



# Summer 2018 Participant Handbook



*Funding for the STEP program is provided by the  
Newport News Youth & Gang Violence Prevention Initiative*

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Dear Participant:

**Welcome to the City of Newport News 2018 Summer Training and Enrichment Program** (STEP). We are excited that you have been selected to participate in this training experience opportunity! You are in a unique position to receive meaningful, mentorship-structured learning at your workplace, enrichment activities, and life skills development that will aid in your journey.

Our mission is to provide a quality Summer Training and Enrichment Program that will prepare you to acquire the skills and experience needed to obtain and maintain employment and/or enroll in and successfully complete an educational program. Hopefully, this will lead to a successful transition into the labor market, which will enhance your future economic independence and self-sufficiency.

The focus of STEP is to provide employer-based, subsidized, training experience for youth ages 16-24 that may lack the necessary job skills and experience to obtain unsubsidized employment. Our goal is to encourage youth to continue pursuing their educational goals while developing work readiness skills that will assist them to prepare for and obtain employment. Through STEP, students will have the opportunity to gain first-hand, real-world work experiences that assist them to prepare for better employment opportunities in the near future.

This handbook was prepared to help you understand the working relationship between you, the employer, the coach, and STEP. Inside this manual you will find valuable information that will help answer many of your questions.

Your success matters to us, and we know it's important to you. Have a wonderful summer work experience!

Sincerely,

*Staff*

2018 Summer Training and Enrichment Program Staff  
City of Newport News

## GENERAL INFORMATION

STEP is funded by the City of Newport News and is being implemented throughout the city. The program is intended to provide meaningful training experience opportunities to eligible residents age's 16-24, through a service delivery approach designed to meet the unique needs of the youth being served. This program will serve as a vital component in helping to prepare youth for the successful transition into the world-of-work and their academic careers.

Participating Worksite Agencies will provide valuable work training opportunities, and will be directly responsible for mentoring and supervising the youth's work performance during the period of participation.

## GOALS



The Summer Training and Enrichment Program will:

1. Provide meaningful work training experience in a safe, structured environment for youth and young adults through on-the-job experience, job shadowing, mentoring and completion of projects and assignments.
2. Encourage participants to acquire skills and habits that will lead to greater employability or to successfully enroll in an educational program.
3. Create summer activities which direct youth and young adults into productive use of their time, while providing alternatives to gang involvement criminal activities, or other negative behaviors.
4. Assist participants in identifying their challenges while seeking and maintaining employment, and offer them the training to acquire the necessary skills, tools, and experience that will lead to successful employment.

## PROGRAM RULES AND GUIDELINES

The following rules and guidelines apply to all youth participants. Please be aware that your specific worksite may have additional rules and guidelines that you will be expected to follow.



- ✓ **ALWAYS WEAR APPROPRIATE ATTIRE.** Your Worksite Supervisor will inform you of the proper dress code for your worksite placement. You will be expected to be clean, well-groomed, and aware of the importance of your appearance. Remember that you are a paid trainee and that you represent yourself, as well as the STEP Program. **If your attire is found to be inappropriate and not in compliance with the dress code, you may be asked to leave the worksite, and will not be paid for the time you are not working.**

**Males:** Do not wear jeans, T-shirts, or shorts unless your worksite Supervisor approves. Never wear head rags, bandanas, stocking caps, wave caps, or torn clothing. Also do not wear flip-flops or come to work barefoot. Do not wear over-sized clothing or pants that sag. Shirts should be clean and neatly tucked in. Any gang-related attire worn to the worksite is grounds for immediate dismissal.

**Females:** If you wear a dress, make sure it is at least knee length and not too tight. Do not wear jeans, leggings, T-shirts, or shorts unless your worksite Supervisor approves. Do not wear see-through clothing, spaghetti straps, halter tops, or low-cut blouses and/or tank tops. Never wear hair curlers, head rags, bandanas, stocking caps, or torn clothing. No midriff or belly buttons may be exposed. Make sure that your shoes are appropriate for your worksite. Also, do not wear flip-flops or come to work barefoot. Any gang-related attire worn to the worksite is grounds for immediate dismissal.

