- Tired, bored or not in the mood
- Don't have transportation worked out

***Communication is the key to a good relationship with your supervisor***

If you have a valid reason why you need to be late or absent, call your supervisor immediately. Give as much advance notice as possible. Use your job offer letter to fill in the information on the front cover of this book so you'll know the phone number and your supervisor's name. As soon as you get your supervisor's name and number put it into your cell phone if you have one. Make sure you leave a clear message including your name and phone number if you can't talk to someone directly.

## **Attendance Policy**

Even if you have good reasons for missing work, you shouldn't miss more than a couple of days during the whole summer program. If you miss work without a good reason and without permission from your supervisor, there will be consequences. In the world of work outside YES, this is called a "No Call, No Show" and typically results in losing your job. If you have special circumstances, please talk with your supervisor and YES Rep before you miss work, rather than after.

The consequences for unexcused absences will be as follows:

1st absence results in a counseling meeting

2nd absence results in an official verbal warning

3rd absence results in a written warning and a suspension from an upcoming shift

4th absence results in termination

Teens receiving prior approval from their supervisor will be excused from work for legitimate reasons, if the amount of time is not excessive.

## **Timesheets**

You are now an employee of the City of Ithaca, which means you will need to record your hours worked on a timesheet. Each day you must enter your time in and time out and your lunch break (if you have one) on your timesheet. On Wednesday, it's your responsibility to sign the timesheet and turn it in to your supervisor, who will get it to the YES office. In some cases, you may be the person who gets the timesheet to our office, so be sure to talk with your supervisor so you know how timesheets will be handled.

## **Lunch**

New York State law says that if you work more than 6 hours in a day, you must take at least a 1/2 hour unpaid lunch break. Check with your supervisor to see if you need a lunch break. Since it's unpaid, subtract it from your shift to find your hours worked. Don't work during your lunch (if you get one). It is your time off, so try to take a break from your work.

## **Breaks**

Breaks will be at the discretion of your supervisor. Some places will allow you to take a 15 minute break during your shift and some will not. Do not take a break without checking with your supervisor first. If you take a break that is 15 minutes or less do not put it on your timesheet.

## Paychecks

Each teen will be earning minimum wage (\$13.20 per hour). Payday will be once a week on Thursday. Checks will be distributed either through your worksite or according to your directions. You get paid for your time a week after you turn in the time sheet, which means you won't get a check the first week you work. There may be delays at the beginning of the summer, but you will get paid for all the time you work. You will receive a final check the week after you complete work.



Most of you have three options for getting your check: 1) Pick up at YES office after 11 am on Thursday, 2) Have someone (you have given permission to) pick up your check after 11 am on Thursday, 3) YES can mail it to you on Thursday. All checks still in the YES office at 12:00 pm on Friday will be mailed to the address you put on the tax forms. If you move, you must notify your YES Rep, or your check could go to the wrong address.

## Taxes

Everyone who works must pay some taxes. If you are a full-time student (either in high school or college) you are exempt from NYS and federal taxes. You'll have less deducted now than when you're an adult. The City will deduct the least possible amount allowed by law (FICA and Medicare). This money goes into the retirement and health insurance for seniors.

## Safety

Your safety is important. There are labor laws that help protect you at work. Make sure you know the rules about equipment and safety policies at your workplace. Report any injury (both to your supervisor and your YES Rep), no matter how small, immediately. Be sure to report anything you think needs repairing, or anything that could be dangerous, to your supervisor right away.



## YES Social Media

Our website is <http://yesithaca.org>. Now that you are connected with us, you can access the Member section which has tools to help you in a job search (password is 14850). You can also follow us on Facebook, Instagram, YouTube, and TikTok. We post lots of job tips, videos, summer highlights, and pictures, so be sure to follow along!



