

Western Oklahoma Workforce Development Board



Work Experience Participant Handbook



Western Oklahoma Workforce Board is an Equal Opportunity Employer/Program.

Auxiliary aids and services are available upon request to individuals with disabilities.

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As administered by the Oklahoma Office of Workforce Development

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INTRODUCTION

Welcome to the Western Oklahoma Workforce Development Board (WOWDB) work experience activity! As a participant in the WOWDB work experience you will have the opportunity to:

- Help your community
- Learn work skills
- Learn the kind of behavior expected on a job
- Earn a “job well done” recommendation from your supervisor
- Earn your own money

If you are a supervisor, you serve as a mentor and role model for the work experience trainee. Your guidance will help the trainee learn more basic job skills, develop positive decision-making and problem solving tools and techniques, learn to engage in team work and get a firsthand view of what it takes to succeed in the workplace.

As a trainee, you will have an opportunity to learn from a professional who has succeeded in the work world and is committed to sharing his/her expertise and success with you.

MAKE THE MOST OF THIS OPPORTUNITY!!!

As with any carefully planned project, there are guidelines and requirements for supervisors, trainees and the WIOA case manager. This handbook outlines those guidelines and requirements and will help you easily understand and comply with the paperwork and procedures. In addition to this handbook, the service provider may have additional material for you.

This handbook contains six sections containing information on program overview, your rights, expectations, time and attendance, safety and on-the-job injury. Various forms and documents appear throughout. Be sure to read, complete and display (if applicable) each one as required.

Your WIOA Career Manager is _____

You can reach your Career Manager by calling _____

Your Talent Development Specialist is here to answer any questions or concerns you may have and help you as you enter this work experience.

Good luck as you enter into this work experience program. Western Oklahoma Workforce Development Board’s mission is to enhance the area’s prosperity by helping people and businesses with their workforce needs.

PROGRAM OVERVIEW

Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. The experience is designed to assist the participant to gain solid work place knowledge and maturity and firmly establish good work place behavior. It is also designed to assist the employer – especially if the business is new or just getting established.

Private for profit, private not-for-profit, or public worksites may all be used for Work Experiences.

Program emphasis is placed on the following:

- Motivating trainees and preparing them for an employment opportunity
- Developing employability skills
- Enhancing soft skills necessary for future employment
- Providing support and supervision along with regularly-scheduled formal evaluations

YOUR RIGHTS: GRIEVANCE PROCEDURE

If at any time during your participation in the program you feel that you are being treated unfairly, first discuss your grievance with your supervisor or WIOA Talent Development Specialist. If the problem is not resolved, you may request a review of your grievance by the Equal Employment Officer (EEO) at the Western Oklahoma Workforce Development Board. Contact information for the EEO is:

Christi Porter
580-256-8553
ccastor@oeda.org

More detailed information regarding your grievance rights is found on the Western Oklahoma Workforce Development Area Grievance and Complaint Procedures and the Western Oklahoma Workforce Development Area Equal Opportunity (EEO) Complaint Procedures that you signed when you enrolled in the program.

EXPECTATIONS AND GUIDELINES FOR THE TRAINEE

Trainees are expected to conduct themselves in a professional manner at all times while employed. As a trainee, we expect you to

- Dress appropriately for the worksite.
- Conduct yourself appropriately. Be respectful at all times to supervisors and co-workers
- Arrive on time and work the hours scheduled. Remember, you must work to receive pay
- Notify the worksite supervisor immediately if you are going to be absent OR late
- Follow directions and complete assigned tasks. When your tasks are completed, ASK for additional tasks. **BE MOTIVATED!**

You may lose your job for any of the following reasons:

- Repeated tardiness or absence
- Leaving work without the supervisor's permission or walking off the job site
- Doing something which violates the worksite's rules or standards of behavior or other rules that you are aware of
- Being disrespectful (e.g., complaining about tasks, cursing, arguing with co-workers, vandalism)
- Failing to complete assignments in a timely manner
- Goofing off (avoiding work)

During the program you will be evaluated on how well you are following the work rules. Use that evaluation to improve your performance and become a better worker!