- ✓ **MAKE A GOOD IMPRESSION.** Be neat and clean at all times and wear clothes that fit your particular job. Make-up, jewelry, and hairstyles should be in good, professional taste. Avoid extreme fashion statements.
- ✓ **BE FRIENDLY AND COURTEOUS AT ALL TIMES.** Remember that you are a representative of the STEP Program. This is an important responsibility, and you must take it seriously. Always greet people with a smile, be courteous, and offer assistance to them when needed. Make sure your interactions with others are appropriate, to include conversations and behavior. Profanity, obscene gestures, and sexual suggestions are never permitted.
- ✓ **KEEP BUSY AND TAKE INITIATIVE.** If you have a job to do, do it. If you have finished the work you were assigned to do, find something else to do. Don't hesitate to ask your Worksite Supervisor for more work. Remember: don't sit around and do absolutely nothing. There is always work to be done! Avoid extensive socializing during work time, having loud conversations, or engaging in gossip with your co-workers.
- ✓ **DON'T GET ANGRY IF YOUR ARE CORRECTED.** This is the best way to learn from your mistakes and become a better worker. All employees need to learn how to take constructive criticism.
- ✓ **ASK QUESTIONS.** Maintain open communication with your worksite Supervisor and always ask questions. If you are unclear about something, please ask for clarification. Don't be shy. Go directly to him/her rather than trying to guess what is needed.
- ✓ **DON'T EXPECT SPECIAL TREATMENT.** You are a trainee and will be expected to act like a professional at all times.
- ✓ **ALWAYS GIVE YOUR BEST EFFORT.** The service you perform is important. Your work represents who you are. Do your best to make a positive impression!
- ✓ **SAFETY IS ALWAYS #1.** If part of your work includes the use of special machinery or equipment, be sure you understand its proper use. Ask your Worksite Supervisor if you have any questions. NEVER take any unsafe chances. **See Attachment 1 (page 9).**

- ✓ **PARTICIPANTS UNDER AGE 18.** Participants under age 18 must be supervised by two unrelated adults at all times and should refuse to be placed alone with an adult. Participants should not return to their worksite unsupervised outside of their scheduled work hours.
- ✓ **HAVE A POSITIVE ATTITUDE.** Each participant is expected to have a positive attitude while in the program. You must be alert, enthusiastic, and eager to learn. Sleeping at the worksite or refusing to participate may be grounds for suspension/termination from the program.
- ✓ **USE OF OFFICE PHONES.** You must obtain permission before making any phone calls from their worksite telephones. Phone calls from worksite telephones or cell phones must be limited to emergency use only. Improper use of the phones may be grounds for dismissal.
- ✓ **VISITORS AT YOUR WORKSITE.** Your friends, boyfriends, girlfriends, relatives, etc. will not be permitted to visit you while you are working.
- ✓ **PERSONAL BELONGINGS.** CD players, iPods, iPads, radios, cell phones, pagers, or other electronic devices and personal belongings may not be used during working hours. All valuable personal belongings should be left at home. STEP and/or the City of Newport News are not responsible for any lost or stolen items.
- ✓ **NO SMOKING.** Smoking is not permitted while at the worksite.
- ✓ **NO WEAPONS.** Weapons of any sort are not permitted on the worksite.
- ✓ **MAINTAIN COMMUNICATION WITH YOUR COACH.** Job coaches will form supportive mentoring relationships with you, providing guidance in workplace behavior, responsibility, and professionalism. Job coaches will also serve as liaison between you and your worksite supervisors. Additionally, coaches will support in securing permanent job placements, attaining needed support services to ensure that your goals are accomplished, provide assessment, crisis intervention, and referral services, as needed.
- ✓ **WORKING WITH CHILDREN.** If you are supervising children at your worksite, you must bring disciplinary issues to your Worksite Supervisor's attention. You are NOT allowed to discipline children. That is the responsibility of the professional staff at your worksite.