# General Expectations

## Being the best employee you can be



We expect you to do your best every day. A positive attitude and a willingness to help out will go a long way. You may not equally enjoy every task you are asked to do at work, but you will be expected to do them. When you are at work you will have people telling you what to do. Be respectful and know that supervisors give you feedback so that you can do your best and earn a good reference. If you want to earn a full paycheck you have to work every day and make sure you arrive on time and stay for the full shift.

### **Respect**

Show respect to others in the workplace. Harassment is not allowed. This includes harassment because of sex, race, religion, age, sexual orientation, or ability level. Foul or threatening language will not be tolerated. You should expect others to show you respect. If you think you are being harassed or disrespected, discuss it with your YES Rep.

### **Honesty**

Never take or borrow anything without getting permission from your supervisor. Never borrow another worker's things without getting permission. Anyone who steals from their job can expect to be fired and possibly arrested. This includes: taking anything; giving things away; using work materials for personal gain; filling out timesheets falsely. Giving away food or any other work-related item to your friends is considered stealing!

### **Confidentiality**

If you hear something about a person or family while you're at work, you must keep it confidential. You must not tell anyone about things you hear about people while at work. You would not want your personal business shared, so don't share anyone else's business with friends or family. If you break confidentiality you could get fired. If there is a situation you are worried about, it is okay to tell your supervisor or YES Rep. They can help you figure out how to handle the situation.

## **Phone calls, Texting & Internet Use**

Tell your friends and family to call (and/or text) you before or after work. Making and getting personal phone calls on the work phone is not okay. Cell phones should not be used while at work. You are being paid to do a job: your phone should not even be visible while working. If you need to call about a ride or an emergency, get your supervisor's permission first. If you are on your break, you should do any of your personal business (phone use, texting) away from your normal work area and be clear with people that you are on break. Use the computer only for job-related uses, not chatting or surfing. It is important that your supervisor knows you are doing your job. If they see you texting, chatting on the computer or other non-work tasks they may ask you to leave.

## **What to wear**

You and your clothes should be clean and appropriate. That means you need to dress for the job you will be doing and the conditions you will be doing them in. Make sure you are prepared for the weather and wear the kind of footwear that is suited to the job you are doing. See what the other workers wear and try to dress similarly. If you're not sure, ask your supervisor what the dress code is. It's not okay to wear shirts with messages about sex, drugs, alcohol, or an insult to any group of people. Clothes that show a lot of skin are not okay.

## **Drugs & Alcohol**

Never come to work if you are under the influence of a drug or alcohol. Using, selling, or having these substances will result in getting fired and/or arrested.

## **Weapons**

Never bring any kind of weapon, even a knife or tool, to work. Bringing a weapon to work for any reason may result in you getting fired.

## **Smoking**

If you're under 21, don't even think about smoking at work. This policy extends to e-cigarettes and vaping as well.

## **Your Belongings**

You are responsible for your own stuff. Check with your worksite about where you should keep your personal belongings. Keep wallet, purse, etc. locked up if at all possible. Most worksites don't have a secure location to keep your stuff. For this reason, it's not a good idea to bring a phone, tablet, or money to work. It will just be a hassle keeping track of it. Every summer teens in our program report to us that things have gone missing or been broken at work. If you care about your belongings, leave them home so that they won't get stolen. If something belonging to you goes missing tell your supervisor or YES rep right away! Don't wait! The longer it is before you report something missing or stolen the less likely you are to get it back.

## **What if the job isn't working out or you need to quit?**

It is really important that you talk to your YES Rep whenever you have a problem, even if it seems small. Their job is to help you have the best possible summer. They are trained to help you figure out how to deal with issues that come up. Talk to them right away, so that the problem doesn't grow or get worse. They can't help if they don't know about the problem.

Sometimes things happen beyond your control. Make sure you let your YES Rep know what is happening and if you need to quit your job, they can help you tell your supervisor. **DON'T JUST LEAVE AND NOT COME BACK!** If you quit correctly, you'll still be able to use the job as a reference when applying for future jobs.

***HAVE A GREAT SUMMER!***