EXPECTATIONS AND GUIDELINES FOR THE SUPERVISOR

As a supervisor you have the opportunity to make a significant impact not only on the trainee but the workplace and the community. As a supervisor for the worksite you agree to uphold the following responsibilities

- Provide meaningful, sufficient, well-planned activities designed to promote the development of positive work habits and specific skills required for obtaining future unsubsidized employment
- Provide a safe, sanitary, and drug free environment
- Provide adequate, full-time supervision by qualified supervisors
- Accurately account for trainee's time and attendance
- Provide sufficient equipment and/or materials to enable the trainee to carry out work assignments

- Provide job orientation to the WIOA trainee related to work policies, job safety, and job expectations. The work policies and job expectations for the WIOA trainee must be the same as for non-WIOA workers at the site
- Conduct evaluations at least three (3) times throughout the duration of the trainee's work experience as directed by the WIOA Grantee and/or Service Provider and notify the WIOA Grantee and/or Service Provider of any unsatisfactory performance levels
- Report any incidents involving the trainee to the WIOA Grantee and/or Service Provider
- Along with the trainee and other authorized parties, complete any necessary on-the-job injury reports and submit them to the WIOA Grantee and/or Service Provider in a timely manner so that medical claims can be processed for worker's compensation
- Not discriminate in any manner or for any reason against the WIOA trainee
- Ensure that all activities are in compliance with current Fair Labor Standards and State of Oklahoma Child Labor Laws
- Ensure that the trainee will not displace current employees, result in the reduction of work hours for current employees or be placed in a position where any other individual is on layoff from the same or any substantially equivalent position
- Ensure that the trainee does **NOT** participate in activities that assist, promote or deter union organizing.
- Ensure that the trainee does **NOT** participate in any sectarian activity pertaining to religious or political doctrines, sects, denominations, or practices
- Ensure that all rules and regulations governing the WIOA program will be upheld.

TIME AND ATTENDANCE

As a trainee, you are allowed a maximum of 520 hours or 6 months of training at a worksite. This is not an entitlement. The worksite can terminate your employment if you do not perform well or fail to comply with rules and regulations. Your work schedule will be determined by your worksite, however, you will be scheduled to work no more than 40 hours each week. You will **NOT** be paid for non-work hours which include lunch breaks and absences. You will only receive pay for **holidays** if your worksite is officially open for business and you actually perform work on that day. **No holiday pay rate will apply.**

The pay periods for this program are bi-weekly, meaning you are paid for two weeks of work at a time.

The worksite supervisor will keep accurate time and attendance records on the trainee. Time and attendance may be recorded on time sheets provided by the service provider or by the record keeping method utilized by the worksite (punch time clock, computer check-in or badge scanning system). However, if the worksite does not utilize the time sheet provided by the

service provider a record must be given to the service provider at the end of each pay period.

The record must include:

- Worksite Name
- Worksite Address and Telephone
- Trainee Name
- Time In, Time Out and Total Hours Worked Per Pay Period
- Record of lunch break/rest periods 30 minutes or longer (breaks of short duration must be counted as hours worked and do not need to be recorded.)
- Worksite supervisor signature, trainee signature and date

Time and attendance records will be signed at the end of the pay period by the trainee and the supervisor to certify accuracy. A sample time sheet and time sheet checklist are included with this handbook.

SAFETY POLICY GUIDELINES

Safety doesn't happen by accident! Below are some guidelines to help you stay safe in the workplace.

- Do not lift or move any object that you cannot safely lift or move. If you are in doubt, ask someone to assist you
- Walk cautiously up and down stairs; use the handrail whenever possible
- Be aware of your surroundings. Exercise caution with walking around blind corners and on all uneven surfaces. Observe signage regarding floor and sidewalk conditions. Make sure surfaces are safe before entering any wet area
- Keep drawers of cabinets, desks, etc. closed when not in use. Only one drawer of a storage cabinet shall be pulled out at a time in order to avoid over-balancing the storage unit
- Do not sit on the edge of a chair or tilt back when sitting in a straight chair
- Do not use boxes, chairs, etc. in place of ladders
- Keep floors free of tripping hazards such as telephone cords, electrical cords and papers
- Store materials on shelves in way to prevent falling. Place heavy objects on lower shelves
- Report unsafe electrical cords, faulty equipment or any hazardous condition to your supervisor
- Do not place sharp objects or broken glass in waste paper containers
- No candles or other open flames
- Comply with ALL safety and health laws and ordinances including Child Labor Laws

ON-THE-JOB INJURY

If you are injured while working, follow these procedures:

- Notify your worksite supervisor immediately
- If necessary, seek medical treatment
- Immediately notify your Talent Development Specialist who will notify the fiscal agent insurance representative and the Western Oklahoma Workforce Development Board. If you do not, your claim could be denied.

All Workers Compensation claims will be processed by Western Oklahoma Workforce Development Board's Fiscal Agent for Adult and Dislocated Worker Programs. All Workers Compensation claims for the Youth Program will be processed through the Current Service Provider _____.

We look forward to assisting you on your journey to gain solid workplace knowledge and establishment of your place in the workforce.