## PARTICIPANT SUSPENSION AND/OR TERMINATION

The following categories are potential grounds for suspension and/or termination from the program: *See Attachment 2 (page 10) for complete listing.*

1. Fraud and/or dishonesty (i.e. falsifying timesheets)
2. Under the influence of drugs or alcohol
3. Misuse/abuse of property
4. Fighting or use of abusive language
5. Inappropriate attire – repeated violation of dress codes
6. Continuous absenteeism or tardiness
7. Refusal to participate in training or work activity
8. Disruptive behavior and/or attitude
9. Theft
10. Possession of any weapon
11. Engaging in sexual or sexually suggestive activities

If a participant engages in any of the above activities or exhibits the above inappropriate behaviors, the incident will be reported to the worksite supervisor and the STEP Job Coach. The participant(s) may be suspended and/or terminated for failure to follow any of the rules and guidelines contained herein.

A decision to terminate a participant from the program will be made by the Program Coordinator or Lead Coach after having discussed the matter with the participant, the worksite supervisor, and STEP Coach/Mentor.

## GRIEVANCE PROCEDURE

A grievance is a complaint. If a grievance occurs:

1. First, try to work it out with your Worksite Supervisor.
2. If it is not possible to work it out with your Worksite Supervisor, you may call your STEP Coach. If needed, the Lead Coach will meet with you and your worksite Supervisor.
3. If the problem remains unresolved after you, your Worksite Supervisor, Coach, and the Lead Coach have met, then the Program Operator will formally address the issue(s) and coordinate with all affected parties.



## TIME AND ATTENDANCE PROCEDURES



- ✓ **BE ON TIME.** You will be expected to show up for work on time, every scheduled day. Continual tardiness, three absences, or unexcused time off will result in disciplinary action and/or termination from the Program. Arriving at work a few minutes early is a good habit and will show that you are a serious worker.
- ✓ **MISSING TIME FROM WORK.** If you are sick and cannot attend work, you must call your Worksite Supervisor and your job coach as soon as possible. You should call no later than 1 hour before you are scheduled to report to your worksite. **Remember, you will not be paid for time that you do not work.** Also, three or more absences may prevent you from continuing the program and may be cause for termination.
- ✓ **TIME RECORDING/PAYROLL.** Timesheets will be sent electronically from the participant to the worksite supervisor for review and approval to the email address provided. Both the supervisor and the participant are responsible for checking the time records for accuracy and completeness. The participant's and supervisor's electronic approval certify the correctness of entries, and are necessary for payment.

Intentional misrepresentation on time records is grounds for immediate dismissal. Time records are due according to the schedule provided.

- ✓ **WORK SCHEDULE GUIDELINES.** The work week for all participants is Monday – Sunday. You are only allowed to work up to 30 hours per week unless previously approved by the Program Coordinator. If you work more than 5 hours in one day, you must take a 30 minute unpaid break.

Participants are required to submit their time by 10:00 A.M. every Monday (or the end of their last shift for each work week). Worksite Supervisors are required to have participant time verified and approved by 10:00 A.M. every Tuesday. Failure to submit your time by the deadline can result in a paycheck delay. All timesheets are submitted and approved at <https://step.nnva.gov/timesheet>.

Intentional misrepresentation on time records is grounds for immediate dismissal. Paychecks will be paid by direct deposit on Fridays every two weeks.

# ATTACHMENTS





## GENERAL SAFETY RULES

STEP has established the following safety rules, which are applicable to all participants. The following of these rules is mandatory to continue participation.

### 1. REPORTING

- a. Reporting all accidents and/or injuries to your Supervisor immediately after the incident.
- b. Report any unsafe condition or potentially unsafe condition to your Supervisor.
- c. Report any inappropriate behavior to your supervisor.
- d. Report any instructions to perform work not outlined in the worksite description or for anyone not employed by the worksite to your Job Coach.

### 2. LIFTING OR HANDLING MATERIALS

- a. Always seek help with lifting or moving very heavy objects.
- b. When lifting, use the large leg muscles, not the weak back muscles.
- c. Do not bend from the waist in any lifting activity.
- e. Always pull a hand truck or cart, except when going down an incline.
- f. Push heavy objects; avoid pulling.
- g. Report all “potentially hazardous” spills to your Supervisor before attempting clean up.

