



Student Guide

SUMMER – 2012

INTRODUCTION

This handbook was developed for students participating in the 2012 Yolo County High School Summer Intern Program. It provides a complete description of the program, requirements and expectations of interns as well as information about applicable county policies.

PROGRAM DESCRIPTION

The High School Summer Intern Program is an eight week program open to Yolo County residents age 15 to 19 and was developed to attract young people to local government careers. This will be achieved through learning activities designed to introduce students to local government, the services it provides, and the benefits of public employment. As part of the program, every effort has been made to place students into assignments in county or city departments that match their future career and college goals. All internships are part-time and hours are flexible in order to meet the needs and desires of students and their families during the summer months. In addition, students earn hours toward the forty (40) hour community service graduation requirement.

Department Assignments: Students are placed into work assignments in county or city departments. Students are expected to participate in department assignments a minimum of five hours per week. The department assignments are intended to introduce the student to the local government workplace, local government careers, and local government employees. The department contact for each intern assignment is responsible for orienting the student intern to the workplace, overseeing the student's work, and recognizing the student for his or her contributions.

Weekly Learning Activities: With the exception of the week of July 2nd, every week of the program includes a student activity. There are a total of eight learning activities. The first week is a mandatory intern orientation and the last week of the program is a closing recognition ceremony. For the middle weeks of the program, six different learning activities are scheduled to teach participants about the services and functions of the County, leadership and innovation in government, the benefits of public employment, and job search and interviewing skills. Students are expected to attend at least four of the six weekly learning activities to be considered full participants of the program. Please see the Calendar of Events for more detail.

Rewards and Recognition: Continuous rewards and recognition are embedded in the program. There will be door prizes at learning activities, and a weekly "Super Star" token of recognition will be presented to interns nominated by contacts in the department assignment. A closing ceremony will also be held the last week of the program. Students receive a memento of their participation and are provided with a formal letter that details the student's individual achievements during the program.

Intern Support: Human Resources Department staff will be in contact with the Interns on a weekly basis. Each Intern will be assigned to a staff member who will provide the student with a personal connection and support to complete the program. The HR staff member will check in with their assigned interns on a weekly basis via email or phone in order to update the interns about weekly learning activities, remind them to turn in their weekly time recording sheets, and to answer any questions they may have as they continue to participate in the program.

INTERN REQUIREMENTS

In order to participate in the summer intern program, students are required to:

- ★ Attend Intern Orientation on Monday, June 11
- ★ Complete and return emergency contact information/permission and waiver forms to Human Resources no later than Friday, June 15
- ★ Attend weekly learning activities
- ★ Sign in and sign out at weekly activities
- ★ Complete at least five hours per week in the assigned department
- ★ Wear ID badge to all intern activities and work assignments
- ★ Turn in time reporting sheets to Human Resources every week
- ★ Behave appropriately at all intern activities and events including department assignments

While not required for participation in the program, students are strongly encouraged to make the most of their program experience by:

- ★ Being engaged and active participants at weekly learning activities
- ★ Sharing ideas and energy to make the program better for future participants

EXPECTATIONS OF INTERNS

Work Assignment: Students were provided information about their department assignment in the orientation invitation letter. All students are asked to report to their department assignment at 9 a.m. on Wednesday, June 13 unless other arrangements have been made. The first day of the work assignment, the student will be greeted by their department contact. One of the first items to be discussed will be the intern's work schedule. Most departments are open to serve the public five days a week from 8 a.m. to 5 p.m. Preferably, the student's schedule will include two days a week for two and one-half hours each day. Alternatively, a student and department may agree to a schedule that may allow a student to complete his or her required five hours in one day. Every effort should be made by the department contact and the student to develop a work schedule that meets the needs of both the student and the department.

Here is the checklist of information that will be covered on the first day of the student's work assignment:

FIRST-DAY CHECKLIST FOR DEPARTMENT CONTACTS

- I. GENERAL INFORMATION
 - () Discuss intern's schedule availability to determine regular work schedule for the coming weeks
 - () Explain the procedure to student regarding what they should do if they will be absent
 - () Discuss their job outline for the summer including duties and responsibilities

- II. UNIT PRACTICES/PROCEDURES
 - () Explain the dress code expectation for the department
 - () Explain any special rules to the intern (safety, anything specific to the unit and not necessarily department or countywide)
 - () Explain your expectations to the intern (work, relations with employees and customers, atmosphere of department, communication – written or oral)
 - () Explain policy on breaks
 - () Explain policy on computer and phone usage
 - () Explain procedure on supplies: what is needed and how to get it

III. TOUR OF UNIT/BUILDING

Tour of Work Unit

- () Workstation Familiarization (location, how to keep up, where to keep personal items, supplies, etc.)
- () Location of supervisor office

Tour of Building(s)

- () Identification of the location of restrooms, lunchroom, vending machines, employee entrances, security provisions, parking areas, mail pickup, water fountains
- () Location of nearby divisions with which the intern will have to do business
- () Location of bulletin boards or other sources of information

IV. INTRODUCTIONS

- () To supervisors, managers, and department head
- () To other division/unit employees with whom the employee will have to do business
- () To key employees who can answer further questions and assist in integrating the new intern into the work place

V. SAFETY ORIENTATION

Students will receive a safety orientation on the first day of their department assignment. Information to be covered includes:

- ★ Where, when and how to report injuries.
- ★ Where, when and how to report unsafe conditions.
- ★ Review of fire and emergency evacuation plan.
- ★ Location and use of fire extinguishers.
- ★ Importance of housekeeping (spills, etc.)
- ★ Special job hazards (chemicals, special precautions, etc.)
- ★ Assignment and use of personal protective equipment (PPE)
- ★ Proper lifting procedures (include demonstration)

Dress Code Guidelines: Students are expected to dress in clothing that is clean, neat and appropriate for the work setting. For most interns, the office is the work setting. In the event that the student will be working outdoors, the department contact will give them instructions for proper attire based on the work they will be doing. Examples of attire that is NOT appropriate at any time for any work environment are:

- ★ Clothing with inappropriate slogans or pictures on it (i.e., depict illegal activities, alcohol or tobacco advertisements or are sexually suggestive)
- ★ Soiled, frayed or torn items
- ★ Swimsuits
- ★ Pajamas/robes/slippers
- ★ Flip-flops
- ★ Cut-offs
- ★ Sweat suits or jogging attire
- ★ Bare feet
- ★ Bare or exposed midriffs
- ★ See thru or low cut clothing
- ★ Tank tops with "spaghetti" straps/halter tops

Jeans are acceptable so long as the jeans are clean and free of stains or tears. Shorts are also okay, but must be no less than 2" above the knee. Some departments may have more stringent dress guidelines. If so, those guidelines will be discussed during the orientation on the first day of the work assignment.

Workplace Behavior Guidelines: Students are expected to behave appropriately for the workplace at all times. This includes, but is not limited to:

- ★ Arriving to learning activities and work assignments on time and ready to participate
- ★ Sticking to the agreed upon work schedule
- ★ Calling the department contact at least one hour prior to the start of the work assignment if student will not be there
- ★ Respecting the rights and property of others

STUDENTS ARE TO TURN CELL PHONES OFF DURING LEARNING ACTIVITIES AND WORK ASSIGNMENTS.

Customer Service: Throughout your attendance at intern events and your work assignment in departments, you represent the County and/or City in the eyes of the public. Your contacts with people may influence their attitudes toward local government and toward your assigned department in general. People may take everything you say about the county and/or city as accurate information, so be sure of your facts before making any statement concerning county and/or city business. If you are not sure of the answer to a question, direct the person to someone who can help. Since business is often conducted over the telephone, always be polite and courteous in your telephone interactions. Because your listener cannot see you, an opinion of you and the county and/or city is based on your manner and tone of voice.

WORKPLACE POLICIES AND PROCEDURES

POLICIES: It is your responsibility to read and understand the entire policy for the following policies. These policies can be found at www.destinationyolo.org>High School Summer Intern Program>Program Documents>For Students.

General and Sexual Harassment

All Yolo County employees, volunteers and customers have the right to conduct business in the county in an environment that is free from all forms of harassment. Harassment on the basis of race, color, religion, national origin, gender, age, ancestry, physical and/or mental handicap, medical condition or marital status will not be tolerated. Harassment may take many forms including:

- ★ Verbal conduct such as racial or ethnic slurs, derogatory comments or jokes, or unwanted sexual advances, invitations or comments.
- ★ Visual conduct such as derogatory posters, cartoons, drawings or gestures.
- ★ Physical conduct such as assault, blocking normal movement, or interference with work because of sex or other protected basis.
- ★ Threats and demands to submit to sexual requests in order to keep a job or avoid some other loss, or offers of job benefits in return for sexual favors.
- ★ Retaliation for having reported the accident.

Students that are subjected to, or are witnesses to, unlawful harassment should immediately report such conduct to Jenny Brown, 625 Court Street, Room 101, Woodland, CA 95695, Phone: (530) 666-8328.

Drug and Alcohol Policy

It is the policy of the county that possession, distribution and/or use of alcohol or any controlled substance (i.e., a drug which is illegal to possess, use, sell or provide without a prescription) shall be prohibited in all work places of the county. All students are expected to abide by this policy during participation in the summer intern program.

Violence in the Workplace

Violent acts or threats of violence in the workplace will not be tolerated. Individuals engaging in threats or violent acts will be immediately released from the program.

Internet Policy

The use of the internet by students during work assignments shall be related to county business only. In no instance should students use the internet to access improper sites such as sites which contain nudity, racism or other material deemed improper in the workplace.

PROCEDURES:

Accidents/Injuries and Worker Compensation

In the event that you are injured at any point during your internship, injuries must be immediately reported to your department contact. You will be asked to complete an Accident-Incident Report form for Non-County Employees, which can be found online at www.destinationyolo.org (>High School Summer Intern Program>Program Documents>For Departments). This procedure should also be discussed during your safety orientation on the first day of work.

Time Reporting

Students are required to submit a Weekly Time Recording sheet each week of participation in the program. The Time Recording Sheet helps Human Resources track students' participation in the program in order to provide an accurate statement of community service hours served and to ensure students are fulfilling their responsibility for the program. Students must complete the Weekly Time Recording sheet following participation in each activity and/or work assignment. Students are to enter the time the activity or work assignment started, the time the activity or assignment ended, and a brief description of the activities performed. It is the student's responsibility to obtain the signature of the department contact every week. It is also the student's responsibility to turn in the Time Recording sheet to the County of Yolo Human Resources office.