### 3. PERSONAL PROTECTIVE EQUIPMENT

- a. Wear appropriate protective equipment at all times where mandated by your Supervisor.

### 4. ALWAYS

- a. Avoid horseplay or any action that may endanger other people.
- b. Walk; do not run, when performing your work duties.
- c. Use a ladder or sturdy stool when reaching above your head. Do not stand on chairs, tables, boxes, etc.

### 5. HOUSEKEEPING

- a. Keep work areas clean and free from spills.
- b. Aisles, exits, electrical panels, and fire extinguishers must be kept clear of barriers at all times.

Safety and health rules have been developed, distributed, and, where applicable, posted for your information and welfare. Failure to observe these rules shall be grounds for disciplinary action.

## JOB INJURY PROCEDURES

If a participant is injured on-the-job, the host Worksite Supervisor and management must be notified at once, either by the injured youth or a fellow worker. If the Worksite Supervisor is not immediately available, the designated person in the office should be notified. Also, the Job Coach should be immediately notified for further instructions.

**PARTICIPANT SUSPENSION AND/OR TERMINATION**

The following are potential grounds for suspension and/or termination from STEP:

- 1. Three absences and/or ongoing punctuality concerns.  
*If an issue arises, participants are responsible for communicating with their worksite supervisors and job coach as soon as possible (at least one hour prior). Each participant will receive the contact information for both their Worksite Supervisor and Job Coach.*
- 2. Fraud and/or dishonesty to include the falsification of timesheets.
- 3. Criminal behavior such as assault, theft, bullying, illicit drugs use or possession, etc.
- 4. Use of or displays of profanity, fighting, verbal abuse, or disruptive behavior/attitude.
- 5. Refusal to participate in training or work activity.
- 6. Repeated violations of dress code or wearing inappropriate attire.
- 7. Being under the influence of drugs or alcohol.
- 8. Possession of weapons (guns, knives, brass knuckles, nunchucks, or look-alike devices).
- 9. Displays of aggressive or threatening behavior.
- 10. Misuse/abuse of property to include violating worksite policies on internet use and social media.
- 11. Violations of worksite’s cell phone policy.
- 12. Engaging in sexual or sexually suggestive behavior.

If a participant engages in any of the above activities or exhibits the above inappropriate behaviors, the incident will be reported to the Lead Coach and Administrators of the Summer Training and Enrichment Program. The participant’s Worksite Supervisor may suspend that individual for failure to follow any of the rules and guidelines contained herein.

A decision to terminate a participant from the program will be made by the STEP Administrators and/or Lead Coach after having discussed the matter with the participant, coach, and his/her Worksite Supervisor. Please note that worksite termination indicates a complete termination from STEP. **A terminated participant WILL NOT be reassigned to a different worksite.**

**ROLES AND RESPONSIBILITIES**

**A. ROLE OF THE WORKSITE SUPERVISOR**

Participants will have a better chance to succeed if each Supervisor explains what is expected of the participant at the start of the assignment. In this regard, a participant orientation shall be provided to each participant by his/her Supervisor. At a minimum, the orientation should include the following:

- 1. Work Schedule and expectations (i.e. Hours of work, breaks, lunch, etc.)
- 2. Regulations of the agency, as they apply to the participant
- 3. Name and telephone number of person(s) to notify when the participant will be late or absent
- 4. Safety procedures and person(s) to whom accidents are to be reported
- 5. A clear explanation of exactly what duties and responsibilities will be expected from the participant, including an explanation of the criteria by which the participant's work attitudes and habits will be evaluated.
- 6. Timesheet reporting system and procedures
- 7. Review of worksite cell phone policy

**In addition to participant orientation, Worksite Supervisors are responsible for:**

- 1. Designating an immediate supervisor and alternate supervisor who shall be responsible for the job orientation and training of participants, performance evaluations of participants, time and attendance records for participants, and communication with the STEP staff;
- 2. Ensuring that immediate and alternate supervisors are fully aware of the responsibilities;
- 3. Maintaining a participant/supervisor ratio that does not exceed 5:1, unless another ratio is agreed upon and approved by the STEP staff;
- 4. Ensuring that a Minor shall not be placed in a situation where he/she is left alone with a single adult;
- 5. Providing structured well-supervised work activities, assigning quality tasks, ensuring these tasks are consistent with the worksite activity description, and guaranteeing that participants do not work in surroundings that are unsanitary or hazardous to their health. Speech and behavior should be appropriate and professional at all times. Any work assignments other than those agreed upon by the STEP staff and the Worksite, to include any assignments with individuals that are not direct employees of the worksite, must be approved by the STEP staff;
- 6. Providing alternative work plans for participants during inclement weather or other periods of occasional interruptions to regular schedules;

7. Allowing pre-arranged release time for participants to attend any necessary training, counseling, and other programmatic functions;
8. Submitting timely and accurate time and attendance records as required;
9. Providing scheduled progress reports on each participant;
10. Permitting scheduled worksite inspections, monitoring visits, and fully cooperating with designated STEP staff;
11. Complying with all applicable Federal, State and Local employment laws, including Child Labor Laws;
12. Attempting to resolve all problems or conflicts with participants and supervisors prior to notifying the Program Administrators;
13. Communicating to the Job Coaches, any problems, conflicts or questions regarding the program, participants, or policies;
14. Contacting the Job Coaches relative to any disciplinary action with regard to participants that could result in suspension and/or recommendation for termination; and
15. Complying with the policies, procedures and Regulations as outlined or attached to the Agreement, including the Supervisor’s Handbook or other appropriate literature.

**B. ROLE OF THE STEP PROGRAM OPERATORS**

**The STEP Program Operators will be available at 2501 Washington Avenue (Justice Bldg – Juvenile Services). The Program Operators will be responsible for the following:**

1. Coordinating with worksites to identify and recruit eligible applicants to fill training experience slots according to participant availability;
2. Matching eligible applicants with the available placements while seeking compatibility of interest with assignment and site location with convenience, when and where possible;
3. Monitoring worksites for compliance with the responsibilities outlined under the WORKSITE RESPONSIBILITIES contained herein;
4. Orienting participants to the program and refer participants to the Worksites;
5. Gathering and providing, in a timely and accurate manner, all reports, forms, payroll data, and other materials as required;
6. Mediating any problems on the job between the coach, participant and employer, if not resolved by Lead Coach; and
7. Supervising Coaches.

**C. ROLE OF THE LEAD JOB COACH**

Lead Job Coaches are individuals who serve as a supportive mentor and supervisor to STEP Coaches. Lead Job coaches will be responsible for:

1. Visiting assigned worksites and conferring with worksite supervisors regarding the work performance of STEP participants;

2. Serving as the mediator between STEP participants and worksite supervisors if a conflict arises;
3. Resolving any disputes between worksites and participants or participants and assigned coaches;
4. Acting on participant disciplinary issues, including removal from program on recommendation of Job Coach and Worksite Supervisor;
5. Complying with all policies and procedures of STEP;
6. Meeting with assigned coaches and providing program updates;
7. Monitoring coach/participant relationships to help ensure success of participants; and
8. Supervising designated Job Coaches.

#### D. ROLE OF THE JOB COACH

Job Coaches/Team Leaders are individuals who serve as a supportive mentor and coach to STEP participants. Job Coaches will be responsible for:

1. Meet with participants regularly to provide support and guidance regarding work performance and personal goals. (**Benchmark = 60% of participant interactions should be face-to-face**)
2. Visit assigned work sites and confer with work site supervisors regarding the work performance of participants. **NOTE:** Unless specific permission is granted by the worksite supervisor, visits must be coordinated with the Worksite Point of Contact Coach or during the participant's break.
3. Monitoring of the training plan to ensure that the participant is mastering the skills that have been agreed upon.
4. Serve as the mediator between participant and work site supervisor if a conflict arises.
5. Verify participant time and attendance records with worksite supervisor.
6. Provide referral information to participants regarding non-work related needs, e.g. housing, social services, counseling, etc.

#### E. ROLE OF THE WORKSITE POINT OF CONTACT COACH

Worksite Point of Contact Coaches are individuals who serve as the primary point of contact between assigned worksites and other coaches with participants at the same location. Worksite POC coach responsibilities will include but not limited to:

1. Visit assigned work sites and confer with work site supervisors regarding the work performance of STEP participants.
2. Provide updates and relevant information to all coaches that have participants at the same location.
3. Coordinate scheduled visits with other coaches that have participants at the worksite.
4. Serve as the initial mediator between participant and work site supervisor if a conflict arises.







## QUESTIONS – CONTACT

### Job Coach

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

### Lead Job Coach

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

**Kamisha Wyatt**  
STEP Coordinator  
Youth and Gang Violence Prevention  
City of Newport News  
757-926-3795  
wyattka@nnva.gov



## 2018 PARTICIPANT HANDBOOK RECEIPT VERIFICATION AND PROGRAM RELEASE

I certify that I have reviewed, discussed, and been informed of the expectations and requirements for the 2018 Summer Training and Enrichment Program. Should I have any questions, now or in the future, I understand that I should contact my STEP Coach for assistance. I understand and agree with all information contained in the Participant Handbook. I understand that I am solely responsible for my actions. I understand that I may be placed with a private and/or non-City employer for employment, and I accept the conditions of said employment. I agree that the City of Newport News makes no representations regarding said employment and that I will report any unsafe or unprofessional behavior to my STEP Coach and release the City of Newport News and its employees and volunteers from any and all claims, causes of action, or demands, of any nature or cause, current, past, or future, including costs and attorney's fees incurred or sustained by me in any way connected with or arising out of my participation in STEP. I understand that the handbook can be accessed anytime at <http://step.nnva.gov>.

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Participant Printed Name

Participant Signature

Date

### If under 18, Parent or Guardian Verification:

I certify that I have reviewed, discussed, and been informed of the expectations and requirements for the 2018 Summer Training and Enrichment Program for my child. I understand and agree with all information contained in the Participant Handbook. I understand that I am responsible for my child. I understand that my child may be placed with a private and/or non-City employer for employment, and I accept the conditions of said employment on behalf of myself and my child. I agree that the City of Newport News makes no representations regarding said employment and that I will report any unsafe or unprofessional behavior to my child's STEP Coach/Mentor and release the City of Newport News and its employees and volunteers from any and all claims, causes of action, or demands, of any nature or cause, current, past, or future, including costs and attorney's fees incurred or sustained by me or my child in any way connected with or arising out of my child's participation in STEP. I understand that the handbook can be accessed anytime at <http://step.nnva.gov>.

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Parent or Guardian Printed Name

Parent or Guardian Signature

Date



## PHOTO/PUBLIC RELATIONS RELEASE

I hereby authorize STEP to use, reproduce, and distribute my name, voice, likeness, video, or photograph on its website, various workforce development social media sites, and in other business related activities.

I agree that my name, picture, and testimony can be used for program outreach and other program marketing activities. I understand that this information may be used in brochures, videos, photographs, reports, orientation presentations and any other promotional materials.

I understand that my authorization grants STEP the right to use, reproduce, and distribute my name, voice, likeness, photograph and/or any other representation of me without compensation or further notice.

I have read and understand this release.

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Participant Printed Name

Participant Signature

Date

### **If under 18, Parent or Guardian Verification:**

I hereby authorize STEP to use, reproduce, and distribute my child's name, voice, likeness, video, or photograph on its website, various workforce development social media sites, and in other business related activities.

I agree that my child's name, picture, and testimony can be used for program outreach and other program marketing activities. I understand that this information may be used in brochures, videos, photographs, reports, orientation presentations and any other promotional materials.

I understand that my authorization grants STEP the right to use, reproduce, and distribute my child's name, voice, likeness, photograph and/or any other representation of them without compensation or further notice.

I have read and understand this release.

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Parent or Guardian Printed Name

Parent or Guardian Signature

Date